

# GP Surgery Enter and View Report

## The Gables Medicentre - 7<sup>th</sup> December 2015

152 Goodyers End Lane, Bedworth, CV12 0HU

### Practice Information \* Information received from Surgery

Practice Manager: Julie Mottram

Contact Details: Tel: 02476 688340

[www.thegablesmedicentre.nhs.uk](http://www.thegablesmedicentre.nhs.uk)

Number of GPs	6
Number of Practice Nurses	2
Number of Healthcare Assistants	2
Number of Reception Staff	3

Current Number of Patients	9,890
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Opening Hours		
Monday:	08:00 - 13:00	15:00 - 18:00
Tuesday:	08:00 - 13:00	14:30 - 18:30
Wednesday:	08:00 - 18:30	
Thursday:	08:00 - 13:00	
Friday:	08:00 - 13:00	14:30 - 17:00
Saturday:	CLOSED	
Sunday:	CLOSED	

Services Provided/Specialist Clinics
<ul style="list-style-type: none"><li>• Respiratory Clinic</li><li>• Coronary Heart Disease</li><li>• Contraceptive services</li><li>• Health trainers</li><li>• NHS Health Checks</li><li>• Antenatal/postnatal care</li><li>• Flu Vaccine clinic</li><li>• Diabetes Clinic</li><li>• Minor Surgery</li><li>• Smoking cessation</li><li>• Counselling Services</li><li>• Cytology/smear stroking</li><li>• Child Development and Immunisations</li></ul>

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Observation Criteria	Comments		
External Building Condition	We observed flaking paint on the wood work which may need attention in order to avoid rotting frames.		
Internal Decoration	The interior was clean and tidy. The walls were covered with Perspex for easy cleaning.		
Parking arrangements, Including Provision for Disabled Visitors	Very limited parking with difficult access due to a bus stop immediately outside of the premises. No provision for disabled visitors.		
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?		✓	A room is available upon request but this is not advertised. We could hear conversations between patients and receptionists during our visit.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Patient's name appears on a display board and there is an audible beep.
Are waiting times displayed/patients informed?	✓		The receptionist informs the patients of delays.
Is online booking advertised?		✓	This is not well 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?		✓	There are no noticeboards in the waiting room but one in the foyer.
Is the information provided available in other formats?	✓		Information is available in English but can be provided in other languages and formats if requested.
Are translation services available? Are they advertised?	✓		BSL interpreters are regularly utilised and other languages when needed.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?		✓	Friends and family test only.
Is there a Patient Participation Group? Is it advertised?	✓		
Are the names/photographs of GP's and staff at the surgery displayed?	✓		The names of GPs and Nurses are listed but not other staff. This was agreed following staff discussion.




# GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 19

### Question One




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

Good 	Average 	Poor 
3	11	5

### Additional Comments

“Takes too long to get through on the phone.”  
“There can be long waits of up to three weeks.”  
“Long wait for appointments.”  
“There are a number of appointments available.”  
“Fine if you can get through on the phone.”  
“You can wait too long, up to two weeks.”  
“On hold when 6 people are in front and then only offered an appointment for two weeks and then triage is offered.”  
“Quite difficult to get an appointment.”  
“Not as good as it used to be, it used to be brilliant. There are too many patients.”  
“Phone line is engaged, 45-minute wait and then appointments have gone.”  
“Have to go through a triage system. Have needed to go to the walk in centre instead.”  
“You can never get through; they are never available.”  
“Good on the phone, but bad online booking. You do not know which of the two surgeries the appointment is at, so you still have to phone to find out.”  
“Have to wait sometimes, it is not very good.”

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




Good 	Average 	Poor 
14	4	0

**Additional Comments**

One person did not respond to this question.

“Why is Thursday a half day?”  
 “It would be good if they opened on Saturday.”  
 “I have not seen the details yet.”




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

Good 	Average 	Poor 
10	3	6

**Additional Comments**

“Parking is poor.”  
 “Parking!” (x2)  
 “Parking is difficult.”  
 “Public transport is good but parking is minimal.”  
 “More parking needed especially for older people and the disabled.”  
 “I walk.”  
 “Room for improvement; there is a lack of parking.”  
 “You have to park on the road.”  
 “Struggle parking.”

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


Good	Average	Poor
		
17	1	0

**Additional Comments**

One person did not respond to this question.

No further comments made.

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

Good	Average	Poor
		
16	2	0

**Additional Comments**

One person did not respond to this question.

“Some need communication skills update.”




“Very good.”

“Excellent.”

“One doctor is brilliant but I have had to submit a complaint about another.”

“Sometimes it is difficult to see the same doctor.”

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




Good 	Average 	Poor 
15	0	0

**Additional Comments**

Four people did not respond to this question.

“Helpful.”  
“Excellent.” (x2)  
“Lovely.”  
“Only seen once.”



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

Good 	Average 	Poor 
16	2	1

**Additional Comments**

“Some training needed. For example, I have been waiting 3 weeks for a repeat prescription which the receptionist said they would deal with.”  
“Helpful.”  
“Excellent.”  
“Very Helpful.”

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

Good	Average	Poor
		
9	7	1

**Additional Comments**

Two people did not respond to this question.




“Not too bad, okay sometimes.”

“I often go to the walk in centre, so I do not know.”

“You wait.”

“Recently it has not been good.”

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

Good	Average	Poor
		
15	2	1

**Additional Comments**

One person did not respond to this question.



“They make their mind up. (That is an individual doctor.)”

“They are responsive, they listen.”

“Depends on the doctor.”

Question Ten

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

Good 	Average 	Poor 
13	5	0

Additional Comments

One person did not respond to this question.

“Excellent.”

“Having to chase for follow up.”

Other Comments Received

“I was not able to see a particular doctor within two weeks.”

“I made a complaint against a practice member, not a registrar.”

“They carried out a procedure on a child without discussing properly with the parent and obtaining consent.”

“They need more people on the telephone for appointments.”

“If the phone is engaged then they need to ring back.”

“The doctor gives you the time needed, even though it may throw out the appointment schedule.”

“I had problems with a repeat prescription. I asked the receptionist how to organise it and they told me they would sort it. I called several times before the prescription became available. It took three weeks in total.” (During the visit, a conversation was heard with a different patient and the receptionist. They were complaining about a repeat prescription which they had requested two weeks before and still had not received.)



## Recommendations

- Surgery to notify patients of the availability of a room in which patients can discuss private and confidential issues with a member of staff (this can be via a notice). Due to the nature of the waiting room, it may help if the Surgery used background music to disguise conversations taking place with reception staff.
- Surgery to look at their current use of noticeboards to ensure that all information is current, up-to-date and not too “busy”.
- Surgery to provide a separate comments/complaints box for patients to use. The Friends and Family Test is a separate system not used for this purpose.
- 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 ensure that the online booking system makes it clear at which Surgery the appointment is available for.
- The Surgery look into concerns identified in regard to obtaining repeat prescriptions ensuring that there is a clear and efficient process in place that is communicated to all patients.

## Surgery Response

No response given by the Surgery.

Date of Enter and View Visit	7 <sup>th</sup> December 2015
Authorised Representatives	Diane Stobbs Sue Tulip
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