

GP Surgery Enter and View Report

The Cole House Surgery - 11th January 2016

41 Park Road, Bedworth, CV12 8LB

Practice Information * Information received from Surgery

Practice Manager: Claire Grant (Acting Practice Manager)

Contact Details: Tel: 02476 311200

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Number of GPs	1
Number of Practice Nurses	1
Number of Healthcare Assistants	0
Number of Reception Staff	4

Current Number of Patients	3,200
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Opening Hours	
Monday:	08:30 - 18:30
Tuesday:	08:30 - 18:30
Wednesday:	08:30 - 20:00
Thursday:	08:30 - 18:30
Friday:	08:30 - 14:00
Saturday:	CLOSED
Sunday:	CLOSED

Services Provided/Specialist Clinics	
<ul style="list-style-type: none">• Smoking cessation• Chronic disease management• Child /health• Minor surgery• Repeat prescriptions	<ul style="list-style-type: none">• Family planning• Vaccinations• Cervical Smear tests• Ear syringing• NHS Health checks

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Observation Criteria	Comments		
External Building Condition	This appeared to be in good condition.		
Internal Decoration	Waiting room had been redecorated due to plaster being renewed on walls. Nice, bright and airy.		
Parking arrangements, Including Provision for Disabled Visitors	Parking at rear with one disabled space. There is a public car park within 100m.		
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?		✓	Patients collect a numbered paper ticket and see the doctor in number order.
Is there confidentiality/privacy at reception?	✓		Reception is within the hallway and separate from waiting room. If required a private room is made available.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		A numbered card system is used. Nurse comes through for patients.
Are waiting times displayed/patients informed?	✓		Reception staff inform patients when they come in if their appointment is running behind time.
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?	✓		A variety of boards with information is displayed.
Is the information provided available in other formats?	✓		
Are translation services available? Are they advertised?	✓		
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		
Is there a Patient Participation Group? Is it advertised?	✓		Several members of the PPG came in to talk to Healthwatch Warwickshire.
Are the names/photographs of GP's and staff at the surgery displayed?		✓	Names are listed on the website.

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 20

Question One

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

Excellent	Good	Average	Poor
9	8	3	0

Additional Comments

“If you ring for half hour and the phone is engaged, then there is no appointment.”

“Introduction to text will help.”

Question Two

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

Excellent	Good	Average	Poor
12	7	1	0

Additional Comments

“There is a clash with School/college hours. I would have preferred not to miss school due to exam commitments.”

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
11	9	0	0

Additional Comments

No additional comments

Question Four

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

Excellent	Good	Average	Poor
11	8	1	0

Additional Comments

No additional comments

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

Excellent	Good	Average	Poor
18	1	1	0

Additional Comments

“Double excellent.” (x 2)

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

Excellent	Good	Average	Poor
17	1	1	0

Additional Comments

One person did not respond to this question.

“Double excellent.”

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

Excellent	Good	Average	Poor
16	4	0	0

Additional Comments

No additional comments.

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

Excellent	Good	Average	Poor
10	8	2	0

Additional Comments

“Sometimes I have to wait, I do not mind waiting.”
“Sometimes they are late and it is to be expected.”

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

Excellent	Good	Average	Poor
14	6	0	0

Additional Comments

No additional comments

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

Excellent	Good	Average	Poor
18	2	0	0

Additional Comments

“Triple excellent.”
“My mum never complained.”

Other Comments Received

“More than happy.”

“I feel they have gone above and beyond...especially opening surgery for treatment.”

“A really friendly surgery.”

“I deliberately transferred from the Health Centre to this practice.”

“TV in waiting room - stops conversation in consulting room being heard in waiting room.”

“Excellent service by all the staff.”

Recommendations

During our visit we were advised that the Surgery would shortly be introducing a text message appointment reminder system. The Surgery also telephones mothers the day before a baby clinic is due to take place. These are encouraged as an effective way of reducing non-attendance. Additionally, we were advised that the Surgery has a dedicated mobile phone number for terminally ill patients or their relative, aimed at supporting these patients.

Surgery Response

No additional response from the surgery.

Date of Enter and View Visit	11 th January 2016
Authorised Representatives	Diane Stobbs Sue Tulip
Report Published	14 th March 2016