

GP Surgery Enter and View Report

Clifton Road Surgery - 23rd February 2015

26-28 Clifton Road, Rugby, CV21 3QF

Practice Information * Information received from Surgery

Practice Manager: Julie Ball

Contact Details: 01788 552211

Number of GPs	7
Number of Practice Nurses	7
Number of Healthcare Assistants	2
Number of Reception Staff	8
Other Staff	7

Current Number of Patients	13,400
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Opening Hours

Monday: 08:00-18:30

Tuesday: 08:00-18:30 Some early appointments available - please contact surgery

Wednesday: 08:00-18:30

Thursday: 08:00-18:30

Friday: 08:00-18:30

Saturday: Some Saturday appointments available - please contact surgery

Sunday: CLOSED

Services Provided/Specialist Clinics

- NHS Health Checks
- Minor Surgery
- Stroke/TIA
- Diabetes Clinic
- Child Health Surveillance
- Remote Care
- Travel Health
- Family Planning
- Epilepsy
- Child Immunisations
- Asthma Clinic

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Observation Criteria	Comments		
External Building Condition	The surgery was clearly signposted and visible from the main road. There were no concerns observed with the external building condition.		
Internal Decoration	The decoration is clean and functional. The carpet tiles in the main reception area showed signs of wear.		
Parking arrangements, Including Provision for Disabled Visitors	There is a car park for visitors and staff at the rear of the surgery. Entry to car park via Earl Street. This is not well signposted. There are 2 disabled parking bays available.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		
Clear guidance on how to inform the surgery of your arrival?	✓		Notice advising patients to use electronic check in
Electronic check-in in waiting room?	✓		
Is there confidentiality/privacy at reception?		✓	Notice advising patients to ask receptionist if privacy is required
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		A tannoy system is in use. Difficult to hear clearly if background noise.
Are waiting times displayed/patients informed?		✓	
Is Patient Access advertised?	✓		A sign was observed on the reception desk
Is the waiting room child friendly?	✓		Children's area in ground floor and first floor waiting room
Is a hearing loop installed?	✓		Portable Induction Loop
Toilets Available?	✓		Ground floor and first floor
Hand sanitisers available?	✓		Located throughout surgery
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?		✓	Not advertised
Are translation services available? Are they advertised?	✓		
Is signage clear and up to date?		✓	Different signage formats throughout surgery
Is there a comments/complaints box available?	✓		In reception but no suggestion slips available
Is there a Patient Participation Group? Is it advertised?		✓	Yes but not advertised
Are the names/photographs of GPs and staff at the surgery displayed?	✓		




GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 56

Question One

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




Good 	Average 	Poor 
21	24	11

Additional Comments

“Internet booking is good” - not all patients we spoke to were aware that you could book appointments online.
“You need to call at 8.00am to get through for an appointment, but waiting time is long”.
“Better than it used to be”.
“Long wait for pre-bookable appointments, can sit and wait in an emergency”.
“Choice of same day appointments or weeks in advance. Line is busy for booking appointments”.
“Can take 40 minutes to get through on the telephone to get an appointment”.
“Better than it used to be but can’t get to see a specific GP if you want to”.
“To get a pre-bookable appointment you need to book weeks in advance”.
“Ring at 8.00am to get an appointment, by time you get through there are no appointments left. You can’t see the same GP unless you wait for weeks and you have to explain your history again”.
“Waited one month for an appointment with the nurse”.
“Difficult to get appointment due to busy phones in the morning and need to take children to school”.
“Impossible to get an appointment unless you book on the internet”.
“Difficult to get through on the telephone. Not always able to get a same day appointment. For a non-emergency appointment you have to book weeks in advance”.
“No longer do online appointments on the day”.
“You can’t just be ill. Had to wait one month for a pre-bookable appointment”.
“Current system not working. Average wait time of 20 minutes to get through on the telephone. They need more online appointments”.
“Better now system has changed to booking appointments on the day”.
“Can’t get through on the phone, so have to walk to the surgery to get an appointment”.

Question Two

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

Good 	Average 	Poor 
44	8	2

Additional Comments

2 people did not respond to this question.




“The surgery could open later. There are early morning appointments but these are not advertised”.

“Have to take time off work to see doctor as no readily available appointments at suitable times for people that work full time”.

“More weekend service”.

Question Three

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




Good 	Average 	Poor 
9	2	0

Additional Comments

45 people did not have any experience of public transport to the surgery and did not respond.

Question Four

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




Good 	Average 	Poor 
52	3	0

Additional Comments

1 person did not respond to this question.
“The carpets are poor”.

Question Five




How would you rate your GP at the surgery?

Good 	Average 	Poor 
49	4	1

Additional Comments

2 people did not respond to this question.
 “You see a different GP each time”.
 “New GP’s can run late for appointments”.
 “Depends on who you see. Can ask to see your own GP but there is a long wait”.
 “Don’t get a choice of which GP to see”.
 “Can’t get to see my own doctor. I see a different doctor every time”.

