

GP Surgery Enter and View Report

Market Quarter Medical Practice- 2nd December 2015

Rugby Health and Wellbeing Centre, Drover Close, Rugby, CV21 3HX

Practice Information * Information received from Surgery

Practice Manager: Sue Merrell

Contact Details: 01788 561319

Number of GPs	3 Partners, 1 Salaried, 1 Registrar and 1 FY2 Foundation Year Doctor. The surgery is also a training hub for medical students.
Number of Practice Nurses	2 Advanced Nurse Practitioners (1 full time, 1 part time) and two Practice Nurses (both part time)
Number of Healthcare Assistants	1 (30 hours)
Number of Reception Staff	8 (2 full time, 6 part time)

Current Number of Patients	7300
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Opening Hours	
Monday:	08:30 - 18:30
Tuesday:	08:30 - 18:30
Wednesday:	08:30 - 18:30
Thursday:	08:30 - 18:30
Friday:	08:30 - 18:30
Saturday:	One Saturday a month 9:00 - 12:00 + flu clinics
Sunday:	CLOSED

Services Provided/Specialist Clinics	
<ul style="list-style-type: none">• Travel health and Vaccinations• Minor Surgery• Well Man Clinic• Well Woman Clinic• Diabetes Clinic• Asthma Clinic• Family Planning Clinic• Visiting Physiotherapist• ECG Recording• Host a Relate Service• Flu Clinic	<ul style="list-style-type: none">• Cryotherapy Clinic• CHD Checks• AAA Screening• COPD Checks• Child Immunisation• Smoking Cessation• Nexplanons and Mirena Coils• Dementia Cafe• ConnectWELL Hub• Joint Injections

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	New, purpose built two story shared with another GP Practice.		
Internal Decoration	Light, airy and in excellent condition. Pharmacy on site. Main waiting room on ground floor. Small waiting room on first floor. Lift available.		
Parking arrangements, Including Provision for Disabled Visitors	Surgery car park shared between two practices. Demarcated spaces for staff and blue badge holders.		
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?	✓		In entrance foyer.
Is there confidentiality/privacy at reception?	✓		Private room available on request.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Mix of electronic call system and collection from waiting room.
Are waiting times displayed/patients informed?	✓		Standard practice is for reception staff to advise patients on arrival.
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		Children's play house area.
Is a hearing loop installed?	✓		
Toilets Available?	✓		Including baby changing room.
Hand sanitisers available?	✓		In both waiting areas.
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?		✓	Not requested.
Are translation services available? Are they advertised?	✓		If booked in advance.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		Friends and Family test. No comments/complaints box.
Is there a Patient Participation Group? Is it advertised?	✓		Leaflet and noticeboard.
Are the names/photographs of GP's and staff at the surgery displayed?		✓	Not at present.

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 18

Question One

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

Good 	Average 	Poor 
10	5	3

Additional Comments

“Good - if you turn up to the surgery first thing for an on the day appointment you can usually get one.”

“I can normally get through via the phone.”

“If you wait on the phone you can get an appointment but not always.”

“I phone early and keep trying to get an appointment. It is difficult.”

“Bit difficult in the mornings. I come down first thing.”

“I have to wait on the phone - difficult to get through.”

“Not great. Hard to get to see the doctor you want to see when phoning up - appointments all taken once you get through which is frustrating. You can book in advance through the doctor.”

“Answering the phone in the morning needs improvement.”

“No problems.”

“I have difficulty phoning in the morning. It helps now that there is an extra hour that you can phone in - well it did this morning.”

“The phone lines are busy for very long periods.”

“Can always get in on the same day.”

Question Two

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

Good 	Average 	Poor 
14	3	0

Additional Comments

One person did not respond to this question.

“Never had a problem. Brilliant on a Saturday with flu jabs for kids.”

“I don’t know the opening hours. Perhaps more frequent Saturdays.”

“Never had a problem.”

“Pretty good.”

“Fine.”

“Limited experience. Always been available when I’ve required it.”

“Never had a problem.”

“Saturdays are helpful.”

“Should be open later.”

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

<p>Good</p> 	<p>Average</p> 	<p>Poor</p> 
<p>9</p>	<p>5</p>	<p>4</p>

Additional Comments

“Parking can be an issue.”
 “Not many parking spaces.”
 “Parking is an issue - never enough spaces.”
 “Parking is difficult.”
 “Parking is very bad.”
 “The car park is tiny. Access on the street is alright.”
 “The car park is a bit of a squeeze.”
 “Parking is good and I can get here by public transport.”
 “Usually enough Blue Badge spaces - never yet had a problem.”
 “Parking is always an issue. Parking on the road is not good if the GP is running behind.”
 “I use public transport. Depends on the bus.”
 “Parking is poor - very limited. Public transport is variable.”

