

# GP Surgery Enter and View Report

## Clarendon Lodge Medical Practice - 23rd March 2015

16 Clarendon Street, Leamington Spa CV32 5SS

### Practice Information \* Information received from Surgery

Practice Manager: Stephen Gallagher

Contact Details: 01926 331411

Stephen.gallagher@clmp.nhs.uk

Number of GPs	9 and 2 Registrars in training
Number of Practice Nurses	3
Number of Healthcare Assistants	3
Number of Reception Staff	8

Current Number of Patients	13,200
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#### Opening Hours

Monday: 08:00 - 12:30      13:30-19:30

Tuesday: 08:00 - 18:00

Wednesday: 08:00 - 18:00

Thursday: 08:00 - 19:30

Friday: 08:00 -18:00

Saturday: Open first Saturday of the month 08:00-10:00

Sunday: CLOSED

#### Services Provided/Specialist Clinics

- Coronary Heart Disease Clinic
- Minor Operations
- Diabetic Clinic
- Phlebotomy Clinic
- Antenatal Clinic
- Well Persons Clinic
- Asthma and COPD Clinic
- Warfarin Clinic
- Travel Clinic
- Drugs Counselling

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Observation Criteria	Comments		
External Building Condition	The surgery was clearly signposted and visible from the main road. There surgery is located in two converted houses.		
Internal Decoration	The communal areas of the surgery would benefit from redecoration.		
Parking arrangements, Including Provision for Disabled Visitors	There is a car park for visitors and staff at the surgery. Disabled bays are available. The surgery has street parking available nearby.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Some consulting rooms are on the first floor and there is no lift. However patients will be seen on the ground floor if required.
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?	✓		This was available in several different languages.
Is there confidentiality/privacy at reception?		✓	
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		There is a call system but it was not in use. GPs and Nurses come and collect their patients.
Are waiting times displayed/patients informed?		✓	
Is Patient Access advertised?	✓		
Is the waiting room child friendly?	✓		Toys and books have been removed according to infection prevention requirements.
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?	✓		
Are translation services available? Are they advertised?	✓		Translation services are available and patients requiring the service are identified when they register.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		
Is there a Patient Participation Group? Is it advertised?	✓		Active group involved in decision making. The group is well advertised.
Are the names/photographs of GPs and staff at the surgery displayed?		✓	The PPG have discussed this and names and photographs of staff will be displayed by the end of April.




# GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 48

### Question One

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

Good 	Average 	Poor 
26	18	4

### Additional Comments

1 person did not respond to this question.

“Average for a GP. Poor as a service. Phone system insufficient for the number of callers”.

“Usual problem. They are trying to improve but it is still difficult”.

“Hard to get through on the phone”.

“I find the appointments system difficult. Harder than in the past.”

“Can wait one hour on the phone”.

“Needs more emergency appointments”.

“Real problem is too many patients”.

“Used to be easier”.




“Sometimes I cannot get through and then all the appointments are gone”.

“Cannot book blood tests online”.

“Difficulty in getting appointments especially on the day”.

**Question Two**

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

Good 	Average 	Poor 
39	8	0

**Additional Comments**




“I have to duck out of work to attend daytime appointments”.

“Weekends would be useful”.

“When I was still employed it was very difficult”.

**Question Three**

How would you rate your GP surgery on the access to the surgery by public transport?

Good 	Average 	Poor 
32	13	2

**Additional Comments**

1 person did not respond to this question.

“For me fine. Can park in nearby street”.

“I only live 10mins away so I walk”.

“Limited by available parking space but understandable in view of the location of the surgery and apparent unavailability of other premises”.

“I park up the road”.

“There is a bus stop round the corner and the bus is every half hour”.


“Parking is difficult”.

“Not bad. They cannot help being on the corner near traffic lights”.

“Public transport good but parking a car is difficult. A struggle this morning”.

**Question Four**

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




Good 	Average 	Poor 
41	7	0

**Additional Comments**

“Downstairs waiting area gets very crowded. Also could possibly benefit from a facelift”.

**Question Five**




How would you rate your GP at the surgery?

Good 	Average 	Poor 
45	3	0

**Additional Comments**

“No complaints”.  
 “Excellent service”.  
 “Good but need to nudge them sometimes”.  
 “Very good”.  
 “Some excellent but others have missed serious health issues with my baby”.  
 “One GP does not suit me”.  
 “Do not like one GP who is not good with kids”.  
 “My GP has looked after me very well. I am always listened to”.  
 “I feel that GPs are being over-watched and over -inspected adding to the current pressures of reductions in funding”.




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

Good 	Average 	Poor 
44	2	0

**Additional Comments**

2 people had no experience of the Nurse and did not respond to this question.  
 “The nurse I see is brilliant”.  
 “My midwife was lovely and professional”.




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

Good 	Average 	Poor 
46	2	0

**Additional Comments**

“No complaints”.  
 “Always polite and helpful”.  
 “They provide a particularly good service”.  
 “Always pleasant”.



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

Good 	Average 	Poor 
17	28	3

**Additional Comments**

“Varies but understandable”.  
 “99.9% on time”.  
 “Sometimes a long wait”.  
 “Reasonably punctual”.  
 “I often do not get seen until 20 to 30 minutes late”.  
 “They do what they can”.  
 “Glad I am not the really poorly one that makes them late”.  
 “I have waited over an hour sometimes without warning”.

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


Good 	Average 	Poor 
38	9	0

**Additional Comments**

1 person did not respond to this question.  
 “Very well done”.  
 “They very much involve me”.  
 “Very good”.  
 “They just let me know what is happening”.

Question Ten

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

Good 	Average 	Poor 
42	5	0

Additional Comments

1 person did not respond to this question.

“Compared with my experience of other GPs Clarendon Lodge is far superior”.

“Cannot fault it”.

“The practice has deservedly a good reputation but the attractive building is simply not big enough now”.

“Many services cannot be provided because of lack of space. Privacy is a problem on the ground floor. Reception area cramped for staff and access to reception not good for patients. Monday morning ‘rush’ a major problem. List size is continually rising and there is no ability to accommodate extra GPs”.

“Excellent”.

“I think it is an outstanding GP surgery. Overall the service is great”.

“The practice is approachable. It is difficult to see developments happening that the GPs may wish for because of the limitation of the building but the very best is made of the situation. I regret the passing of the doctor who knows all about you to the variety of doctors one now must see, even though they all seem to be very good doctors”.



Other Comments Received

**Recommendations** \*Surgery response in red

- 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.
- *We have over 3000 patients signed up to our online appointment booking system. At the moment patients are only able to book GP appointments in advance via this facility. The surgery will be migrating to a new system in August which may affect this.*
- 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.

Date of Enter and View Visit	Monday 23 <sup>rd</sup> March 2015
Authorised Representatives	Jacqueline Prestwich Jarina Rashid-Porter
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