

GP Surgery Enter and View Report

The Surgery (Dr R. Bhavanathan) - 16th May 2016

18 Rugby Road, Bulkington, Bedworth, CV12 9JE

Practice Information * Information received from Surgery

Practice Manager: Dhama Bhavanathan

Contact Details: dhama.bhavan@nhs.net

Tel: 02476 643243

Number of GPs	1 full-time and 2 part-time
Number of Practice Nurses	2 part-time
Number of Healthcare Assistants	0
Number of Reception Staff	5

Current Number of Patients	3,450
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Opening Hours	
Monday:	08.30 - 18.30* (branch open 08.30-18.30)
Tuesday:	08.30 - 18.30 (branch open 08.30-12.30)
Wednesday:	08.30 - 12.30 (branch open 08.30-18.30)
Thursday:	08.30 - 18.30 (branch open 08.30-18.30)
Friday:	08.30 - 18.30 (branch open 08.30-18.30)
Saturday:	Every third Saturday of the month
Sunday:	Closed

*Extended hours 18.30 - 20.00 except for third Monday of the month

Services Provided/Specialist Clinics

- Asthma, Diabetes, Heart Disease, Stroke
- Hypertension Clinic
- Travel Immunisation
- Childhood Immunisation Screening Clinic
- Maternity Care
- Family Planning/Contraceptive Advice
- NHS Health Checks (40-74 years)
- Minor Surgery
- Mental Health, Learning Disability, Dementia Clinic
- Phlebotomy
- Cervical Smear
- Weight Management
- Abdominal Aortic Aneurysm Screening
- Retinal Screening
- Smoking Clinic
- Flu, Pneumococcal, Shingles, Meningitis C Vaccinations

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Converted house. No concerns were observed with the external building condition.		
Internal Decoration	A welcoming, clean and tidy environment with padded bench seating.		
Parking arrangements, Including Provision for Disabled Visitors	Small surgery car park and local on street parking. One disabled parking space (markings in need of repainting).		
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 on request. No notice to advise of this.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Tannoy system for doctor.
Are waiting times displayed/patients informed?	✓		Receptionists advise if appointments running late.
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		Small box of children's books and toys.
Is a hearing loop installed?	✓		
Toilets Available?	✓		Downstairs toilet with disabled access.
Hand sanitisers available?	✓		At reception.
Are there clear notice boards with up to date information displayed?	✓		Information available on a range of subjects.
Is the information provided available in other formats?		✓	
Are translation services available? Are they advertised?	✓		Can be made available on request.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		Friends and Family and Suggestions box in waiting room.
Is there a Patient Participation Group? Is it advertised?	✓		PPG have their own notice board.
Are the names/photographs of GP's and staff at the surgery displayed?	✓		Names only.

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 16

Question One

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

Excellent	Good	Average	Poor
9	5	2	0

Additional Comments

“Depends. I can never get through on the phone but I can now access the online booking which works really well.”
 “I just come when sent for.”
 “I can never get an appointment. Have to phone at 8.30am to get an appointment but this is no good if you are travelling to work at that time.”

Question Two

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

Excellent	Good	Average	Poor
5	10	1	0

Additional Comments

“It would be good if it was open later for people that work. I know that it is open later one day a month but would like more later days.”
 “Good - some people may find half day opening a problem.”
 “Saturday mornings would be good.”
 “It would be nice to have appointments on Saturdays.”
 “Average - closed two afternoons. I think that they offer you appointments out of Bedworth as an alternative.”

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
4	11	0	0

Additional Comments

One person did not respond to this question.
“Parking is a bit of a struggle.”

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

Excellent	Good	Average	Poor
8	8	0	0

Additional Comments

No additional comments received.

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

Excellent	Good	Average	Poor
7	7	1	0

Additional Comments

One person did not respond to this question.

“The lead doctor is very good but I have found the locum doctors not to be as good. They don’t seem to be as knowledgeable and experienced. Sometimes I feel slightly let down by them.”

“Always very helpful.”

“One doctor doesn’t talk to you properly. Clinically he is ok but I don’t feel heard.”

“10 out of 10.”

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

Excellent	Good	Average	Poor
8	7	1	0

Additional Comments

“Brilliant.”

“10 out of 10.”

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

Excellent	Good	Average	Poor
10	6	0	0

Additional Comments

“Very helpful.”
“Very good.”

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

Excellent	Good	Average	Poor
4	12	0	0

Additional Comments

“Usually in and out quickly.”
“Very accurate.”

Question Nine

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

Excellent	Good	Average	Poor
8	5	1	1

Additional Comments

One person did not respond to this question.

“Good, with the exception of one doctor - the others are great.”

“I would like the doctor to talk to me in more detail rather than just say that I am all fine. For example when you have blood tests the doctor doesn’t explain the outcome. The nurse explains more. It would help put my mind at ease if the doctor explained the results to me.”

Question Ten

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

Excellent	Good	Average	Poor
8	8	0	0

Additional Comments

“I am having difficulty with following up on test results - communication problem.”

“Absolutely wonderful.”

Other Comments Received

“There are booking restrictions but it is not the surgeries problem. It is the government system which is imposed.”

“It would be good to have more cooperation between surgeries in Bulkington so that patients can benefit from what each surgery is able to offer e.g. dementia care.”

“The doctors are good and will help you if they can.”

“It’s very good to have the option of phone appointments, especially if you have to travel a distance to the surgery.”

“It’s good that the surgery will call you if you have an appointment due.”

“The staff are very informative.”

“Most of the time you can get an appointment on the same day.”

“Staff (reception, nurses) are very helpful. The GP listens and you can always question them. The GP makes you feel very comfortable, at ease. I can’t fault them. I feel in safe hands. When you feel heard you feel 10-15 per cent better.”

We met with three members of the PPG including the Chair and Deputy Chair.

- The PPG meets four times a year and a representative of the PPG attends bi monthly CCG meetings. We were informed that it is difficult to recruit new members to the PPG. They have tried holding open days/evenings.
- The PPG has a notice board in the main reception area which is updated by the Practice Manager and checked by the PPG to make sure that it is accurate and up to date.
- The PPG advised that there was nothing particular that they were working on at the moment but that there were always areas for improvement such as potentially having a telephone message facility (to be taken to a future PPG meeting) and encouraging surgeries in Bulkington to work together more for the benefit of the community.
- The PPG regularly consult patients through questionnaires to get their feedback. Indeed, one of the patients in the surgery advised us that they had recently completed such a questionnaire

Recommendations

- The Surgery to raise patient’s awareness of surgery opening times. At present it appears that there are some misunderstandings amongst patients in regard to this, particular the availability of Saturday appointments one per month and the closure of the surgery one afternoon per week.
- The padded bench seating in the surgery is comfortable and ideal for young children because there are no sharp edges but may not be appropriate for somebody with mobility issues. The Surgery to look at putting a chair in the waiting room that has an adjustable seating position and arms to assist mobility.
- Surgery to repaint markings of the disabled parking bay to ensure that it is clearly demarcated to vehicles entering the car park.

Surgery Response

Response from Dhama Bhavananthan, Practice Manager:

“The surgery offers the following appointments:

Total GP appointments available per week - 204

Bookable appointments - 42

Online appointments - 48

On the day appointments - 114

Total Nurse appointments available per week - 116

Midwife appointments are available on Monday and Friday.

Extended hours - 6 appointments available per week and on top of these appointments, emergency and home visits are provided.”

Date of Enter and View Visit	16 th May 2016
Authorised Representatives	Jennifer Gilder Sue Tulip
Report Published	11 th July 2016