Question Four

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

Good 	Average 	Poor 
17	0	0

Additional Comments

One person did not respond to this question.

“Seems fine.”

“Never found it dirty. I notice that they have changed the seating - better than it was.”

“Always very clean.”

Question Five

How would you rate your GP at the surgery?

Good 	Average 	Poor 
17	0	0

Additional Comments

One person did not respond to this question.

“Need two more.”

“Excellent. I tend to see the same one.”

“Never see the same one twice - hard to gauge.”

“Good. I tend to see different ones.”

“Helpful.”

“Dr Hodds listens. She is a brilliant doctor. Fantastic!”

“They answer my problems ok.”

“Nice. I only see one. I followed her here.”

“Always informative.”

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

Good 	Average 	Poor 
14	0	0

Additional Comments

Four people did not respond to this question.

“Nurses - fantastic. The Healthcare Assistant did my flu jab. Both brilliant.”

“Pretty good.”

“No problems. They did my flu jab.”

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

Good 	Average 	Poor 
15	1	0

Additional Comments

Two people did not respond to this question.

“Under pressure.”

“Very helpful, very much approachable and they always come back to you as promised.”

“Very polite. Do a good job.”

“Sound.”

“Friendly.”

“Always dealt with me perfectly well.”

“Very friendly. Always try and help you.”

“All nice. Sarah is always very helpful.”

“99 per cent extremely helpful. Very occasionally attitude.”

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

Good 	Average 	Poor 
10	6	0

Additional Comments

Two people did not respond to this question.

“Never ran behind. Informed if there is a wait.”

“Sometimes told there is a wait.”

“Usually have to wait. Not informed of delays.”

“My longest wait is 20-25 minutes. They tell you if there is a wait. I don’t feel rushed in my appointments.”

“One time I sat all day in the waiting room and they had forgotten about me but they saw me directly the next day. I think there must have been a problem with the system.”

“On the whole the doctor runs a little late but you always get the time you need when you are in there.”

“Never on time. They don’t communicate waiting time.”

Question Nine

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

Good	Average	Poor
		
14	0	0

Additional Comments

Four people did not respond to this question.

“Very good. Very understanding.”

“They explain things.”

“I see people at the hospital too. The GPs role is more reactive than proactive.”

“Yes, there is time to ask questions.”

“My doctor goes out of their way to make sure that I understand clearly what I want.”

“Always discuss and involved.”

Question Ten

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

Good 	Average 	Poor 
15	0	0

Additional Comments

Three people did not respond to this question.

“Excellent.”

“A necessary evil. I can only compare to how it was before. Use to be more friendly environment.”

“Sound as a pound. No problems.”

“Big tick!”

“I’ve never had anything to complain about. They have always treated me perfectly well.”

“Very good, really good GP surgery. Full thumbs up!”

“I recommend - I extol the virtues of this surgery.”

Other Comments Received

“Welcoming, clean and kids want to come here!”

“The online system is unfathomable - needs passcodes, usernames - not very user friendly.”

“There use to be a text prompt but this was stopped due to errors. I found it useful and would like it perhaps reinstated.”

“There are communication issues around sharing information and language barriers which cause long delays.”

“Feels very sterile, new and impersonal.”

“Nothing to complain about - very satisfied.”

Patient Participation Group (PPG) Chair and Vice Chair Comments:

- The Surgery has a very active PPG with 12 members who meets on a monthly basis. This includes a doctor representative from the surgery and a representative from the administration team. Representatives of the on-site pharmacy have also attended PPG meetings in the past. Minutes from the PPG are circulated amongst members.
- The PPG is very proactive in fundraising, for example the PPG raised money to buy a wheelchair for the surgery, and also supports events such as a forthcoming flu jab event with a Santa theme.
- As well as attending patient events the PPG also gathers patient feedback in questionnaire form and is always working on strengthening this process.
- Parking was acknowledged as an issue. The surgery is currently looking into options in regard to on-street parking.

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.
- Surgery ensure that any delays to patient’s appointments are consistently communicated by reception staff on arrival.
- It is recommended that a comments/complaints box be provided in reception so that patients can feed back anonymously and confidentially.
- The PPG publish minutes of meetings on the PPG noticeboard for viewing by patients in the waiting room.

Surgery Response

No response was given by the Surgery.

Date of Enter and View Visit	2nd December 2015
Authorised Representatives	Jennifer Gilder Jennie Day
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