

# GP Surgery Enter and View Report

Westside Medical Centre - 7<sup>th</sup> November 2016

Hilton House, Corporation Street, Rugby, CV21 2DN

## Practice Information \* Information received from Surgery

Practice Manager: Mrs Kellie Preece

Contact Details: [practicemanager.wmc@nhs.net](mailto:practicemanager.wmc@nhs.net)

Tel: 01788 544744

Number of GPs	5 + 1 registrar
Number of Practice Nurses	2
Number of Healthcare Assistants	1
Number of Reception Staff	9

Current Number of Patients	11000
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Opening Hours	
Monday:	08:30 - 18:00
Tuesday:	08:30 - 18:00
Wednesday:	08:30 - 18:00
Thursday:	08:30 - 18:00
Friday:	08:30 - 18:00
Saturday:	PRE-BOOKABLE APPOINTMENTS ONLY 8.00 - 10.30
Sunday:	CLOSED

Services Provided/Specialist Clinics	
<ul style="list-style-type: none"><li>• Pain Clinic</li><li>• Flu Clinic</li><li>• Minor Surgery</li><li>• Diabetes Clinic</li><li>• Cervical Smears</li><li>• Child Immunisations</li><li>• Maternity Services</li><li>• Travel Vaccinations</li></ul>	<ul style="list-style-type: none"><li>• Asthma Clinic</li><li>• COPD Clinic</li><li>• Coronary Heart Disease Clinic</li><li>• CVD Clinic</li><li>• Family Planning</li><li>• Post Natal/6-week check Clinic</li><li>• Vaccinations/Immunisations</li></ul>

# GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Surgery is housed in a modern building.		
Internal Decoration	Internal decoration is clean and in good order.		
Parking arrangements, Including Provision for Disabled Visitors	Limited free parking at rear. Public (paid) car parking in abundance nearby		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Automatic doors. A wheelchair is available.
Clear guidance on how to inform the surgery of your arrival?	✓		Touchscreen system.
Electronic check-in in waiting room?	✓		By the entry door.
Is there confidentiality/privacy at reception?		✓	Could hear discussions at reception desk.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Electronic display with name of patient and GP/Nurse on view.
Are waiting times displayed/patients informed?	✓		Not seen on the day.
Is online booking advertised?	✓		Very small poster.
Is the waiting room child friendly?		✓	Toys are not available.
Is a hearing loop installed?		✓	Not seen, not in use. New one on order.
Toilets Available?	✓		
Hand sanitisers available?	✓		In reception.
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?		✓	Not seen in other formats.
Are translation services available? Are they advertised?	✓		Available upon request.
Is signage clear and up to date?		✓	Surgery opening times not seen.
Is there a comments/complaints box available?		✓	Not available. Family and friends test is available.
Is there a Patient Participation Group? Is it advertised?	✓		Minutes displayed in reception.
Are the names/photographs of GP's and staff at the surgery displayed?	✓		Names of GPs only.

# GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 40

## Question One

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

Excellent	Good	Average	Poor
5	16	10	9

## Additional Comments

- “Does take a long time to get an appointment. Average to poor. I don’t use the online booking system I come down to surgery.”
- “Can’t get an appointment. I have to ring between certain times and wait for a triage nurse to ring back.”
- “When I eventually get through on the phone, it can be a long time to queue.”
- “Have online access but unable to book an appointment - told ring the surgery.”
- “Very good.”
- “Struggle to get an appointment. I ring up.”
- “Can’t get in most of the time.”
- “Have to wait so long before you get an appointment.”
- “It’s hard to get an appointment. Ring up and go into a queue - 35 minutes waiting on the phone.”
- “Try to ring up for appointment and have to ring at a specific time. I now walk into surgery and ask for an appointment.”
- “I ring in usually - it could be more efficient.”
- “Emergency appointments are no problem. 3 weeks for a normal appointment. I don’t use online.”
- “Sometimes can’t get through. I always ring up. Don’t use online.”
- “45 minutes wait.”
- “There are too many people here and it is hard to get an appointment. I have to keep phoning.”
- “I tried to book in with a GP and had to call back at 4.30pm.”
- “No problem.”
- “My appointment was pre-booked by the surgery.”
- “Sometimes ok, sometimes not.”
- “Had to book 3 weeks ago. I had to ring in and was then told to call back at 4pm.”
- “Rarely get same day appointment. I had to wait 3 weeks.”
- “Answered in a couple of minutes and I managed to get an appointment.”

