

# GP Surgery Enter and View Report

**Wolston Surgery - 18<sup>th</sup> January 2016**

**School Street, Wolston, Coventry, CVB8 3HG**

## Practice Information \* Information received from Surgery

Practice Manager: Rachel Sheasby

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

Tel: 02476 542192

Number of GPs	3 full time GPs and 2 Registrars
Number of Practice Nurses	1
Number of Healthcare Assistants	1
Number of Reception Staff	4 (2 Receptionists and 2 Dispensers)

Current Number of Patients	4,200
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Opening Hours	
Monday:	08:30-12:30 15:00-16:00 (GPs on call in the afternoon)
Tuesday:	08:30-12:30 16:45-18:00 (GPs on call in the afternoon)
Wednesday:	08:30-12:30 (GPs on call in the afternoon)
Thursday:	08:30-12:30 16:45-18:00 (GPs on call in the afternoon)
Friday:	08:30-12:30 (GPs on call in the afternoon)
Saturday:	CLOSED
Sunday:	CLOSED

Services Provided/Specialist Clinics	
<ul style="list-style-type: none"><li>• Health Checks (incl. blood pressure)</li><li>• Dressing and removal of stitches</li><li>• Cervical Smears</li><li>• Smoking Cessation Advice</li><li>• Antenatal Clinic</li><li>• Contraceptive Advice</li><li>• Registered Yellow Fever Centre</li></ul>	<ul style="list-style-type: none"><li>• Ear Syringing</li><li>• Immunisations for Children &amp; Travel</li><li>• Chronic Disease Management</li><li>• Phlebotomy</li><li>• Child Health Surveillance</li><li>• Minor Surgery</li><li>• Dispensary</li></ul>

# GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	40+ year old building in need of decoration but the Practice Manager advised that the building is to be painted in spring. The Practice has applied to NHS England for an extension, due to the age and condition of the current surgery and the new build of 80 houses in the village.		
Internal Decoration	Observed to be in an adequate condition.		
Parking arrangements, Including Provision for Disabled Visitors	Small car park with on-street parking.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Ramp at back of the surgery.
Clear guidance on how to inform the surgery of your arrival?	✓		Reception area is at entrance to Practice.
Electronic check-in in waiting room?		✓	
Is there confidentiality/privacy at reception?		✓	A common room is used for privacy and calls can be diverted.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		A tannoy system is used but was observed to be muffled and unclear.
Are waiting times displayed/patients informed?	✓		Reception advise patients if there are delays.
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?	✓		Google Translate is used.
Are translation services available? Are they advertised?	✓		Via NHS England Service.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		Available in Reception.
Is there a Patient Participation Group? Is it advertised?	✓		This is not currently advertised.
Are the names/photographs of GP's and staff at the surgery displayed?		✓	Staff have name badges.

# GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 39

## Question One

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

Excellent	Good	Average	Poor
33	4	2	0

## Additional Comments

“The Patient Access is excellent.”

“The phone can be busy and it is hard to get through.”

“It is hard to get through on the phone for an appointment.”

“I want more p.m. opening.”

“Can’t get through on the phone, they put the phone down when it rings - I have seen this happen.”

“I am a full time worker. The surgery only offers Tuesday and Thursday service up to 6.30pm.”

“Not open afternoons, usually I can get a morning appointment.”

“Sometimes have to wait to get through on the phone.”

Question Two

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

Excellent	Good	Average	Poor
23	9	5	2

Additional Comments

"Opening times not flexible, closed in afternoon."  
 "I would like to see weekend opening."  
 "Hours not flexible, only does 2 evenings a week and I work."  
 "Would like the surgery to open in the evening as I work."  
 "Like to see evening and Saturday opening - I work."  
 "I use out of hours as there are not enough appointments."  
 "More evening appointments for children/all."  
 "I would like the Practice to open earlier- I work from 4pm onwards."  
 "It can be difficult to get through as the phones are busy am, would like to see more pm opening or out of hours opening."  
 "Not enough evening surgery."  
 "Not enough appointments at the right time."

**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
13	6	11	3

**Additional Comments**

Six patients did not respond to this question.

“Not enough spaces in car park.”

“Busy car park.”

“Car park does not have any dropped curbs for a wheelchair user.”

“Car park is ok but it can be very busy.”

“Car park is small.”

“Parking is difficult.”

“Small car park.”

“Small car park, it is not good.”

“Difficult to park.”

“Tricky parking.”

**Question Four**

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

Excellent	Good	Average	Poor
32	5	2	0

**Additional Comments**

“Gloomy!!”

“Needs a facelift.”

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

Excellent	Good	Average	Poor
34	4	1	0

**Additional Comments**

“Wonderful.”  
 “I am a ‘newish’ patient and can therefore only mark as good.”  
 “Not always friendly - can be abrupt.”  
 “Trainee GP always very good, enthusiastic.”  
 “Seeing the same GP would be better.”  
 “Some GPs are not interested (in adults) but are OK with children.”  
 “Mrs Ducharme is excellent.”

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

Excellent	Good	Average	Poor
35	4	0	0

**Additional Comments**

“Wonderful, over and beyond.”  
 “I am a ‘newish’ patient and can therefore only mark as good.”  
 “I have only met one nurse - haven’t met the new one yet.”  
 “I like the stickers from the nurse.” (child response)

**Question Seven**

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

Excellent	Good	Average	Poor
32	5	1	1

**Additional Comments**

“I am a ‘newish’ patient and can therefore only mark as good.”  
 “I think one of the reception staff need training.”  
 “I have been kept waiting to book in (for my appointment) - waiting for the receptionist to come to the desk.”

**Question Eight**

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

Excellent	Good	Average	Poor
29	7	3	0

**Additional Comments**

“It varies.”  
 “Sometimes they are late seeing me.”

**Question Nine**

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

Excellent	Good	Average	Poor
34	4	1	0

**Additional Comments**

“I sometimes feel that the GP is saying “Why are you here”!”  
 “Not interested in adult but listen to children.”  
 “Not always involved.”

**Question Ten**

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

Excellent	Good	Average	Poor
33	5	1	0

**Additional Comments**

“The Practice has been brilliant, can have telephone consultations.”  
 “I am a ‘newish’ patient and can therefore only mark as good.”  
 “I think it is good but my family don’t.”

**Other Comments Received**

No other comments received.



## Recommendations

- Surgery to look into issues with the tannoy system. This was observed to be unclear and muffled at times during the visit which made it difficult for patients to hear and respond to.
- The PPG be given their own notice board in the waiting room so that patients are aware of the role of the PPG and have opportunity to review documents such as the minutes of meetings and results of surveys.
- Surgery to provide a notice to advise patients that privacy is available at the Reception if required.

## Surgery Response

Response by Rachel Sheasby, Practice Manager

A patient commented no dropped curbs for wheelchair, we do have dropped curbs and disabled access.

There is now a notice in the waiting room to promote patient reference group, they can also apply online via our website.

Date of Enter and View Visit	18 <sup>th</sup> January 2016
Authorised Representatives	Ann Forster Pamela Wilcox
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