

GP Surgery Enter and View Report

Henley in Arden Medical Centre - 20th October 2015

Prince Harry Road, Henley in Arden, B95 5GD

Practice Information * Information received from Surgery

Practice Manager: Amanda Taylor

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Telephone: 01564 792434

Number of GPs	5 GPs and 3 GPs in training
Number of Practice Nurses	1 Nurse Practitioner and 2 Nurses
Number of Healthcare Assistants	2
Number of Reception Staff	6

Current Number of Patients	7,000
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Opening Hours		
Monday:	08:30 - 13:00	14:00 - 18:30
Tuesday:	08:30 - 13:00	14:00 - 18:30
Wednesday:	08:30 - 13:00	14:00 - 18:30
Thursday:	08:30 - 13:00	14:00 - 18:30
Friday:	08:30 - 13:00	14:00 - 18:30
Saturday:	Pre-booked appointments only	
Sunday:	CLOSED	

Services Provided/Specialist Clinics
<ul style="list-style-type: none">• Asthma Clinic• Antenatal Clinic• Child Health Surveillance• Child immunisations• Diabetes Clinic• Family Planning• Emergency Contraception• Cervical Smears• Well Woman Checks• Breast Screening• Minor Surgery• Cryotherapy• Dietary Advice• Smoking Cessation Advice• Continence Advice• Physiotherapy (1 day per week)• Visiting Chiropodist• Travel Immunisations• Blood Pressure Checks• General Health Screening

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Purpose built one storey building opened 1990 in good condition.		
Internal Decoration	Dated but clean and tidy.		
Parking arrangements, Including Provision for Disabled Visitors	Public car park next to surgery. There are 6 spaces designated for patients. Two disabled spaces and 6 spaces by the surgery for doctors and staff.		
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?	✓		Private room available.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Frequently not audible (one speaker not working).
Are waiting times displayed/patients informed?		✓	
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		Play area with toys and books.
Is a hearing loop installed?	✓		
Toilets Available?	✓		
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		Including patient folders in waiting room with lots of useful information.
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?	✓		Folder with minutes and a notice board.
Are the names/photographs of GP's and staff at the surgery displayed?	✓		In Reception.




GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 59

Question One




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

Good 	Average 	Poor 
40	12	7

Additional Comments

“Lucky to get through on the phone. You have to keep ringing”
“Can wait a week to ten days to see a doctor. Husband waited 6 weeks even with ongoing treatment.”
“No appointments online.”
“Can’t get to see the doctor you want unless you wait weeks. Asked about online.”
“They usually get you in.”
“I like to see the same doctor so I have to wait 4-5 weeks. Sometimes it’s urgent.”
“Difficult within a week.”
“I ring or call in.”
“Have waited 2 weeks for today’s appointment. Online there are not many appointments.”
“I have seen a private doctor when I couldn’t get an appointment.”




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

Good 	Average 	Poor 
51	7	1

Additional Comments

“Could do with later appointments and weekends.”
“Need weekend cover-we don’t all have access to a car.”

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




Good 	Average 	Poor 
30	16	4

Additional Comments

9 people did not respond to this question

“Parking is better since they designated bays to patients.”
“I use the bus it takes an hour.”
“Now it’s good. People were using the car park who weren’t patients.”
“Horrendous - spaces taken by non-patients.”
“Parked on the street today.”
“Parking not always brilliant.”
“Sometimes a problem.”
“Need a bus stop nearer.”




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

Good 	Average 	Poor 
59	0	0

Additional Comments

No comments.




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

Good 	Average 	Poor 
55	4	0

Additional Comments

“Brilliant.”
 “One I see is very good but you wait a month to see her.”
 “Very good.”
 “When you get the one you want it’s great.”
 “Excellent.”
 “No choice. You can only see the one available.”
 “There have been a few changes and a lot of locums.”

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




Good 	Average 	Poor 
51	1	0

Additional Comments

7 people did not respond to this question.