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“Taken 3 weeks to get in.”

“Good today but not generally.”

“Waited so long for an appointment - 3 weeks in general.”

“Always get an emergency appointment but a planned appointment is impossible.”

“Triage is very busy - kids get priority which is good.”

## Question Two

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

Excellent	Good	Average	Poor
2	29	5	3

## Additional Comments

One person did not answer this question.

“They suit me fine.”

“Can come on Saturday morning (especially useful as I work).”

“They do a Saturday surgery.”

“Should be more hours - not enough.”

“I was not aware that the surgery opened on Saturday.”

“I’m not sure what they are?”

“I work full time and need longer opening hours.”

“Saturday morning prescription pick up would be good.”

“Saturday morning opening would be good.”

“I’m not sure what time they close.”

“Not sure what they are.”

“I’m not sure what they are, good if they opened later because I’m working.”

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
2	18	13	5

Additional Comments

Two people did not respond to this question.

“As long as buses are reliable. I used a taxi today.”

“Depends on how busy - parking can be a problem.”

“Car park isn’t always used by patients.”

“Car park is always full as it is quite small for 2 surgeries and office space.”

“I came on the bus.”

“Can be a bit of a struggle.”

“Not a big enough car park.”

“Came by taxi.”

“I have a mobility scooter or I bus.”

“There is a lack of parking space.”

“Average to poor - unless really early or last thing.”

“There’s never any parking. I think other people park to go shopping.”

“No spaces.”

“Hard to park.”

“Sometimes no space.”

“Difficult. I often park in ASDA and pay.”

Question Four

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

Excellent	Good	Average	Poor
21	17	1	1

Additional Comments

“No problem.”  
“Reasonably clean.”  
“Not brilliant toilets.”

Question Five

How would you rate your GP at the surgery?

Excellent	Good	Average	Poor
17	17	6	0

Additional Comments

“Never had a problem.”  
“Could not fault the excellent care that I have had, I trust them.”  
“Only a couple I like to see. Some don’t give me enough time - depends on GP.”  
“Both GPs that I see are good.”  
“It differs between who you see. Some take time to discuss things but others can’t wait to move onto the next patient.”  
“Don’t have problems.”  
“I think he is fantastic.”  
“Very Good” x2 replies  
“Some are good, some are not so good.”  
“I don’t know who my designated GP is. I see different ones all the time.”  
“Never see the same GP twice.” X2 replies  
“Sometimes can’t get to see the GP that I want to.”  
“Very Happy.”  
“Poor treatment of a sore. Wouldn’t check it properly.”  
“Haven’t seen the same GP twice since my old one retired.”  
“Normally I don’t get a choice of who I see.”

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“All very good.”

“Lovely.”

“Not seen in 5 years, I try to keep fit.”

“Can’t always see the GP that I want.”

“Never see the same GP.”

“I find some better than others.”

#### Question Six

How would you rate your Nurse at the surgery?

Excellent	Good	Average	Poor
25	10	0	0

#### Additional Comments

Five people did not respond to this question.

“Does her job very well.”

“Very good.”

“Nice.”

“Really Nice.”

“Very good.”

“Not seen a problem.”

“Kind and understanding.”

“Seeing nurses is easy.”

Question Seven

How would you rate the Reception Staff at the surgery?

Excellent	Good	Average	Poor
16	14	6	3

Additional Comments

One person did not respond to this question.

“Always very polite and helpful.”

“Some are quite poor and one is very rude.”

“One was very rude to me once.”

“Generally OK. Not rude, I feel that they ask 20+ questions before I can make an appointment.”

“Very helpful.”

“Could be better but not too bad.”

“Really Nice.”

“Great.”

“Very Good.”

“Most are helpful.”

“Depends who is on, some are better than others.”

“Good on average. Can be abrupt and almost rude in their manner.”

“Quite polite.”

“Friendly.”

“Always polite.”

“Lots of times I don’t understand. They are not flexible re appointment times.”

“Can be abrupt but I don’t blame them.”

“Rude - too much grilling and difficult to get an appointment.”

“Helpful.”

“I had one incident with them.”

“Depends on who you get.”



Question Eight

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

Excellent	Good	Average	Poor
3	20	14	2

Additional Comments

One person did not respond to this question.

“Can sometimes run overtime but I can accept this.”

“Sometimes running late but I appreciate this is giving time to patients.”

“Timescales are a bit varied.”

“Sometimes appointments can go over.”

