

Central Surgery - Original visit: 12<sup>th</sup> October 2015  
Corporation Street, Rugby, CV21 3SP

## Practice Information \* Information received from Surgery

Practice Manager: Robert Barrass

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## Recommendations:

### Recommendation 1:

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.

Has this recommendation been met? Yes  No

### Comments:

We spoke to the Practice Manager who said the surgery is actively promoting the online booking system and has exceeded the 10% contractual target. Information on how to use this method is on the patient registration form.

They are looking at other methods such as iPhone appointment bookings for the future.

There is still a lot of telephone traffic.

**Recommendation 2:**

Surgery to ensure that there is a consistent approach of notifying patients if there is a delay with appointments on the day.

Has this recommendation been met? Yes  No

**Comments:**

We were told by the Practice Manger that the reception staff notify the patients if there is delay. This situation did not occur during our visit.

There is a notice at reception stating “if you are waiting for more than 30 mins please make the reception staff aware.”

**Recommendation 3:**

The Surgery to make hand sanitizers available in the waiting room areas.

Has this recommendation been met? Yes  No

**Comments:**

Hand sanitizers were not available on the day of our visit. We discussed this with the Practice Manager, who said “The free standing containers are frequently put out, but they walk”.

**Recommendation 4:**

Notice boards to be regularly reviewed and kept up to date.

Has this recommendation been met? Yes  No

**Comments:**

The PPG notice board had the minutes from October 2016 plus a newsletter. The next meeting had occurred, but the minutes had yet to be approved.

**Recommendation 5:**

The Surgery to review signage in regard to car parking to ensure that patients using the right-hand car park (situated directly in front of the Surgery) know that it is not owned by the Surgery and is pay and display.

Has this recommendation been met? Yes  No

**Comments:**

Parking at the surgery is for staff only. This is very congested as there are up to 50 staff which means cars frequently have to be double or triple parked and may need to be moved during the day.

The car park behind the surgery is owned by the Asda superstore, who are also responsible for the signage. In the Asda carpark there are some disabled parking spaces and these are advertised on the front of the surgery building facing Corporation Street.

The surgery has approached Asda regarding the signage but this has been unsuccessful.

The surgery accepts that they are unable to meet this recommendation.

Any additional comments:

We were made very welcome at this surgery and the Practice Manager spent some considerable time with us.

Date of Enter and View Revisit	Friday 17 <sup>th</sup> February 2017.
Authorised Representatives	Maggie Roberson Sue Roodhouse.
Report Published	