“Excellent.”
“Very good.”
“Really nice.”




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

Good 	Average 	Poor 
56	3	0

Additional Comments

“Most of them are good. One a problem, she was blunt and wouldn’t listen to me.”
“They change a lot.”
“Variable.”
“Helpful.”
“Depends which one. One decided on the phone that I didn’t need an appointment and I ended up going to hospital.”




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

Good 	Average 	Poor 
17	36	6

Additional Comments

“Can run late.”
 “They tell you if it’s running late.”
 “Have waited an hour.”
 “Varies depending on time of day.”
 “Average wait 15-20 minutes.”
 “Generally good especially earlier appointments.”
 “Always running late.”
 “Never been on time.”
 “Hit and miss.”




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

Good 	Average 	Poor 
54	4	0

Additional Comments

1 person did not respond to this question.
 “Depends on the doctor.”
 “Never listen.”
 “If I see the same doctor it’s fine, if not it’s not as good.”
 “Referred elsewhere.”

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

Good 	Average 	Poor 
55	4	0

Additional Comments

“Not enough doctors, some part time.”
 “Very good.”
 “Excellent.”
 “Needs improvements.”

Other Comments Received

“Day in the life of a doctor leaflet means you see the other side.”
 “Good service.”
 “Length of wait for appointments especially if you want to see the same doctor can be a problem.”
 “Online - not sure how many slots are allocated?”
 “Can’t always hear the doctor’s calling patients. It is not clear.”
 “When at work it’s hard to get suitable appointments.”
 “Triage by nurse - delays in call back-can disrupt your working day. It is not customer focused.”
 “When at work it’s more difficult to get appointments.”
 “I was over medicated. Even when I was showing problems they didn’t review my medication. This wouldn’t happen if you saw the same doctor each time.”
 “For the last 30 years there’s only been one surgery whereas the population has trebled. 7 doctors are not enough they don’t have time for the patients. Only three have been here a while. The rest have changed.”
 “Dr Green excellent: empathetic, cares, discusses, involves you in decisions.”
 “Triage on day for urgent appointments.”
 “Over the last 70 years the doctors have been more than excellent in having to deal with the community which has grown enormously. It’s a lot of pressure on them. We are fortunate to have had a good team who have coped well.”
 “Appointments system - changes not explained which is frustrating. Growing community means the Surgery is struggling.”

Recommendations

- 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.
- The Surgery address the problem with the appointment call system to ensure that it is consistently audible in the waiting room.
- Informing patients on the day of any delays which may impact their appointment. Good practice seen at other surgeries has involved informing patients at Reception and electronic displays.

Surgery Response

The surgery would like to thank Healthwatch Warwickshire for their visit to the practice and for their constructive feedback.

We are pleased to be able to report back that all points raised have been acknowledged and acted upon.

- The appointment booking system is constantly under review and we have taken on board feedback concerning the lack of knowledge surrounding the facility to book appointments online and then the lack of appointments available online. The practice has now increased the number of appointments available online and will actively promote this facility and also increase awareness by writing an article for external publication locally.
- With regards to the appointment call system: we were aware that there were some technical issues with the intercom system which have now been resolved by the replacement of some sections. Patient feedback since this update tells us this problem has now been resolved.
- We were disappointed to receive feedback from patients saying that they didn't receive information from reception with regards delays on the day. Our receptionists try to ensure this is always done by telling patients upon arrival and by announcements over the intercom system. After receiving this feedback this has been discussed again within the practice and agreed that we will all try to be more proactive in ensuring patients are kept well informed.
- Within the report many patients have commented on the time it takes to book a routine appointment. This is something we constantly monitor. Currently we are looking at less than a week's wait for a routine appointment with a GP which we feel is acceptable. Emergency appointments are always available daily.

Date of Enter and View Visit	20 th October 2015
Authorised Representatives	Alison Wickens Su Jenkins
Report Published	4 th December 2015