

Croft Medical Centre - Original visit: 9th September 2015
Calder Walk, Leamington Spa, CV31 1SA

Practice Information * Information received from Surgery

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Recommendations:

Recommendation 1:

The surgery is currently looking into the concerns raised by patients in respect of the appointment booking system. Action already taken includes the implementation of a triage system and extra phone lines in the mornings. Further review is encouraged, as is maximising the use of online appointment bookings to reduce the amount of telephone traffic.

Has this recommendation been met? Yes No Partially

Comments:

All of the above have been implemented.

- There are now 12 telephone lines fully implemented, representing an increase of 20 percent on the previous provision.
- Patients are now actively advised of the online service availability, for example: when people phone in they are advised online appointments are available at 7:30am which is 30 minutes before the telephone lines are open and hence giving online bookings preferential access to appointments.
- Online applications have been rising and there have been 112 new registrations for online access since December 2016. 1937 patients now have online access. At the moment the online service is used more for repeat prescriptions than for appointments and the surgery is aware of that.
- Following implementation of the triage system, this is now always in place and no-one is ever turned away, always being offered a triage appointment if no appointments are available.

Continued

- The Practice are also changing how admin and reception teams work to be more responsive at busy times and provide an additional desk on reception. Training commences in March and the operational changes will be fully implemented by end of June. This enhancement will also incorporate the Bishops Tachbrook Practice for cover on reception and dispensing.

Recommendation 2:

The surgery ensures that it consistently informs patients on the day of any delays which may impact their appointment. The current electronic display only advises that there is a delay, not the length of delay.

Has this recommendation been met? Yes No Partially

Comments:

- Self service electronic booking-in advises patients when the GP is on time. The waiting room display shows when there is a delay for GPs and advises patients to see reception if they've been waiting for more than 20 minutes.
- The Practice have enquired whether the display can be updated to include length of delay for each GP, however, the current system cannot be enhanced and any upgrades to new systems are cost prohibitive at the moment. This may be considered as part of the future building works.
- Reception staff are trained to advise patients when a GP is running 20 minutes late or over.
- Building work for an additional two consulting rooms has been commissioned to cater for the additional housing within the catchment areas of Radford, Sydenham and Barford and that has had to be the focus of any investment.

Recommendation 3:

The surgery is undertaking activities in the following areas and is encouraged to share lessons learned with other practices:

- Reducing DNA rates
- Social prescribing project - currently in the scoping stage working alongside other key stakeholders
- Over 75s service (also covers three local care homes)
- Two year innovation funding for a clinical pharmacist whose responsibilities include, amongst others, reviewing unplanned admissions, medication reviews and medication waste.

Has this recommendation been met? Yes No Partially

Comments:

- Social Prescribing is run in conjunction with the Syndi Centre as partners. An Award for this was won in 2016 and sharing of good practice takes place through the Federation and through the partnership with the Syndi Centre. (The focus is currently provision of housing and benefits advice / help).
- We were informed that the Practice Manager has also shared this approach with other practices.
- The Over 75s service is an initiative that covers all South Warwickshire GP surgeries and whilst the provision has reduced slightly to 1.5 days per week, there is a dedicated Sister Nurse and since the approach is across the area there has been sharing of good practice.
- The Practice continues to bring on-stream new service offers with partners and one example is ReThink - a project to benefit people with mental health issues. This is being run in partnership with Waterside for referring people who do not require full IAP services but who would benefit from some early support. Conditions covered include depression from being out of work and sessions are run Monday, Wednesday & Thursday in conjunction with someone from the DWP. The trial commenced at the end of last year and is for 12 months. Some external funding has been available and the Practice have also invested in the trial.

Recommendation 4:

The Surgery has recently signed up to the Dementia Alliance and as part of their action plan is reviewing its premises to make sure that they are dementia friendly. Again, the Surgery is encouraged to share its experiences on this so that other surgeries to follow suit.

Has this recommendation been met? Yes No Partially

Comments:

The Practice is Dementia friendly with a number of adjustments having been made to achieve this:

- TV screen helps with signage.
- Other signs have been put in to help navigation around the practice.
- As a training practice, the GPs change frequently and all staff, nurses and GPs have undertaken training / online training and this now forms a part of staff induction.

Any additional comments:

We spoke to Reception Manager, Jackie Cook, as the practice manager was not available on the day of the visit.

Date of Enter and View Revisit	28 th February 2017
Authorised Representatives	Sally Jury Gillian Fletcher
Report Published	