# GP Surgery Enter and View Report



# Bilton Green Surgery - 3rd March 2017

The Green, Bilton, Rugby, CV22 7LY

## **Practice Information** \* Information received from Surgery

Practice Manager: Robert St.Claire-Barrass

Contact Details: 01788 818939

robert.barrass@nhs.net

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

- Asthma Clinic
- Child Immunisations
- Phlebotomy
- Diabetes Clinic
- Blood Pressure Clinic
- Ante/Postnatal Clinic

- Child Health & Development
- Learning Disability Health Check
- Smoking Cessation Clinic
- Menopause & HRT Clinic
- Heart Clinic
- Family Planning

# **GP Surgery Observation**



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

## The Green, Bilton, Rugby, CV22 7LY

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?       ✓       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?       ✓       Reception staff inform patients.         Informed?       ×       We didn't see this advertised.       Is there a call system for appointments?         Is online booking advertised?       ×       We didn't see this advertised.       Is the a acting room child friendly?         Is a hearing room child friendly?       ✓       A small play area is provided.       Is a hearing top installed?         Y       Hand sanitisers available?       ✓       Yes and by arrangement       Is the information displayed?	Observation Criteria	Com	nmen	ts	
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# GP Surgery Enter and View Questionnaire Results

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

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?		
Good	Average	Poor
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."
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#### 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 Maggie Roberton
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.