

Clifton Road Surgery - Original visit: 23rd February 2015
26-28 Clifton Road, Rugby, CV21 3QF

Practice Information * Information received from Surgery

Practice Manager: Julie Ball

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Recommendations:

Recommendation 1:

The surgery look into the concerns raised by the patients in respect of the appointment booking system. One solution to this could be maximising the use of online appointment booking to reduce the amount of telephone traffic.

Has this recommendation been met? Yes No

Comments:

Our telephone call volumes continue to increase, in conjunction with our patient list size. Unfortunately, this is still true of all Practices within Rugby. Rugby is a growing town and the population numbers has increased significantly, however, GP availability has not. This is something NHS England is aware of we're still hopeful we will see investment put into the locality to support this.

However, our patient survey 15/16 (undertaken in January 2016) shows those satisfied with the appointment system has increased by 8.67% from last year, with those not satisfied significantly decreasing by 12.22%. In November 2015 we employed another GP to support with patient appointments and I feel this is one of the factors contributing to the high positive scores. Our survey also shows that for the first time ever booking an appointment via the internet is the most common way to book (26.67%).

Recommendation 2:

The surgery actively advertise their upcoming early morning or Saturday appointments to assist patients who have difficulty in attending during normal surgery opening hours.

Has this recommendation been met? Yes No

Comments:

We have actively promoted our extended hours appointments - information about these is on our website and we have posters in each waiting room. The clinics are full and Reception staff do raise awareness. From your visit we introduced an A Frame promo board and promoted the extended hours clinics, together with our flu campaign. We're still exploring the possible introduction of a Clifton Road Surgery Facebook page.

Recommendation 3:

Informing patients on the day of any delays which may impact their appointment. Good practice seen at other surgeries has involved a notice board in Reception to notify patients of current waiting times.

Has this recommendation been met? Yes No

Comments:

As often as is practical our Reception staff continue to notify patients of delays but as these are not planned this is not always possible. We have recently purchased some TV screens (electronic notice boards) which are being put in each of our waiting rooms, through these screens we may be able to notify of delays.

Any additional comments:

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Authorised Representatives	Jen Gilder
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