

GP Surgery Enter and View Report

Hastings House - 7th April 2017

Kineton Road, Wellesbourne, CV35 9NF

Practice Information * Information received from Surgery

Practice Manager: Deborah Haycock

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Note: all the staff (including admin staff) work at both Hastings House in Wellesbourne and Little Thatch in Kineton and patients can go to either surgery. Patient and staff figures are therefore for both surgeries.

| | |
|---------------------------------|--|
| Number of GPs | 7 partners 2 salaried |
| Number of Practice Nurses | 6 including 2 nurse prescribers |
| Number of Healthcare Assistants | 1 healthcare assistant 1 phlebotomist |
| Number of Reception Staff | 16 dispensary and reception |

| | |
|----------------------------|--------|
| Current Number of Patients | 11,100 |
|----------------------------|--------|

| | |
|----------------------|--------------------|
| Opening Hours | |
| Monday: | 8:00 am - 20:30 pm |
| Tuesday: | 8:00 am - 18:30 pm |
| Wednesday: | 8:00 am - 18:30 pm |
| Thursday: | 8:00 am - 18:30 pm |
| Friday: | 8:00 am - 18:30 pm |
| Saturday: | Closed |
| Sunday: | Closed |

Services Provided/Specialist Clinics

- Antenatal Clinic
- Child Development
- Baby Immunisation
- Asthma Clinic
- Diabetic Clinic
- Well Person Checks
- Minor Surgery
- Over 75s- community elderly with Shipston
- Holiday Vaccinations
- Family Planning Services
- Cervical Cytology
- HRT Checks
- Specialist Drugs Monitoring
- Influenza Vaccination
- Midwife
- I&R
- Community Nurse

GP Surgery Observation

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| Observation Criteria | Comments | | |
|---|---|----|--|
| External Building Condition | The building appears to be in reasonable condition. | | |
| Internal Decoration | Décor was in good condition considering the age of the building. | | |
| Parking arrangements, Including Provision for Disabled Visitors | 6 parking spaces plus 2 disabled spaces as well as on-road parking being available. | | |
| Observation Criteria | Yes | No | Comments |
| Wheelchair/Pushchair Accessible? | ✓ | | |
| Clear guidance on how to inform the surgery of your arrival? | ✓ | | |
| Electronic check-in in waiting room? | ✓ | | In reception area |
| Is there confidentiality/privacy at reception? | ✓ | | Footprints marked on the floor designate where patients stand whilst waiting, which offers some privacy. |
| Are Reception Staff approachable and friendly? | ✓ | | |
| Is there a call system for appointments? | ✓ | | Tannoy system from some doctors' rooms. Other GPs come out and get patients. |
| Are waiting times displayed/patients informed? | | ✓ | |
| Is online booking advertised? | ✓ | | Large A3+ poster by door outside |
| Is the waiting room child friendly? | ✓ | | Separate small room attached to waiting room with toys and books. |
| Is a hearing loop installed? | ✓ | | |
| Toilets Available? | ✓ | | One disabled, two jointly for men/women. |
| Hand sanitisers available? | ✓ | | |
| Are there clear notice boards with up to date information displayed? | ✓ | | |
| Is the information provided available in other formats? | | ✓ | Not observed. |
| Are translation services available? Are they advertised? | ✓ | | Patients can contact a company by telephone or can come in to request. |
| Is signage clear and up to date? | ✓ | | |
| Is there a comments/complaints box available? | | ✓ | No box but there was a notice in waiting room offering comment slips at reception with an email address to send comments to. |
| Is there a Patient Participation Group? Is it advertised? | ✓ | | This is a virtual group and is advertised on the website. |
| Are the names/photographs of GP's and staff at the surgery displayed? | | ✓ | Names/photographs of staff can be found on the website. |

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 57

Question One

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

| Excellent | Good | Average | Poor |
|-----------|------|---------|------|
| 6 | 32 | 15 | 4 |

Additional Comments

“Can’t always get in when you want.”

“I use online sometimes, prescriptions online.”

“I have been registered for some time. My appointment was not in the system when arriving this morning.”

“I phone.”

