

GP Surgery Enter and View Report

Name of Surgery - Tysoe Surgery - 16th May 2017

Main Street, Tysoe, Warwickshire, CV35 0SE

Practice Information* Information received from Surgery

Practice Manager: Mrs Lesley Source

Contact Details: Lesley.source@kineton.nhs.uk kinetonsurgery@nhs.net

Tel: 01295 680220

Number of Healthcare Assistants	1 Healthcare Assistant
Number of Reception Staff (includes dispensing staff)	1 Reception manager, 1 Receptionist and 1 Dispenser on date of visit. (Reception staff double as Dispensary assistants)
Current Number of Patients	1300

Opening Hours	
Monday:	08:45 - 13:00
Tuesday:	08:45 - 13:00
Wednesday:	08:45 - 13:00
Thursday:	08:45 - 13:00
Friday:	08:45 - 13:00
Saturday:	Closed
Sunday:	Closed
	Patients can attend either Tysoe or Kineton Surgery; Kineton is open in the afternoon with one late evening

Services Provided/Specialist Clinics	
<ul style="list-style-type: none">• Accident/sickness insurance certificates• Ante-natal clinic• Asthma• Blood Pressure/Heart Disease• Carer Registration• Cervical smear• Child Health and Development• Child immunisations• Chronic disease management• Contraception• COPD with Spirometry• Diabetes• Ear Syringing• ECG	<ul style="list-style-type: none">• Family planning• 40-70 health checks• Influenza vaccination• INR clinic (blood clotting)• Insurance medicals (fee)• Learning disability health check• Minor surgery• Phlebotomy• Over 75 Health check clinics• Smoking Cessation• Travel Vaccinations (some chargeable)• Weight Management• Wound care• Young Adults Clinic (Drop in at Kineton)

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Purpose built surgery opened in 1998 in good condition.		
Internal Decoration	Good condition with a light, bright and tidy interior. Consulting rooms all on ground floor.		
Parking arrangements, Including Provision for Disabled Visitors	Car park with 13 spaces and one disabled space. On road parking is also available.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	√		Maintenance is planned in the near future to improve/stabilise the driveway surface. Entry door is not automatic.
Clear guidance on how to inform the surgery of your arrival?	√		
Electronic check-in in waiting room?	√		Several patients used reception to check in.
Is there confidentiality/privacy at reception?		√	2 rooms are available to use for confidential purposes.
Are Reception Staff approachable and friendly?	√		
Is there a call system for appointments?		√	GP collects patients from waiting area.
Are waiting times displayed/patients informed?		√	Patients are informed of delays but not the length of delay.
Is online booking advertised?	√		
Is the waiting room child friendly?		√	Small waiting area with no toys etc.
Is a hearing loop installed?	√		
Toilets Available?	√		Unisex disabled toilet.
Hand sanitisers available?	√		
Are there clear notice boards with up to date information displayed?	√		
Is the information provided available in other formats?	√		Large print - no Braille. Printed in English only.
Are translation services available? Are they advertised?	√		Surgery uses internet for translation when necessary.
Is signage clear and up to date?	√		
Is there a comments/complaints box available?		√	Complaints are dealt with promptly by the Practice Manager.
Is there a Patient Participation Group? Is it advertised?	√		Active group meets at Kineton with 50% of members from Tysoe.
Are the names/photographs of GP's and staff at the surgery displayed?		√	All displayed on website.

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 25

Question One

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

Excellent	Good	Average	Poor
12	10	3	0

Additional Comments

"By phone is poor but in person OK."
"Fantastic."
"Book by phone."
"Could be more pro-active."
"Emergency access good."
"Long message at beginning of call."
"Can be frustrating - have to ring several times."

Question Two

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

Excellent	Good	Average	Poor
12	9	1	2

Additional Comments

One person did not respond to this question.

"Nothing in the afternoon."

"Suits me." (x2 replies)

"Quite good - mostly attend in mornings."

"Only open in the morning."

"Over and above."

"Could be better."

"Late night at Kineton."

"Not working currently so it's OK, may be different if I was at work."

"I work in London - not very convenient."

"Prefer all day opening. A long way to go to Kineton."

Question Three

How would you rate your GP surgery on ease of access to the surgery, e.g. parking, public transport links?

Excellent	Good	Average	Poor
8	13	4	0

Additional Comments

"Having car park is ideal."

"Parking a bit tight at times."

"Sometimes nowhere to park."

"Bit cosy!"

"Parking can be difficult at times."

"Sometimes congested."

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

Excellent	Good	Average	Poor
19	6	0	0

Additional Comments

"Always spotless."
"Very good."
"Brilliant."

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

Excellent	Good	Average	Poor
15	8	2	0

Additional Comments

"Fine."
"Brilliant."
"All are good and listen and offer best help they can."
"Very nice, they are all alright."
"Varied - always see a different doctor."
"See whoever is available."
"Not always GP of choice."
"Try to see same GP - not always possible."
"Make effort to see same GP - find continuity valuable, better relationship. I didn't used to mind who I saw."

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

Excellent	Good	Average	Poor
17	5	0	0

Additional Comments

Three people did not respond to this question.

"Very good." (x2 replies)

"Never had a problem."

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

Excellent	Good	Average	Poor
18	7	0	0

Additional Comments

"Very friendly."

"Never had a problem."

"Very nice."

"Nice."

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

Excellent	Good	Average	Poor
4	11	8	2

Additional Comments

"Surgery can't help it."
 "Not long wait."
 "Sometimes a bit of a delay."
 "For me it is OK but can be not good for some people."
 "They are dealing with people."
 "Between average and poor - often have to wait half an hour for my appointment."
 "Normally have to wait about 20 mins."
 "Does run over."
 "Not always informed of delay - may be informed but not of the length of the delay."
 "Always wait."
 "Always have to wait - not always informed how long."
 "Normally OK - long wait today, length not indicated."
 "Often behind schedule."
 "In general fair - delays today."

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

Excellent	Good	Average	Poor
15	9	1	0

Additional Comments

"Very good."
 "Absolutely brilliant - totally involved."
 "Time limitation - cannot always get answers I want in the time."

Question Ten

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

Excellent	Good	Average	Poor
15	10	0	0

Additional Comments

"Been at surgery five years - never had a problem."
 "Very good."
 "Spot on."
 "This place is great."

Other Comments Received

"Overall very good."
 "I wish more surgeries were like this one."
 "Can book 6-8 weeks ahead. Same place, same time so I see the same doctor."
 "No sign is up about delay - went to reception to ask."
 "Moved a couple of years ago - still have access to the surgery. Good relationship with the practice."
 "I make the effort to see the same GP."

Recommendations

- Informing patients on the day of any delays which may impact their appointment as well as giving an estimated time of waiting. 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.
- Surgery to display a notice in the reception area asking patients to inform reception if they are waiting longer than 20 minutes.
- As discussed on the day of our visit, surgery to look at improving the driveway to make it more stable for people with mobility issues.

Surgery Response

We do apologise for not having a sign up in reception regarding overrunning of appointments. We do have one and we will ensure it is placed in a suitable position in the reception area at Tysoe.

The Driveway at Tysoe will be repaired at the beginning of August.

Date of Enter and View Visit	16 th May 2017
Authorised Representatives	Lianne Burton Susan Jenkins
Report Published	1 st August 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.