“Overall pretty good.”

“Not too late.”

“Could be better - sometimes not too bad.”

“For GPs it can be up to 30 minutes wait.”

“Only 10 - 15 minutes late.”

“Not waiting long.”

“I have had to wait quite a time.”

“This varies.” X 2 replies

“Go in slightly after time.”

“Never been on time here. This isn't just this practice it is everywhere.”

“Very good.”

“Pretty good.”

“I have had to wait 30 minutes as they were understaffed.”

“Not a problem.”

“45 minutes late today.”

“Hard to judge, it depends who is in before me?”

“This depends on the GP.”

“Depends what's wrong with you.”

“Usually have to wait as it's very busy.”

“Seen within 3 minutes.”

“Always running behind.”

“Sometimes have to wait a long time.”

“Can wait up to an hour.”

“No problems.”

Question Nine

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

Excellent	Good	Average	Poor
9	24	5	0

Additional Comments

Two people did not respond to this question.

“Some GPs go a step further but others don’t ask enough questions or get deep enough.”

“Nurse is very good for this. Some GPs are reluctant to give full information.”

“If you can get in with your regular GP it can make a big difference to the experience. Average to good.”

“I sometimes feel involved.”

“If I wanted to I could. Mostly it is me agreeing.”

“I did change my GP surgery to move to this one and they are a lot better.”

“They always explain things to me.”

“Very rarely.”

“I don’t come very often.”

“I feel that antibiotics are prescribed too easily.”

Question Ten

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

Excellent	Good	Average	Poor
13	19	5	1

**Additional Comments**

Two people did not respond to this question.

“My wife has had a few problems with this surgery.” (details not given)

“I would recommend it to anybody.”

“Between good and average.”

“Good to average rating.”

“Very satisfied.”

“It has been better over the past 10 years - would have said it was excellent before.”

“I wouldn’t change. Very good. I’m happy with it.”

“Very good.”

“My new GP is very good.”

“Very happy.”

**Other Comments Received**

“I can hear everything that is being said at reception from back of waiting room.”

“Always appreciate care and friendliness shown. If I have to go through triage they are helpful. Reception staff are very helpful also.”

“It would be useful to have items for children.”

“Always a long time waiting for an appointment. I had a chest pain and I was given an appointment for three weeks later. When I come in it’s because I am ill and not for fun. I am constantly waiting on the phone in a queue trying to get an appointment.”

“A lot of these things can’t be blamed on the surgery, it deals with a lot of people.”

“Very frustrated re lack of appointments and lack of flexibility. I can’t get to see my chosen GP for up to 3 weeks. Online system has no appointments available. I don’t like the triage system. When at work waiting for a call back is difficult, especially as I do not have a phone at work. I should be able to call and get an appointment. There are no evening appointments. Surgery shuts at 6pm and I am not back from work until late, more GPs needed. Open until 8 at least.”

“It’s difficult to get through on the phone. Feels like a privilege to come here and shouldn’t be like that.”

“The problem is that if it’s something urgent I have to ring between 8.30-9.30am and have to wait. My usual GP is still here but I have been given a new ‘named GP and wondering why?”

## Recommendations

- Conversations taking place at Reception can be overheard. Surgery to ensure that a private room is made available for patients and that there are signs to advertise this.
- Surgery to look at concerns raised in regard to the appointment booking system. It was noted that some patients were not aware of the online booking system. Better promotion of this could help to reduce phone traffic.
- Informing patients on the day of any delays which may impact their appointment. Good practice seen at other surgeries has involved a notice board in Reception or the use of the electronic check in to notify patients of current waiting times.
- Surgery to clearly display opening times so that patients are made fully aware of these.
- Surgery to provide patients with a comments/complaints box, in addition to the friends and family test.

## Surgery Response

**Kellie Preece:**

The Health Watch representatives were very professional at all times, always wore their ID and introduced themselves to our patients in the waiting room in a professional manner. The information we received before the visit was sufficient to prepare us.

I felt the visit went well, there were a few points which we had to act on, and we did put these points in place the same day. Also there were a couple of points of information the representatives said were missing, but on looking they were actually on the noticeboards in the waiting room.

Date of Enter and View Visit	7 <sup>th</sup> November 2016
Authorised Representatives	Lianne Burton Len Mackin
Report Published	20 <sup>th</sup> February 2017

### **Disclaimer**

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users, their relatives and staff, only an account of what was observed and contributed at the time of our visit.