

GP Surgery Enter and View Report

Station Street Surgery - 28th April 2015

45 Station Road, Atherstone CV9 1DB

Practice Information

Practice Manager: Lisa Bird
Contact Details: 01827 718631
Lisa.bird@nhs.net

Number of GP's	3 (1 full time, 3 additional local sessions + Baddesley Ensor Health Centre branch)
Number of Practice Nurses	1
Number of Healthcare Assistants	0
Number of Reception Staff	2

Current Number of Patients	3,027
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Opening Hours			
Monday:	08:30 - 10:00	15:45 - 17:30	(11:00 - 12:00 branch)
Tuesday:	08:30 - 12:00	15:15 - 17:30	(17:30 - 18:30 branch)
Wednesday:	08:30 - 10:00	15:45 - 17:30	(11:00 - 12:00 branch)
Thursday:	08:30 - 12:00	15:00 - 16:30	(17:00 - 18:30 branch)
Friday:	08:30 - 10:00	15:30 - 17:30	(11:00 - 12:00 branch)
Saturday:	CLOSED		
Sunday:	CLOSED		

Services Provided/Specialist Clinics

- Antenatal Clinic
- Well Woman Clinic
- Well Man Clinic
- Smoking Cessation Clinic
- Asthma Clinic
- Child Immunisations
- Minor Surgery
- Minor Injuries
- Travel Health
- Diabetes Clinic
- Family Planning Clinic
- Child Health Surveillance

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Observation Criteria	Comments
External Building Condition	There was no visible signage from the road. No concerns were noted and the surgery is purpose built.
Internal Decoration	Clean and tidy.
Parking arrangements, Including Provision for Disabled Visitors	Surgery stands next to a public car park which is free parking. Three disabled bays are available next to the surgery.

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?		✓	Open reception. Private rooms are available if necessary
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		
Are waiting times displayed/patients informed?		✓	
Is Patient Access advertised?	✓		
Is the waiting room child friendly?	✓		Books are available on the bookcase
Is a hearing loop installed?	✓		
Toilets Available?	✓		1 accessible toilet
Hand sanitisers available?		✓	
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?	✓		Available in British Sign language
Are translation services available? Are they advertised?	✓		There is a phone number advertised for this
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?		✓	




GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 29

Question One

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

Good 	Average 	Poor 
25	1	0

Additional Comments

3 people did not respond to this question.

“Can come in the morning and get an appointment.”

“Brilliant, phone up or book online.”

“Always come to open surgery which is brilliant with the baby.”

“Sometimes hard to get appointments.”

“Open surgery until 10:00am is great.”

Question Two

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

Good 	Average 	Poor 
22	7	0

Additional Comments

“No complaints.”

“Bit later in the morning.”

“Not open late enough or long enough.”

“Bit later for after school.”




“Afternoon not open.”

“Not open in the middle of the day.”

“Open later at night for people at work.”

“Baddesley is open later if needed.”




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

Good 	Average 	Poor 
21	5	1

Additional Comments

2 people did not respond to this question.
 “Parking is not so good.”
 “Parking’s rubbish. No near places and I can’t walk well.”
 “Can’t park unless disabled.”
 “Good in the morning more of a problem in the afternoon.”
 “Sometimes get a spot to park, sometimes not.”




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

Good 	Average 	Poor 
28	1	0

Additional Comments

“It’s not welcoming though they have been doing some work.”
 “Very good.”




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

Good 	Average 	Poor 
27	0	0

Additional Comments

2 people did not respond to this question.
 “Have had a bad experience with one doctor who has now retired. Present one good.”
 “No problems.”
 “Locum last week was fine.”
 “Very good.”

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


Good 	Average 	Poor 
28	0	0

Additional Comments

1 person did not respond to this question.
 “Lovely.”
 “Very nice.”
 “Extremely nice especially Jane.”

Question Seven

How would you rate the Reception Staff at the surgery?

Good 	Average 	Poor 
28	1	0

Additional Comments

“Depends which one.”
 “Very helpful.”
 “Lovely.”
 “Very nice and helpful.”
 “Really friendly.”

Question Eight

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



Good 	Average 	Poor 
21	3	0

Additional Comments

5 people did not respond to this question
 “Sometimes run late.”
 “Rarely run over.”
 “Open surgery times can vary.”
 “Varies in morning open surgery can wait ages.”
 “I’ve never waited ages.”
 “What you’d expect some people take longer. Not an issue.”
 “Some days busier than others.”
 “Pretty good.”

Question Nine

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




Good 	Average 	Poor 
26	2	0

Additional Comments

1 person did not respond to this question.
 “Ask questions then you know more.”
 “Really good.”
 “Very good.”

Question Ten

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

Good 	Average 	Poor 
26	3	0

Additional Comments

“Feel there’s a time limit so can feel rushed.”
 “Very good can’t fault them.”
 “Brilliant always get appointments, never late to see the doctor and always have good care.”

Other Comments Received

“The other surgery in Atherstone you have to wait 2 weeks for an appointment.”
“Can’t fault the surgery.”
“Very good service.”

Recommendations

- That the surgery consult with patients regarding the concerns raised about opening hours. This could be conducted in conjunction with the Patient Participation Group to gain a more representative view than our sample size of 29 respondents.

Surgery Response

No additional response given due to the Surgery being happy for Healthwatch Warwickshire to publish the report as it is in the first instance.

Date of Enter and View Visit	28th April 2015
Authorised Representatives	Jennifer Gilder Alison Wickens
Report Published	8th June 2015