

GP Surgery Enter and View Report

Avonside Health Centre - 9th May 2016

Portobello Way, Warwick, CV34 5GJ

Practice Information * Information received from Surgery

Practice Manager: Sarah Jukes

Contact Details: sarah.jukes@avonsidehc.nhs.uk

Tel: 01926 492311

Number of GPs	6 (4 FTE) and 2 Registrars
Number of Practice Nurses	3 1 Advanced Nurse Practitioner
Number of Healthcare Assistants	1
Number of Reception Staff	6 part-time

Current Number of Patients	9,100
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Opening Hours	
Monday:	8:00 - 18:00 18:30 - 21:30
Tuesday:	8:30 - 18:00
Wednesday:	8:30 - 18:00
Thursday:	8:30 - 18:00
Friday:	8:00 - 18:00
Saturday:	8:15 - 11:15 (alternate Saturdays)
Sunday:	CLOSED

Services Provided/Specialist Clinics

- Flu clinics (Saturday mornings)
- Diabetes Clinic
- NHS Health Checks
- Spirometry
- Cytology
- Family Planning
- Midwife
- Health Visitor
- Asthma Clinic
- ECG Clinic
- 75+ Clinic
- Smoking Cessation Clinic
- Minor Surgery
- Retinal Screening
- Counsellor
- Doppler Clinic

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Purpose built centre in good condition		
Internal Decoration	Décor was clean and tidy		
Parking arrangements, Including Provision for Disabled Visitors	Disabled parking is available		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		
Clear guidance on how to inform the surgery of your arrival?	✓		Reception is directly opposite the entrance
Electronic check-in in waiting room?	✓		System wasn't working properly on day of visit
Is there confidentiality/privacy at reception?		✓	Reception is open and conversations can be overheard
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Doctors collect patients from the waiting area
Are waiting times displayed/patients informed?		✓	Patients have to inform reception if they have been waiting 15+ minutes
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		There is a play area provided
Is a hearing loop installed?	✓		
Toilets Available?	✓		
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?	✓		These are available on request
Are translation services available? Are they advertised?	✓		Information is available at reception
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		
Is there a Patient Participation Group? Is it advertised?	✓		
Are the names/photographs of GP's and staff at the surgery displayed?	✓		Names of Doctors are listed at Reception

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 40

Question One

How would you rate your GP surgery on the appointment booking system?

Excellent	Good	Average	Poor
12	21	6	0

Additional Comments

One person did not respond to this question.

“The on-line booking system only offers 1 or 2 appointments, there is more when booking face to face at the surgery.”

“Very difficult to get an appointment.”

“Difficult to get an appointment so I am at the door at 8am.”

“There was a queue outside for appointments today.”

“Normally excellent, the booking system has gone down today.”

“If phoning up it is difficult to get an appointment.”

Question Two

How would you rate your GP surgery on the surgery opening hours?

Excellent	Good	Average	Poor
14	23	3	0

Additional Comments

“Absolutely fine.”

“Evening surgery is very good.”

“Weekends would be good - Saturdays would be useful.”

Question Three

How would you rate your GP surgery on the access to the surgery e.g. Parking, Public Transport Links

Excellent	Good	Average	Poor
5	16	6	1

Additional Comments

12 people walked or came by bus.

“I don’t like the parking.”

“It is not a very big car park.”

“A little small and a bit limited with difficulty getting into spaces.”

“Sometimes there are problems.”

Question Four

How would you rate your GP surgery on the cleanliness/hygiene of the surgery?

Excellent	Good	Average	Poor
20	20	0	0

Additional Comments

No additional comments were made

Question Five
How would you rate your GP at the surgery?

Excellent	Good	Average	Poor
19	17	0	0

Additional Comments

Four people did not respond to this question.

“Wonderful/excellent/great.”

“I tend to see the same GP who is brilliant.”

“I see any GP - they are all friendly, helpful and pleasant.”

“I am happy to see any GP.”

“I see the same GP who is excellent.”

“I see different GPs and they are all good.”

“It is variable - my own GP is excellent.”

“A certain GP is reluctant to refer patients to see a consultant even after numerous tests; my husband changed his GP and was referred within 2 weeks.”

Question Six
How would you rate your Nurse at the surgery?

Excellent	Good	Average	Poor
15	17	0	0

Additional Comments

Eight patients did not respond to this question.

“Lovely.”

“Easy to get an appointment - she is very reassuring.”

“Spends time with you and appointments are better.”

“Excellent.”

“All good.”

“Very nice.”

“Only see her for Well Woman check - very good.”

Question Seven

How would you rate the Reception Staff at the surgery?

