

GP Surgery Enter and View Report

Manor Court Surgery - 24th September 2015

5 Manor Court Avenue, Nuneaton, CV11 5HX

Practice Information * Information received from Surgery

Practice Manager: Lynn Slater

Contact Details: lynn.slater@nhs.net Tel: 02476 381999

Number of GPs	3 full time and 1 part time
Number of Practice Nurses	3
Number of Healthcare Assistants	1
Number of Reception Staff	7

Current Number of Patients	9350
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Opening Hours	
Monday:	08:00 - 18:30
Tuesday:	08:00 - 18:30 Extended opening 18:30 - 19:00
Wednesday:	08:00 - 18:30 Extended opening 07:00-08:00 & 18:30 - 19:00
Thursday:	08:00 - 18:30
Friday:	08:00 - 18:30
Saturday:	08:00 - 10:30 Once a month
Sunday:	CLOSED

Services Provided/Specialist Clinics

- Phlebotomy
- Heart Disease Clinic
- Childhood Immunisations
- Cervical Screening
- Wound Management
- Health Checks
- Flu/Nasal Flu Clinics
- Smoking Cessation Clinic
- Pneumococcal & Shingles Vaccinations
- Diabetes Clinics
- Asthma/COPD Clinic
- Chronic Disease Management
- Minor Surgery
- Travel Health/advice/vaccination
- Ear Irrigation
- Spirometry
- Antenatal
- Family Planning
- ECGs

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	The Surgery is housed in the old Manor Hospital building and shares the site with an acute Mental Health Unit, and Elderly and Mentally Inform Unit, and other mental health departments. The site is also a District Nurse base.		
Internal Decoration	Clean and tidy.		
Parking arrangements, Including Provision for Disabled Visitors	There is a car park with four disabled spaces.		
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?	✓		
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Numbers on cards given to patients, colour coded for each doctor. Lights flash for next patient.
Are waiting times displayed/patients informed?	✓		Receptionist did announce one doctor running late.
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?	✓		
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?	✓		
Are the names/photographs of GP's and staff at the surgery displayed?		✓	Currently being updated.




GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 60

Question One

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


Good 	Average 	Poor 
24	26	10

Additional Comments

"Busy in the morning, especially if working."
 "Phone but there are none available."
 "Telephone two weeks before to get appointment."
 "Online good - otherwise not good."
 "Can't always get in. Sometimes lucky, sometimes not"
 "Could not get in all week on the phone."
 "Tried from 8.00am to 8.25am and couldn't get through. When I do get through I don't always get an appointment."
 "Got in today but usually it is really difficult."
 "Very difficult to make an appointment on the day. Can't get through."
 "Depends what day it is."
 "Not enough appointments on-line. Ages on phone. No advance appointments."
 "Phone lines are busy - possible appointment within a week."
 "Trying to get in is difficult - I had to phone for 3 days to get an appointment."
 "Made appointment last Monday - now waiting"
 "Ringing on the day does not work. If I can't get through then no appointment. Have used online service."
 "Sometimes I call in - sometimes on phone can wait. Weekends is poor"
 "Can usually get an appointment the next week. Can get an emergency appointment in 5 minutes."
 "Nightmare - 15 minutes the phone was engaged."
 "Improved to what it used to be."

Question Two

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




Good 	Average 	Poor 
51	9	0

Additional Comments

“Good evening and weekend hours.”
 “Average.”
 “I work - not convenient.”
 “Weekends are poor.”
 “I want later evenings.”

Question Three

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

Good 	Average 	Poor 
31	18	10


Additional Comments

One person did not reply to this question.

“Bit awkward at times parking.”
 “Can be a problem.”
 “Lack of parking.”
 “When its busy blue card places get taken.”
 “Parking problems.”
 “Horrendous.”
 “Got a taxi.”
 “Sometimes an issue.”
 “Usually don’t get a space.”
 “Can be difficult at times - few disabled places.”

Question Four

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




Good 	Average 	Poor 
57	2	1

Additional Comments

None

Question Five

How would you rate your GP at the surgery?

Good 	Average 	Poor 
52	7	0

Additional Comments

One person did not reply to this question.

“Lovely.”

“Very good.”

“Excellent.”

“Really good.”

“I like them all.”

“I refused to see one.”




“Only seen one.”

“Some good, some not.”

“There are a few locums. You don’t get to know one.”

“Good and bad, won’t go to some.”

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

Good 	Average 	Poor 
55	1	0

Additional Comments

Four people did not respond to this question.

“Not really seen them.”

“Haven’t seen one.”

“Brilliant.”

“One can make you feel small.”

“Excellent.”




“Very helpful.”

“Very good.”

“Good.”

Question Seven

How would you rate the Reception Staff at the surgery?

Good 	Average 	Poor 
52	5	2

Additional Comments

One person did not reply to this question.

“Nice.”

“Very good.”

“They don’t listen and talk over me.”

“Sometimes they ask what’s wrong - confidentiality?”

“Some good, some not - depends who you get.”

“Always polite.”

“Attitude not helpful.”




“Very nice on phone as well.”

“Good majority of the time.”

“Some alright.”

Question Eight

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




Good 	Average 	Poor 
31	25	4

Additional Comments

"Some delay, you never know."
 "Sometimes you can wait."
 "Usually wait a while."
 "Wait for a GP but not for a nurse."
 "Never on time."
 "Depends what day."
 "Generally on time."
 "Sometimes wait."
 "Run over - don't usually say reason for lateness."
 "Average wait 10 to 15 minutes."
 "Usually a little late, once half hour."
 "Very poor."
 "Depends who you see."
 "Expect to wait half hour."

Question Nine

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

Good 	Average 	Poor 
46	9	3




Additional Comments

Two people did not respond to this question.

- “Few problems.”
- “They don’t listen.”
- “Have to be persistent.”
- “Depends on GP.”
- “Don’t always listen.”
- “Not really.”
- “Very very good.”
- “Some doctors, do some not.”
- “Thoughtful.”

Question Ten

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

Good 	Average 	Poor 
49	10	1

Additional Comments

- “Excellent.”
- “Could not be better.”
- “Better than last one.”

Other Comments Received

“System could be improved. Biggest problem is getting an appointment quickly.”

“Too many patients. Limited time span for appointments. I always ask to see a particular doctor.”

“Today my appointment is 9.30am - when at reception I was told it was 9.00am and they said I could not go in. Now they are saying I have to make another appointment. I was not offered to wait.”

“When I need an appointment I would like to book the next day or so, not wait for 7 days.”

“Communication - I was asked to have a fasting blood test but I was given a non-fasting lab envelope from GP.”

“I have to book appointment 7 days in advance for baby’s immunisation. Number/buzzer system causes confusion.”

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.
- 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/or the use of the electronic check in to notify patients of current waiting times.
- Surgery to ensure that all staff are familiar with the complaints procedure should they be asked.

Surgery Response

Response from Lynn Slater, Practice Manager:

We thank you for your time and report.

Date of Enter and View Visit	24 th September 2015
Authorised Representatives	Diane Stobbs Alison Wickens
Report Published	2 nd November 2015