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

Good 	Average 	Poor 
47	4	0

Additional Comments

2 people did not respond to this question. 3 people had no experience of nurses at the surgery.

“You never see the same diabetic nurse twice. They don’t always check my feet”.

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

Good 	Average 	Poor 
45	7	1

Additional Comments

3 people did not respond to this question.

“Depends on who is on reception. One lady was quite abrupt with me”.




“Depends on who is on. I recently had been in hospital and needed a GP follow up. The reception didn’t understand”.

“Can be offhand at times”.

“Gatekeeping by reception staff. I’ve had problems with my prescriptions”.

Question Eight

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

Good 	Average 	Poor 
28	21	4

Additional Comments

3 people did not respond to this question.

“Usual wait of 15 minutes past appointment time”.

“Have to wait on average 20 minutes. They don’t let you know if they are running behind”.

“Depends on who you see. Do not let you know they are running late.”

“Have had to wait half an hour or more - no one let me know”.

“Bit hit and miss. 20 - 30 minute delays”.

“Usual wait of 10 - 20 minutes”.

“Waited for 40 minutes. No one let me know they were late”.

“Online booking times have been wrong. Have booked appointment at 9.30am and when arrived was told my appointment was 9.20am”.

Question Nine

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

Good 	Average 	Poor 
46	5	1

Additional Comments




4 people did not respond to this question.

“Some GPs ignore past history when diagnosing”.

“Depends on who you see”.

Question Nine

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

Good 	Average 	Poor 
40	12	0

Additional Comments

4 people did not respond to this question.
“Think the surgery has gone downhill. I’m considering moving”.

Other Comments Received

“I would like to see a GP of my choice”.

“I have found it difficult to talk to my GP even when I have been instructed by the GP to call them. Reception staff refuse to put me through. Is there a lack of communication within the practice?”.

“They could let patients know if the surgery is running late”.

“I would like to see the same GP”.

“Getting an appointment is my biggest concern”.

“Appointments are better. You can have a telephone consultation. Electronic prescriptions would be good”.

“I’m made to feel welcome”.

“A water machine would be nice”.

“I bought my child in for an emergency appointment. The appointment was rushed. My child ended up in A&E which wouldn’t have happened if it was a proper appointment”.

“Tannoy system can be difficult to hear”.

“Parking is difficult at the surgery”.

“No continuity of care for on-going problems. I have to explain issues all over again”.

“Because phone is always engaged you can’t cancel appointments”.

“Speaking to a duty doctor in the porch of the surgery is not private - no other option”.

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.
- *This was also highlighted in the Practice Annual Patient Survey 2013/14. We have worked hard with our Patient Participation Group (PPG) to improve this and made this one of our key priority areas to work on:*
 - Description of priority area:*
Greater use of on-line booking, out of hours appointments and cancellations.
 - What actions were taken to address the priority?*
More promotional posters displayed in each waiting room
More advertising on CRS website
Big campaign to get more patient mobile numbers to allow text reminder facility (and mobile cancellations)
 - Result of actions and impact on patients and carers (including how publicised):*
29% of our patient population use our on-line facilities (this equates to just under 4000)
Extended hours appointments continue to be successful and clinics get fully booked.
We are aware that our telephone call volume and call waiting times have increased.
Unfortunately, this is true of all Practices within Rugby. Rugby is a growing town and the population numbers has increased significantly, however, GP availability has not. This is something NHS England is aware of and hopefully we will see investment put into the locality to support this.
- The surgery actively advertise their upcoming early morning or Saturday appointments to assist patients who have difficulty in attending during normal surgery opening hours.
- *We have actively promoted our extended hours appointments - information about these is on our website and we have posters in each waiting room. The clinics are full and Reception staff do raise awareness. However, taking on board this feedback we will look to continue to promote these and may look creatively at how we may do this, i.e. our outside A Frame promo board and possibly introducing a Clifton Road Surgery Facebook page. We will work very closely with our PPG on moving this forward.*
- 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 to notify patients of current waiting times.
- *All our GPs and Nurses start on time and on occasions sometimes earlier if the patient has arrived early and there is capacity. However, on occasions our GPs and Nurses are faced with patients that need urgent medical attention, which requires the GP/Nurse to use longer than their consultation time; unfortunately these situations impact on clinical time and therefore result in increased waiting times for other patients. As often as is practical our Reception staff do notify patients of delays but as these are not planned this is not always possible. However, we will liaise with our electronic booking and clinical system providers to investigate the possibility of waiting times being displayed whilst checking in. We will also explore this further with our PPG.*

Date of Enter and View Visit	Monday 23 rd February 2015
Authorised Representatives	Michelle Williamson Pamela Wilcox
Report Published	18th March 2015