

GP Surgery Enter and View Report

Dr Reily & Partners - 8th November 2016

Bedworth Health Centre, High Street, Bedworth, CV12 8NQ

Practice Information * Information received from Surgery

Practice Manager: Mrs Elizabeth Gilbey

Contact Details: Elizabeth.gilbey@reilygppartners.nhs.uk

Tel: 02476 315827

Number of GPs	3
Number of Practice Nurses	3
Number of Healthcare Assistants	0
Number of Reception Staff	5

Current Number of Patients	6,300
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Opening Hours	
Monday:	08:30 - 18:30 (PRE-BOOKABLE AFTER 18:30)
Tuesday:	08:30 - 18:30
Wednesday:	08:30 - 18:30
Thursday:	08:30 - 18:30
Friday:	08:30 - 18:30
Saturday:	CLOSED
Sunday:	CLOSED

Services Provided/Specialist Clinics	
<ul style="list-style-type: none">• Antenatal Clinic• Cardiac Clinic• Child Health surveillance& immunisation• Chronic respiratory disease Clinic• Family planning and contraception• Minor operations• Stroke Clinic• District nurses• Health visitors• Physiotherapy• Dietician	<ul style="list-style-type: none">• Asthma Clinic• Cervical smears• Chronic kidney disease Clinic• Diabetic Clinic• Hypertension Clinic• Smoking cessation Clinic• Travel vaccine Clinic• Community midwife• Phlebotomy• Chiropodist

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Modern purpose built building.		
Internal Decoration	Fresh and clean although there was a broken switch/fuse box cover hanging off wall to the left of the entrance.		
Parking arrangements, Including Provision for Disabled Visitors	No parking in the street but limited disabled parking is provided to the side of the surgery		
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?	✓		
Is there confidentiality/privacy at reception?	✓		There is a notice advertising that a private room is available.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Buzzer system in place in small waiting room as well as GPs collecting patients in main area.
Are waiting times displayed/patients informed?	✓		If a doctor is running late patients are informed.
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		Selection of children's books
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?	✓		
Are translation services available? Are they advertised?	✓		24 hour notice is needed for this service.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		Suggestion box at reception
Is there a Patient Participation Group? Is it advertised?	✓		
Are the names/photographs of GP's and staff at the surgery displayed?	✓		Names only

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
9	9	3	4

Additional Comments

“Takes ages to get an appointment.”
“Wait on phone 20 minutes.”
“Phoning in sometimes awful, good today.”
“Can’t get through ringing in the morning.”
“Have to book on day, do not like it.”
“Rubbish.”

Question Two

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

Excellent	Good	Average	Poor
10	14	0	0

Additional Comments

One person did not respond to this question.

“Don’t know.”

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
9	15	1	0

Additional Comments

“I walked here today.”

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

Excellent	Good	Average	Poor
14	10	0	0

Additional Comments

One person did not respond to this question.

“Found no soap or towels in toilets. Rather strange.” Our Authorised Representatives asked if this had happened at any other times and the reply was “One time.”

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

Excellent	Good	Average	Poor
12	10	1	1

Additional Comments

One person did not respond to this question.

“Seem to rush me.”

“Generally excellent, new one not seen.”

“Never seen before.”

“One is better than the other.”

“Brilliant.”

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

Excellent	Good	Average	Poor
18	7	0	0

Additional Comments

“Brilliant.”

Question Seven

How would you rate the Reception Staff at the surgery?

Excellent	Good	Average	Poor
14	9	2	0

Additional Comments

“They take ages to answer the phone.”
“Brilliant.”

Question Eight

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

Excellent	Good	Average	Poor
12	11	2	0

Additional Comments

“Normally OK.”
“Very good, today GP came out for me.”
“Hit and miss sometimes.”

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

Excellent	Good	Average	Poor
9	12	3	1

Additional Comments

“Not really involve me.”
“Very caring.”

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

Excellent	Good	Average	Poor
15	9	0	1

Additional Comments

“Always got my medication.”
“Can’t fault them.”

Other Comments Received

“Should have reviews of medication. GP before had check up every three months.”
“Sometimes called 50 times at 8.30am, but could not get through.”

Recommendations

- Surgery to look at concerns raised by patients in regard to the appointment booking system. It was noted that some patients were not aware of the online booking system. Better promotion of this could help to reduce phone traffic, such as getting the PPG involved in promoting online booking to patients or by the surgery carrying out a targeted campaign to raise patients' awareness.
- A review of the information on display is needed to ensure current posters are relevant and up to date.

Surgery Response

No additional comments

Date of Enter and View Visit	8 th November 2016
Authorised Representatives	Len Mackin Diane Stobbs
Report Published	16 th February 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.