

GP Surgery Enter and View Report

Arden Medical Centre - 14th January 2016

Albany Road, Stratford-Upon-Avon, CV37 6PG

Practice Information * Information received from Surgery

Practice Manager: Di Waller

Contact Details: Tel: 01789 414942

di.waller@ardenmc.nhs.uk

Number of GPs	4 (2 partnered and 2 salaried) All part time (FTE 2.25)
Number of Practice Nurses	1
Number of Healthcare Assistants	1
Number of Reception Staff	5 (FTE 3)

Current Number of Patients	3,000
----------------------------	-------

Opening Hours	
Monday:	08:30 - 18:00
Tuesday:	08:30 - 18:00 (pre-bookable appointments 18:30-19:30)
Wednesday:	08:30 - 18:00
Thursday:	08:30 - 18:00 (pre-bookable appointments 07:30-08:00)
Friday:	08:30 - 18:00
Saturday:	CLOSED
Sunday:	CLOSED

Services Provided/Specialist Clinics

- Minor Surgery
- Coil/Implant Fitting and Checks
- Antenatal Clinic
- Childhood immunisation & travel jabs
- Seasonal Flu Clinic
- 75+ Support
- Cryotherapy
- Diabetic Clinic
- Family Planning and Cervical Smears
- Phlebotomy
- Online prescriptions

GP Surgery Observation

Arden Medical Centre - 14th January 2016

Albany Road, Stratford-Upon-Avon, CV37 6PG

Observation Criteria	Comments		
External Building Condition	No concerns were identified with the external building condition.		
Internal Decoration	Observed to be in good condition.		
Parking arrangements, Including Provision for Disabled Visitors	A small number of parking spaces and on-street parking with a council car park within 75m.		
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?		✓	Check-in is via reception.
Is there confidentiality/privacy at reception?	✓		
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Collected by GPs/Nurses.
Are waiting times displayed/patients informed?		✓	Patients advised personally if GP running late.
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		
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?	✓		Can be printed if needed, however there is not a large demand.
Are translation services available? Are they advertised?	✓		Use of language line and Google translate.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?		✓	Comments can be made via website. Family and Friends comment cards available.
Is there a Patient Participation Group? Is it advertised?	✓		
Are the names/photographs of GP's and staff at the surgery displayed?		✓	On website only.

GP Surgery Enter and View Questionnaire Results

Arden Medical Centre - 14th January 2016

Number of Respondents: 23

Question One

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

Excellent	Good	Average	Poor
15	8	0	0

Additional Comments

"I can always get an appointment."

"I can get an appointment within a day - which is pretty good."

"When I telephone the girls are always lovely and I always get an appointment."

"Reception staff are extremely helpful. I can always get emergency appointments and can book in advance."

"Never refused an appointment."

"No problem."

"I call."

"I ring."

"I phone."

Question Two

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

Excellent	Good	Average	Poor
8	13	2	0

Additional Comments

"Could be open later in the evening."

"Weekends would make them excellent - can't expect it."

"Possibly a late evening and Saturday morning."

"Not open weekends."

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	6	8	3

Additional Comments

Four people did not respond to this question.

“The car park is very small.”

“I only walk.”

“Parking could be easier, however, no issues for me.”

“Can be a little difficult.”

“Parking can be a problem.”

“Good bus connections.”

“Can’t really park outside.”

“More parking spaces would help.”

“OK parking.”

“I have a blue badge.”

“Usually not too bad.”

“Not surgery’s fault but it is just 1 hour outside.”

“I walk.”

“I am often lucky; a disabled badge helps.”

Question Four

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

Excellent	Good	Average	Poor
15	8	0	0

Additional Comments

“No problems.”

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

Excellent	Good	Average	Poor
20	3	0	0

Additional Comments

“Dr Crowfoot is excellent.”
 “Brilliant, Dr Blanchard is brilliant.”
 “Gill always listens to you and gives time.”
 “Very good.”
 “Go above and beyond.”
 “We could not fault anything.”
 “No problem now.”
 “Caring Practice, relaxed. Best interests at heart.”
 “All very approachable and friendly.”
 “They listen to what you have to say and give the best they can.”
 “More than excellent, delightful.”
 “Dr Blanchard found cancer.”
 “They take time.”
 “Lovely.”

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

Excellent	Good	Average	Poor
9	5	0	0

Additional Comments

Nine people did not respond to this question.

“They are not always here!”
 “They have left.”
 “Excellent rating given.”

Question Seven

How would you rate the Reception Staff at the surgery?

Excellent	Good	Average	Poor
13	10	0	0

Additional Comments

“They know the job well - they are very good.”

“Some excellent, some good. Some are very knowledgeable, others possibly act as if it might be part of their remit - particularly in relation to how long is needed with the GP.”

“Good now.”

“Always helpful. You can make an appointment and get to be seen within two days, not two weeks.”

“Really friendly.”

“Lovely.”

Question Eight

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

Excellent	Good	Average	Poor
3	11	7	2

Additional Comments

“Always waiting at least fifteen minutes.”

“No problem.”

“OK, because sometimes you need more time with the doctor.”

“If you have an appointment they do sometimes run over and you can wait thirty minutes.”

“No problems.”

“Bit haphazard.”

“Don’t say if waiting.”

Question Nine

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

Excellent	Good	Average	Poor
15	7	0	0

Additional Comments

One person did not respond to this question.

“Referrals very, very good.”

“Always had help.”

“They have adult conversations, explain things and options, not patronising.”

“Good generally.”

“Nobody has tried to take away any of my decisions.”

“Very informative.”

“Very good, I ask questions.”

Question Ten

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

Excellent	Good	Average	Poor
16	7	0	0

Additional Comments

“We are always helped.”

“No problems.”

“I wouldn’t change.”

Other Comments Received

“Really, really good.”

“I don’t think it can be improved upon.”

“It’s the most comfortable GP surgery I have been to. I find it quite hard to go to the doctors and it’s not hard here.”

“This is an excellent practice. Nobody gets the service we do.”

“Keep up the good work.”

“Been with the surgery since 1990 and only have good things to say about this surgery. Keep up the good work!!”

“Overall very good. Some stuff I don’t understand and will never understand and just accept / trust they know what is best for me.”

“Reception has newspapers and magazine. Wouldn’t swap this surgery for any other surgery in Stratford.”

“Proper doctors’ surgery - people care about you here. Big surgeries don’t care.”

“More than excellent. I have been really ill and the doctors have been excellent with the follow up.”

“All retiring. Dr Wood and Dr Crowfoot.” [Note: Dr Wood is not retiring but is reducing his hours]

“I am sorry we are losing Dr Wood.”

“A lot of locums at present, I like to see one doctor.”

Recommendations

Arden Medical Centre is part of the South Warwickshire GP Over 75s Project - An administrative assistant works at the surgery and maintains contact with patients who are 75+. She monitors their care and is able to suggest suitable clubs and activities. We were informed that the doctors at the surgery feel this significantly reduces the number of visits patients in this group need to make to the surgery.

Following our Enter and View visit we make the following recommendations:

- Surgery to ensure that there is a consistent approach used to communicate to patients any delays to their appointments.
- Clarity is provided to patients in regard to Dr Wood’s reduction in hours.

Surgery Response

No response given by the Surgery.

Date of Enter and View Visit	14 th January 2016
Authorised Representatives	Gill Fletcher Dilys Skinner
Report Published	4 th March 2016