

# GP Surgery Enter and View Report

Bilton Green Surgery - 3<sup>rd</sup> March 2017

The Green, Bilton, Rugby, CV22 7LY

## Practice Information \* Information received from Surgery

Practice Manager: Robert St.Claire-Barrass

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|                                 |   |
|---------------------------------|---|
| Number of GPs                   | 10 GP partners, 2 salaried GPs and 2 GP registrars (together with main surgery Central Surgery) |
| Number of Practice Nurses       | 4 and 2 Nurse Practitioners   |
| Number of Healthcare Assistants | 3   |
| Number of Reception Staff       | 1 morning and 1 afternoon   |

|                            |   |
|----------------------------|---|
| Current Number of Patients | 20,800 We do not keep a separate patient list for Bilton as it is all one Practice. |
|----------------------------|---|

| Opening Hours |                                  |
|---------------|----------------------------------|
| Monday:       | 08:30 - 12.00                    |
| Tuesday:      | 08:30 - 12.00      14:00 - 17:30 |
| Wednesday:    | 08:30 - 12.00                    |
| Thursday:     | 08:30 - 12:00      16:00 - 17:30 |
| Friday:       | 08:30 - 12:00                    |
| Saturday:     | CLOSED                           |
| Sunday:       | CLOSED                           |

| Services Provided/Specialist Clinics   |  |
|--|--|
| <ul style="list-style-type: none"><li>• Asthma Clinic</li><li>• Child Immunisations</li><li>• Phlebotomy</li><li>• Diabetes Clinic</li><li>• Blood Pressure Clinic</li><li>• Ante/Postnatal Clinic</li></ul> | <ul style="list-style-type: none"><li>• Child Health &amp; Development</li><li>• Learning Disability Health Check</li><li>• Smoking Cessation Clinic</li><li>• Menopause &amp; HRT Clinic</li><li>• Heart Clinic</li><li>• Family Planning</li></ul> |

# GP Surgery Observation

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| Observation Criteria  | Comments  |    |   |
|---|---|----|---|
| External Building Condition   | The building is a new build and is in good condition.                                       |    |   |
| Internal Decoration   | The interior is in good decorative order.   |    |   |
| Parking arrangements, Including Provision for Disabled Visitors       | There is a pay and display car park outside the surgery and on street parking is available. |    |   |
| Observation Criteria  | Yes   | No | Comments  |
| Wheelchair/Pushchair Accessible?                                      | ✓   |    | Surgery is on one level, however door access is difficult for wheelchair users. |
| Clear guidance on how to inform the surgery of your arrival?          | ✓   |    |   |
| Electronic check-in in waiting room?                                  |   | x  | This is currently broken and the unit has been removed.                         |
| Is there confidentiality/privacy at reception?                        | ✓   |    | A side room is available.   |
| Are Reception Staff approachable and friendly?                        | ✓   |    | Very helpful.   |
| Is there a call system for appointments?                              | ✓   |    |   |
| Are waiting times displayed/patients informed?                        | ✓   |    | Reception staff inform patients.  |
| Is online booking advertised?   |   | x  | We didn't see this advertised.  |
| Is the waiting room child friendly?                                   | ✓   |    | A small play area is provided.  |
| Is a hearing loop installed?  | ✓   |    |   |
| Toilets Available?  | ✓   |    |   |
| Hand sanitisers available?  |   | x  | Not seen on the day of the visit.   |
| Are there clear notice boards with up to date information displayed?  | ✓   |    |   |
| Is the information provided available in other formats?               | ✓   |    |   |
| Are translation services available? Are they advertised?              | ✓   |    | Yes and by arrangement  |
| Is signage clear and up to date?                                      | ✓   |    |   |
| Is there a comments/complaints box available?                         | ✓   |    |   |
| Is there a Patient Participation Group? Is it advertised?             | ✓   |    | Agenda is on display. Minutes of meetings are on a separate board.              |
| Are the names/photographs of GP's and staff at the surgery displayed? | ✓   |    | Names are displayed but no photographs.   |

# GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 20

## Question One

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

| Excellent | Good | Average | Poor |
|-----------|------|---------|------|
| 7         | 11   | 1       | 1    |

## Additional Comments

“Booking an appointment on the day is awful.”  
 “particularly good when I needed an emergency appointment for my daughter.”  
 “Haven’t used online.”  
 “Needs improving.”

## Question Two

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

| Excellent | Good | Average | Poor |
|-----------|------|---------|------|
| 8         | 11   | 1       | 0    |

## Additional Comments

“Closed AM at Bilton!”  
 “Better if more opening hours are available.”  
 “Needs 7am start at Bilton.”

**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 |
|-----------|------|---------|------|
| 1         | 4    | 5       | 10   |

**Additional Comments**

“The parking is not good. I prefer to use Central Surgery.”  
 “Could be better.”  
 “Difficult to find a parking space as there are none.”  
 “Usually OK.”  
 “Ok.”  
 “Parking is poor at Bilton.”  
 “Car Park is full. I had to park elsewhere.”  
 “Not very good on either sites.”

**Question Four**

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

| Excellent | Good | Average | Poor |
|-----------|------|---------|------|
| 8         | 10   | 2       | 0    |

**Additional Comments**

“I can’t comment as I am new here.”

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

| Excellent | Good | Average | Poor |
|-----------|------|---------|------|
| 10        | 6    | 2       | 0    |

**Additional Comments**

Two people did not respond to this question

“High turnover of GPs and lack of consistency. They are stretched at times.”

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

| Excellent | Good | Average | Poor |
|-----------|------|---------|------|
| 10        | 6    | 1       | 0    |

**Additional Comments**

Three people did not respond to this question.

No additional comments

**Question Seven**  
How would you rate the Reception Staff at the surgery?

| Excellent | Good | Average | Poor |
|-----------|------|---------|------|
| 10        | 8    | 1       | 0    |

**Additional Comments**

One person did not respond to this question.

“Lovely at Bilton.”

“Bilton is fine.”

“Not always consistent, it is variable.”

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

| Excellent | Good | Average | Poor |
|-----------|------|---------|------|
| 2         | 7    | 9       | 0    |

**Additional Comments**

Two people did not respond to this question

“It depends on the time of day.”

“The appointment booking system - could something be done online. Difficult to get through on the phone.”

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

| Excellent | Good | Average | Poor |
|-----------|------|---------|------|
| 6         | 11   | 1       | 0    |

**Additional Comments**

Two people did not respond to this question

“Some do, depends on who you see.”

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

| Excellent | Good | Average | Poor |
|-----------|------|---------|------|
| 6         | 11   | 1       | 0    |

**Additional Comments**

Two people did not respond to this question

No additional comments

**Other Comments Received**

“The electronic check-in should be replaced as it makes life easier.”

## 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.
- Ensure that patients are better informed of the opening hours that the Branch surgery currently offer.

## Surgery Response

Response by Robert St-Claire Barrass, Practice Manager:

With regard to your recommendations we already offer online booking of appointments etc. and we are in the process of increasing the advertising of this at both sites.

Opening times at Bilton are now also being shown in the waiting area and on the windows.

|                              |                                |
|------------------------------|--------------------------------|
| Date of Enter and View Visit | 3 <sup>rd</sup> March 2017     |
| Authorised Representatives   | Len Mackin<br>Maggie Robertson |
| Report Published             | 10 <sup>th</sup> April 2017    |

### 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.