

GP Surgery Enter and View Report

Budbrooke Medical Centre - 18 November 2015

Slade Hill, Hampton Magna, Nr. Warwick, CV35 8SA

Practice Information * Information received from Surgery

Practice Manager: Sarah Davies

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Number of GPs	5 (1 Partner)
Number of Practice Nurses	2 (one of the nurses provides home visits and chronic disease management)
Number of Healthcare Assistants	3
Number of Reception Staff	2 core Receptionists (6 total including dispensing staff)
Current Number of Patients	4200+

Opening Hours	
Monday:	08:00 - 18:00
Tuesday:	08:00 - 17:00
Wednesday:	08:00 - 18:30
Thursday:	08:00 - 17:00
Friday:	08:00 - 18:00
Saturday:	CLOSED - sometimes offers a special flu clinic and bank holiday cover
Sunday:	CLOSED

Services Provided/Specialist Clinics	
<ul style="list-style-type: none">• Minor Surgery• Specialist Contraception• Wound Care• Asthma Clinic• Phlebotomy Clinic• Family Planning• Cervical Smear• Flu Vaccination• Travel Vaccination	<ul style="list-style-type: none">• Dementia Navigators• Health Transport Service• Screening (Breast, Bowel, Cervical, AAA)• Ear Syringing• Diabetes Clinic• Heart Disease Clinic• Screening Services (Breast, Bowel, Cervical and AAA).

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Reasonably good for age of building.		
Internal Decoration	Observed to be in a good condition. On-site dispensary.		
Parking arrangements, Including Provision for Disabled Visitors	A car park and road parking, shared with shops nearby		
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?	✓		Notice on reception about the option of confidential room.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		GPs/nurses call the patients.
Are waiting times displayed/patients informed?	✓		
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?	✓		
Are translation services available? Are they advertised?		✓	The requirement hasn't arisen.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		
Is there a Patient Participation Group? Is it advertised?	✓		
Are the names/photographs of GP's and staff at the surgery displayed?	✓		Photos and names.




GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 33

Question One

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

Good 	Average 	Poor 
32	0	1

Additional Comments

“Excellent.”

“You phone and book an appointment straight away, may have to wait a day.
Great Service.”

“Never struggled to get an appointment.”

“Every time I ring I am suitably seen. Don’t have to wait.”

“Excellent. Never ever had a problem and do most of it online.”

“Can usually get an appointment when you want it. Appointment texts are very good and quite useful.”

“On internet and can do it in your own time.”

“Very good, whenever I phone I never have any issues.”

“Speaking to friends, we get a very good service here.”

“Excellent.”

“Booked online and can get an appointment when I need it.”

“Didn’t know about online booking.”




“Have to book two weeks in advance to see a specific GP and difficult to get through on the phone.”

“Had problems online.”

“Online Booking is good.”

Question Two

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




Good 	Average 	Poor 
32	1	0

Additional Comments

“Could be open weekends - would be an improvement - or later in the evening.”
“Benefit of the blood pressure machine.”

Question Three




How would you rate your GP surgery on the access to the surgery e.g. Parking, Public Transport Links

Good 	Average 	Poor 
23	10	0

Additional Comments

“Parking can be a bit difficult depending on the time you come.”
“I’m only in the village, so fine for me.”
“Parking is a pain sometimes.”
“Good that you don’t have to pay.”
“Parking a little restricted.”
“Sometimes a problem.”
“Can be a problem.”
“Can be difficult at school times.”
“Need a car to get here.”




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

Good	Average	Poor
		
33	0	0

Additional Comments

“Always spotless.”




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

Good	Average	Poor
		
32	0	0

Additional Comments

One person did not respond to this question.
 “Brilliant.”
 “Fantastic.”
 “Very Good.”
 “Brilliant.”
 “No continuity, not possible to see the same GP.”
 “Cannot always see same GP.”




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

Good 	Average 	Poor 
28	0	0

Additional Comments

Five people did not respond to this question.
 “Brilliant.”
 “Very good.”

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

Good 	Average 	Poor 
33	0	0

Additional Comments

“Very good.”
 “All lovely.”
 “Lots of changes recently (good).”




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

Good 	Average 	Poor 
30	3	0

Additional Comments

“Can’t help some delay - mostly good.”
 “Occasionally have to wait.”
 “Can’t criticise, expect emergencies to take priority.”
 “OK.”
 “Never expect it to be on time and don’t worry about it. Never kept waiting excessively.”
 “Double edged sword - want time with the Doctor, so sometimes you have to wait.”
 “Generally good but have waited over 30 minutes.”
 “Told if there is a wait.”
 “May be up to 10 minutes delay (good)”

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




Good 	Average 	Poor 
32	0	0

Additional Comments

One person did not respond to this question.
 “Haven’t been that often - good so far.”
 “Really good.”
 “Referral to specialists organised straight away and they follow it up well.”
 “Excellent - fully involved.”

Question Ten

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

Good 	Average 	Poor 
33	0	0

Additional Comments

“Excellent.”
 “Really happy.”
 “No complaints whatsoever.”

Other Comments Received

“Very impressed, as I forgot 8:30am appointment. Phoned surgery and am now going to be seen.”
 “Public transport links not good.”
 “Very Helpful.”
 “Best so far. Very pleasant and efficient and don’t have to wait days and weeks for appointments.”
 “We’ve struggled watching TV and hearing news about how difficult others find getting appointments. I can always get an appointment here - always same day.”
 “When I ring and the surgery is closed I can’t leave a message. Would want to use online appointments.”
 “Use to be at another surgery where getting an appointment was a nightmare. Here it is very different and much better.”
 “Excellent practice. Just parking can be awkward.”
 “Keep up the good work, no complaints, no concerns at all.”
 “Very lucky. Notice they’ve tried to respond e.g. opening lunchtimes now. Nice thing is if you need to see someone fairly urgently, you will get to see someone.”
 “Would like to be able to get my statins less frequently than once a month.”
 “Had had issues in the past with family member who was misdiagnosed and given inappropriate drugs - was seen by a locum doctor.”
 “Excellent support with end of life care for husband. He was able to die at home where he wanted to be. All relevant forms and information were in place - to prevent hospital admission. I feel well supported by the surgery.”
 “Changes - vast improvements in reception when Jenny Creighton came back into the practice. Very open, friendly practice.”
 “Moved several times and this surgery is the best performing - wins hands down.”
 “Compared with previous practice - much better.”

Recommendations

Feedback from patients at this surgery was very positive with recognition that the surgery is open and response to feedback. The surgery is encouraged to continue its excellent work and to share best practice wherever possible.

Surgery Response

No additional response from Surgery.

Date of Enter and View Visit	18 November 2015
Authorised Representatives	Gill Fletcher Susan Jenkins
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