“On the phone you can wait a long time, I want to talk, not go online.”

“Three weeks ago I made an appointment on the phone.”

“Don’t like it all - phone in and they phone you back - if you are working it is difficult.”

“Good as it can be really.”

“I go online if it is not urgent, which is good - there is a delay on the phone.”

“Phoning back system is not helpful.”

“Getting better.”

“Sometimes a bit awkward on the phone - wait 10 minutes.”

“Long time to get through to get same doctor.”

“The wait to get through.”

“Online is good.”

“Never had a problem.”

“Would be good to have more choice online i.e. nurse and next couple of days’ appointments.”

“Terrible getting through on phone.”

“Difficult to get through, sometimes busy.”

Question Two

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

| Excellent | Good | Average | Poor |
|-----------|------|---------|------|
| 6 | 45 | 5 | 0 |

Additional Comments

One person did not respond to this question.

“Better now.”

“Saturday morning would be good. Bank holiday is a long closure.”

“Saturday morning and another evening would be good.”

“Could be better - weekends and evenings.”

“Good having an extra evening to fit in with working hours.”

“Open at 8.00am now, evening surgery would be helpful.”

“Improved extended day.”

“Can get hard to book. If you are an emergency you can see anybody - this is good.”

This additional comment was received by email:

“Luckily I am not a user of the surgery very often. This said when I need to make an appointment for usually 2 or three health concerns I have to wait a month. Surely one day a week can there not be a doctor available for these sorts of concerns?”

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 |
|-----------|------|---------|------|
| 2 | 27 | 22 | 5 |

Additional Comments

One person did not respond to this question.

“Parking is not good.”

“Daughter-in-law brings me.”

“Can often get a disabled spot.”

“I walk.”

“I use the Disabled space.”

“Could be better, work with what you’ve got.”

“Bit awkward.”

“Not great, I would encourage people to walk.”

“Difficult.”

“Not much you can do.”

“Can be a struggle.”

“Not great.”

“Patients need to park in the village.”

“I have a blue badge but there is often no space available and I had a long walk one time.”

“Parking is poor.”

“Blue badge parking - there are two spaces.”

“It is a small car park.”

“I rely on lifts.”

“Blue badge - not enough spaces.”

“Not a lot of parking.”

“It is a pain at Wellesbourne, with parking restrictions.”

“Parking is not the best.”

“Very little, not their fault.”

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

| Excellent | Good | Average | Poor |
|-----------|------|---------|------|
| 9 | 43 | 5 | 0 |

Additional Comments

“Needs updating.”
 “Good as it can be.”
 “Not too bad.”
 “Another toilet possibly.”
 “Cleaned up quickly when there was a blood problem.”
 “Top class.”
 “Good toy area and books.”

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

| Excellent | Good | Average | Poor |
|-----------|------|---------|------|
| 34 | 18 | 3 | 0 |

Additional Comments

Two people did not respond to this question.

“Satisfied.”
 “Different GP today.”
 “Considerable contact, always rings back.”
 “This is my first visit.”
 “They work very hard.”
 “One doctor is perfect.”
 “Mixed - one is aggressive, one dismissive. Others are great.”
 “Depends on who you have.”
 “Spend time with you.”

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

| Excellent | Good | Average | Poor |
|-----------|------|---------|------|
| 32 | 17 | 2 | 0 |

Additional Comments

Six people did not respond to this question.

“Very efficient.”

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

| Excellent | Good | Average | Poor |
|-----------|------|---------|------|
| 16 | 25 | 14 | 2 |

Additional Comments

“Will help if they can.”
 “Helpful.”
 “Alright face to face, some are abrupt on the phone sometimes.”
 “Most are really good, some can be abrupt.”
 “A bit sticky sometimes.”
 “Majority are good, a couple seem quite offensive.”
 “Not always brilliant - bit shirty.”
 “Marmite situation.”
 “Sometimes very busy.”
 “Some are better than others.”
 “Sometimes rude, they didn’t respond.”
 “Get in if you need to see a doctor quickly.”
 “Getting better, one or two could be a bit friendlier.”
 “Can be a bit iffy, can’t upset them.”
 “Some edgy, moody.”
 “Not very good - one particular person.”
 “Sometimes good, sometimes not.”

