

GP Surgery Enter and View Report

Whitehall Medical Practice - 5th July 2016

Morton Gardens, Lower Hillmorton Road, Rugby, CV21 3AQ

Practice Information * Information received from Surgery

Practice Manager: Wendy Jennings

Contact Details: wendyjennings@nhs.net

Tel: (01788) 542212

Number of GPs	3 full time and 2 part time, 2 GP Registrars, 1 FY2 Foundation Year Doctor
Number of Practice Nurses	1 Nurse Practitioner, 1 Locum Nurse Practitioner and 4 Practice Nurses
Number of Healthcare Assistants	0
Number of Reception Staff	8

Current Number of Patients	13,600
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Opening Hours	
Monday:	08:30 - 18:00 (Extended hours 18:30 - 22:00)
Tuesday:	08:30 - 18:00
Wednesday:	08:30 - 18:00
Thursday:	08:30 - 18:00
Friday:	08:30 - 18:00
Saturday:	CLOSED
Sunday:	CLOSED

Services Provided/Specialist Clinics
<ul style="list-style-type: none">• Asthma Clinic• Diabetic Clinic• IUCD Fittings & Implant Fittings• Cryotherapy• Drug and Alcohol Abuse• Cervical Cytology• Flu Clinics• Occupational Health Service• Weight Management• Maternity (pre and post-natal)• COPD• Family Planning• Travel Clinic• Joint Injections• Smoking Cessation• ECG• Physiotherapy (Thurs/Fri)• NHS Health Screening• Child and Safeguarding• Facilitator for Triple A

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	The Practice is located in a 16-year old purpose built building, which is in good condition.		
Internal Decoration	The interior décor is looking a little tired but a refurbishment is planned and is currently out to tender.		
Parking arrangements, Including Provision for Disabled Visitors	There are 18 parking spaces and 3 disabled spaces used jointly with pharmacy clients.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		
Clear guidance on how to inform the surgery of your arrival?	✓		Reception is opposite the entrance door.
Electronic check-in in waiting room?	✓		Screen is due to be replaced.
Is there confidentiality/privacy at reception?		✓	There is a room available should anyone wish to speak confidentially but this was not clearly advertised.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		
Are waiting times displayed/patients informed?	✓		Patients are advised of delays on arrival.
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		Child friendly play areas on both floors.
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?	✓		This was not clearly visible during our visit but is displayed.
Are translation services available? Are they advertised?	✓		
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?		✓	Poster with details of making a complaint to Practice Manager.
Is there a Patient Participation Group? Is it advertised?		✓	The group is not active but in process of being advertised.
Are the names/photographs of GP's and staff at the surgery displayed?	✓		Names are displayed only.

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 37

Question One

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

Excellent	Good	Average	Poor
2	12	4	19

Additional Comments

“Difficult as I cannot get through on the phone.”
 “Nightmare.”
 “Slow to answer phone.”
 “Phones always engaged.”
 “Waited 3 months - for children they are more accommodating.”
 “Sometimes never get appointment.”
 “Terrible - I come in rather than ring.”
 “Have to book 4 weeks in advance.”

Question Two

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

Excellent	Good	Average	Poor
5	24	5	3

Additional Comments

“Could be improved if offered weekend appointments.”
 “Took a day off college today.”

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
0	4	7	22

Additional Comments

Four people did not respond to this question.

“Can be problematic.”

“Nightmare.” x2

“Parking very poor.”

“Very difficult.”

“Dreadful.”

“Depends on time of arrival.”

“I come in a taxi.” x2

“It’s a long walk from the bus stop.”

Question Four

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

Excellent	Good	Average	Poor
26	9	2	0

Additional Comments

No additional comments

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

Excellent	Good	Average	Poor
11	22	3	1

Additional Comments

“Lack of continuity, only 1 good.”
 “Alright seems fine.”
 “So far so good, only been with the surgery 6 months.”
 “Varied.”
 “Most seem nice.”
 “See different ones.”
 “Very helpful, very thorough.”
 “Continuity poor.”
 “GP was rude to me, not seen this Dr before.”

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

Excellent	Good	Average	Poor
25	9	0	0

Additional Comments

Three people did not respond to this question.

Question Seven

How would you rate the Reception Staff at the surgery?

Excellent	Good	Average	Poor
10	18	8	1

Additional Comments

“Variable.”
 “Some good, some less good.”
 “Very helpful.”
 “Helpful.”
 “Some good some variable.”

Question Eight

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

Excellent	Good	Average	Poor
4	20	12	1

Additional Comments

“Not told about delays.”
 “Never get in to see the Dr on time.”
 “Sometimes variable.”
 “Not great.”

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

Excellent	Good	Average	Poor
11	20	3	3

Additional Comments

“Not as much as I would like.”
 “Only if you ask.”
 “Nurse is very good.”
 “Sometimes they involve me with decisions.”

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

Excellent	Good	Average	Poor
10	21	5	1

Additional Comments

“My Dr has been brilliant.”

Other Comments Received

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.
- The surgery to notify patients that there are extended hours available for two GPs on a Monday evening as many patients are unaware of this and are currently struggling to make suitable appointments.
- As from 1st April 2016 it is a contractual requirement for GPs to have a PPG. Therefore, the Practice Manager to look at setting up a Patient Participation Group as a matter of urgency. Resources are available from NAPP the National Association for Patient Participation who can aid those surgeries wishing to set up a PPG by providing materials and assistance.
- The surgery to provide a comments/complaints box for patients as some patients do not necessarily want to make a complaint but may wish to make a comment.

Surgery Response

Response by Wendy Jennings, Practice Manager

We appreciate the visit from Healthwatch Warwickshire and the views of our patients. In the coming months we will be working to address particular hotspot areas such as the phone lines and our response times. Where possible we would still ask all patients requiring non urgent appointments/enquiries to try to refrain from ringing between the hours of 8.30am & 11am as this is our busiest time. The practice operates a duty doctor system whereby a GP is available to speak to for assessment of new problems every weekday. If the problem is ongoing you may be advised a message will be sent to the healthcare professional dealing with your problem so they can incept the next most appropriate course of action. This works best for continuity and your ongoing healthcare management.

In regard to parking we are looking at having a car parking barrier although we may still find there are regular abusers leaving their car in our carpark whilst visiting the town centre. We would respectfully ask all patients and pharmacy customers to limit their time in our carpark to the duration of the appointment/enquiry and move their vehicle afterwards.

The GP Partners, Nurses and staff work very hard to try and deliver the best healthcare possible. Sometimes it is not always possible to fulfil your requests immediately and in order to prioritise you may be contacted by return a day or two later or offered the next routine appointment which again may be up to four weeks ahead. Should you feel your problem is urgent then the receptionist can either place you on the duty doctor list or send a message to your usual GP for assessment. In doing so the receptionist will need to seek a brief indication of your problem. This is not being nosey but simply signposts you to the best person to deal with your enquiry.

Should you consider there are more ways we can improve please feel free to join our patient forum or alternatively use our comments/complaints box in reception.

We truly appreciate your support through challenging times in the NHS.

Date of Enter and View Visit	5 th July 2016
Authorised Representatives	Susan Jenkins Maggie Roberson
Report Published	6 th October 2016

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users, their relatives and staff, only an account of what was observed and contributed at the time of our visit.