

GP Surgery Enter and View Report

Leicester Road Surgery - 14th June 2016

57 Leicester Road, Bedworth, CV12 8AB

Practice Information * Information received from Surgery

Practice Manager: Emma Douglas

Contact Details: Tel: 02476 312288

emma.douglas1@nhs.net

Number of GPs	1
Number of Practice Nurses	1 + 2 Prescribing Nurses 2 evenings a week
Number of Healthcare Assistants	1
Number of Reception Staff	4

Current Number of Patients	2,474
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Opening Hours	
Monday:	8:00 - 18:30
Tuesday:	8:00 - 18:30
Wednesday:	8:00 - 18:30
Thursday:	8:00 - 18:30
Friday:	8:00 - 18:30
Saturday:	CLOSED
Sunday:	CLOSED

Services Provided/Specialist Clinics	
<ul style="list-style-type: none">• Asthma Clinic• Flu Vaccinations• Contraceptives• Travel Health• COPD Clinic• Child Immunisations	<ul style="list-style-type: none">• Diabetes Clinic• Cervical Smears• Smoking Cessation Clinic• Heart Disease Clinic• Maternity Services• Baby Clinic

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	The surgery is in a modified old house on a busy road. There is a sign on the building itself.		
Internal Decoration	Clean and tidy interior but the paintwork is a bit tired.		
Parking arrangements, Including Provision for Disabled Visitors	Parking for 10 cars at the rear with 2 disabled spaces at the front of the Surgery.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		All on one level.
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?		✓	
Is there confidentiality/privacy at reception?		✓	Notice informing patients there is a room for more privacy if required.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Doctors/nurse use the electronic information board.
Are waiting times displayed/patients informed?	✓		Receptionist tells them of delays when they check in.
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		Wipe clean chairs, no sharp corners.
Is a hearing loop installed?	✓		
Toilets Available?	✓		1 toilet and 1 disabled toilet.
Hand sanitisers available?	✓		Available behind reception window.
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?		✓	
Are translation services available? Are they advertised?		✓	If requested.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		
Is there a Patient Participation Group? Is it advertised?	✓		Regular meetings-currently trying to recruit more members.
Are the names/photographs of GP's and staff at the surgery displayed?		✓	Notice informing patients that Dr Rani has just returned as the permanent doctor.

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
5	12	3	0

Additional Comments

“Sometimes can’t get through on the phone”
“you can wait a long time to get an appointment”
“They do what they can when there is an emergency”
“I usually call in”
“I have patient access now”
“It’s better than my last surgery”
“Have had to wait a week for a non-urgent appointment”

Question Two

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

Excellent	Good	Average	Poor
7	13	0	0

Additional Comments

“A late night would be nice”
“As someone who works, they could open Saturday morning”

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
9	11	0	0

Additional Comments

No additional comments were made

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

Excellent	Good	Average	Poor
14	5	1	0

Additional Comments

“Spotless”

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

Excellent	Good	Average	Poor
11	7	1	0

Additional Comments

One person did not respond to this question.

“Happy Dr Rani is back”

“More GPs would be better”

“Between good and average until Dr Rani returned”

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

Excellent	Good	Average	Poor
14	3	0	0

Additional Comments

Three people did not respond to this question.

“Great-excellent-really supportive”

“Lovely”

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

Excellent	Good	Average	Poor
19	1	0	0

Additional Comments

“The best”
“Really nice”

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

Excellent	Good	Average	Poor
6	10	3	0

Additional Comments

One person did not respond to this question.

“It’s standard increase of pressure on doctors”
“Doctor from Birmingham stuck in traffic-very late”
“Waited half an hour last time”
“Not too bad 10 minutes”
“Average wait 5 minutes”
“Don’t wait long”

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

Excellent	Good	Average	Poor
3	13	2	0

Additional Comments

Two people did not respond to this question.

“Not always-especially the locums”
“No problems”

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

Excellent	Good	Average	Poor
14	6	0	0

Additional Comments

No additional comments were made.

Other Comments Received

No other comments received.

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.
- Good practice was seen at the surgery where the Receptionists are keeping patients informed of any delays to their appointment times on arrival. Good practice seen at other surgeries has involved a notice board in Reception to notify patients of current waiting times for each doctor, so that patients don't need to approach Receptionists for updates.

Surgery Response

Response by Emma Douglas, Practice Manager

“The surgery is happy with the response and outcome of the visit.”

Date of Enter and View Visit	14 th June 2016
Authorised Representatives	Diane Stobbs Alison Wickens
Report Published	11 th August 2016