Excellent	Good	Average	Poor
21	15	1	1

Additional Comments

Two people did not respond to this question.

“Always lovely and polite.”

“Brilliant, helpful, excellent.”

“Better over the last 12 months.”

“Some can be rude or unhelpful- re letter required to show workplace.”

“Lovely.”

“Helpful, friendly.”

“Some difficult.”

“Helpful very friendly.”

“Brilliant, even though the phones are constantly ringing. They are always helpful.”

Question Eight
How would you rate the punctuality of appointments at the surgery?

Excellent	Good	Average	Poor
3	18	10	2

Additional Comments

Seven people did not respond to this question.

“There are long waits.”

“I had four appointments this last month and they are always running late. I have come on a day’s holiday today.”

“Most of the time I have to wait.”

“I tend to wait a lot but I am not rushed when I get in there.”

“Quite poor - I come out of work and I usually have a 30 minute wait.”

“Variable.”

“Some appointments run over.”

“I have never had to wait long, usually only 10-15 minutes.”

Question Nine

How would you rate your surgery at involving you with decisions about your care?

Excellent	Good	Average	Poor
13	17	3	0

Additional Comments

Seven people did not respond to this question.

“One GP is okay but the others are not so good.”

“Own GP is fantastic”

“Better recently”

Question Ten

How would you rate the overall quality, care, treatment and service from your surgery?

Excellent	Good	Average	Poor
17	19	1	0

Additional Comments

Three people did not respond to this question.

“I am happy with the service”

“I never had any problems.”

“Second to none.”

“I have confidence in the GPs and staff.”

“Very helpful.”

“Brilliant.”

“Very very good.”

“Pretty impressed.”

Other Comments Received

“There is no phlebotomy service, at the hospital there are long waits with difficult and expensive car parking.”

“No tannoy system, GPs call from the waiting room.”

“Prescriptions are much easier now.”

“No privacy at reception.”

“I was advised to ring at defined times to make an appointment, to then find all appointments have gone.”

“It takes a very long time to receive a scan appointment, even when the Dr has marked it as urgent, I have been waiting for 5 weeks and still no appointment has come.”

“Considering the pressure the NHS is under they offer a really good service.”

“Reception staff are much better than previously.”

Recommendations

- 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.
- Surgery ensure that any delays to patients' appointments are consistently communicated by reception staff on arrival.
- Surgery to look at advertising extended hours so that patients are aware of these.
- Surgery to look at advertising the Patient Participation Group more widely or moving the meeting time to make it more accessible to a wider range of patients.

Surgery Response

Response by Sarah Jukes, Practice Manager:

We are very pleased with the good feedback about our service and are grateful to Healthwatch Warwickshire for compiling the report

Phlebotomy:

Avonside does not currently have a contract with SWCCG to offer onsite phlebotomy. Previous contracts offered have not come close to covering the costs of providing the service. We will continue to review.

Appointments:

We offer a mixture of book in advance and same day bookable appointments each day. There is also an emergency surgery every day for problems that cannot wait for the next prebookable appointment. Extended hours surgeries run on Monday evenings and alternate Saturday mornings and have been clearly advertised on the website and in patient information for several years.

The appointment system is detailed on our website, patient information leaflet and on notice boards in the waiting area.

We acknowledge that appointments for some very popular doctors are booked up quickly after becoming available. Avonside has 4.75 whole time equivalent GP principals and usually one or two GP registrars (qualified doctors completing postgraduate training in general practice) as well as a very capable experienced

Nurse Practitioner all serving a population of 9100 patients. This is above the usual doctor to patient ratio.

Some appointments (both same day and book in advance slots) are available to book online. We have not made all appointments available to book online to avoid disadvantaging those service users, who are often elderly, more frail, have learning disabilities or financial disadvantage, and who are not able to use online services. We continue to monitor the proportion of patients utilising on line services to ensure a fair and equitable level of availability for all patients.

Waiting Room:

We have deliberately chosen not to use the tannoy call system as we prefer to greet our patients individually when we collect them from the waiting room. It also allows clinicians to assist patients with disabilities where necessary.

There is a quiet room alongside reception, which patients may use if they wish to discuss a confidential matter with a receptionist. Signs advertising this facility are displayed at reception.

If a clinician is running late, they usually ask the receptionist to apologise and update the patients about this. We will look to implement a system to monitor waiting times and proactively update patients where necessary. We are investigating the use of an electronic visual display in the waiting room to assist with this and to provide background music and thus further privacy at reception.

The Healthwatch Warwickshire report will also be discussed with the PPG.

Date of Enter and View Visit	9 th May 2016
Authorised Representatives	Jarina Rashid-Porter Maggie Roberson
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