Question Eight

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

| Excellent | Good | Average | Poor |
|-----------|------|---------|------|
| 2 | 26 | 26 | 1 |

Additional Comments

Two people did not respond to this question.

“Just occasionally late.”

“Varies - as well as can be expected - they don't rush you.”

“Have to wait.”

“Sometimes have to hang about.”

“No information is given.”

“Usually keep waiting.”

“Don't say if running late.”

“Half hour late.”

“Depends who you are seeing - no information is given.”

“Sometimes there is a wait.”

“Nurses are good - doctors are late.”

“Depends on backlog.”

“One 40-minute wait.”

“Variation there.”

“Often run late - I do understand why.”

“Depends how busy they are.”

“As expected in a busy surgery.”

“Don't mind if running over - they deal with issues.”

“Don't mind waiting, if I need time, I get it.”

“Not very good. 10 minutes is not enough time. Trying to do best.”

Question Nine

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

| Excellent | Good | Average | Poor |
|-----------|------|---------|------|
| 13 | 33 | 4 | 1 |

Additional Comments

Six people did not respond to this question.

“10 minutes is not long enough, older people have several things they want to discuss.”
“I can discuss my needs and alternatives both with GP and nurses.”

Question Ten

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

| Excellent | Good | Average | Poor |
|-----------|------|---------|------|
| 21 | 29 | 3 | 0 |

Additional Comments

Four people did not respond to this question.

“I have been a patient here for 40 years.”
“Even with limited resources they can always see someone.”
“No problem what so ever, need more time.”
“Very lucky to have a surgery in Wellesbourne.”
“Can’t see it very much better.”
“It is better compared to my last surgery, I moved to this surgery 6 years ago.”
“Very good surgery, repeat prescriptions are always organised.”
“Really good, fantastic with me.”
“Don’t come too often.”
“Really happy with the surgery.”
“It is difficult to know who to talk to. Can get pushed to another GP. Locums are pointless for people like me.”
“I think we’re very fortunate we have moved to stay with the practice since 1981.”

Other Comments Received

“Looking forward to the new centre. Extra facilities and parking.”

“Automatic door is a problem.”

“Came in today to make comments - very good with husband’s treatment.”

Comments from discussion with Practice Manager:

Two patients today came from out of catchment area to have minor surgery at Hastings House.

One local patient, who had an appointment the day before, saw the notice about Healthwatch Warwickshire’s visit and came over just to complete a questionnaire with a positive response.

A new build for the surgery is due to start in June and the surgery anticipates moving in one year to the new site. The surgery is being funded by the seven partnership doctors.

Recommendations

- Surgery to ensure that the website matches the surgery’s current opening hours listed for Mondays as it currently states on the website that the surgery is open 08:00 - 13:00, 13:00 - 18:30, 18:00 - 20:30. As there is no surgery closure during lunchtime the website could be altered to state Monday opening hours as 08:00 - 20:30.
- 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. **Note:** This point was raised with the Practice Manager at the time of the visit who confirmed that the surgery is planning on developing online booking.
- 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 or the use of the electronic check in to notify patients of current waiting times. **Note:** the surgery is aware of the problem and said that it will try to improve the situation so that patients know if the doctor or nurse are running late.

Surgery Response

'Since the visit by the Healthwatch team, the practice has taken on board the comments that were raised by both the patients and visiting team from Healthwatch.

A number of changes have been implemented including a new front of house reception procedure, patients can now be served at all reception windows to help with their queries. New staff have been employed and trained to provide support and signposting to patients attending the practice.

The practice is also looking forward to the building of their new premises which they are now hoping will start in September 2017.'

The practice would like to thank Healthwatch for their visit, and would more than happily welcome a visit to either of our sites in the future.

| | |
|------------------------------|-------------------------------|
| Date of Enter and View Visit | 7 th April 2017 |
| Authorised Representatives | Diane Stobbs Dilys Skinner |
| Report Published | 31 st October 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.