

# GP Surgery Enter and View Report

Abbey Medical Centre - 1<sup>st</sup> September 2015

42 Station Road, Kenilworth, CV8 1JB

## Practice Information \* Information received from Surgery

Practice Manager: Jackie Hampton

Contact Details: 01926 514096

Number of GPs	12
Number of Practice Nurses	5
Number of Healthcare Assistants	1 and a Phlebotomist
Number of Reception Staff	8 (15 staff share this role and other admin duties)

Current Number of Patients	13500
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<b>Opening Hours</b>	
Monday:	08:15 - 18.30 (Doors open at 8am with no lunchtime closing)
Tuesday:	08:15 - 18.30 (As above)
Wednesday:	08:15 - 18.30 (As above)
Thursday:	08:15 - 18.30 (As above)
Friday:	08:15 - 18.30 (As above)
Saturday:	CLOSED
Sunday:	CLOSED

## Services Provided/Specialist Clinics

- Antenatal Clinic
- IAPT
- Counselling
- Diabetic Retinopathy
- Aortic Aneurysm Screening
- Minor Surgery
- Warfarin Clinic
- Over 75 Checks
- Diabetic Clinic
- Asthma Clinic
- COPD Clinic
- Child Immunisation Clinic
- Well Woman Clinic
- Contraceptive Services
- Shingles/flu Vaccination Clinic

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Observation Criteria	Comments		
External Building Condition	Purpose built building in good condition. There have been recent alterations with a proposal to extend. A chemist is located within the Surgery.		
Internal Decoration	Recent alterations and decorations. Well maintained and in good condition.		
Parking arrangements, Including Provision for Disabled Visitors	There are 4 free parking spaces available and two disabled spaces. When these are full it is necessary to use the adjacent pay and display parking facilities.		
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?	✓		Located in the entrance
Is there confidentiality/privacy at reception?		✓	A small room is available should privacy be required.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		There is both an audible system and a television screen.
Are waiting times displayed/patients informed?		✓	If there are excessive delays patients are informed on arrival.
Is online booking advertised?		✓	Online booking system is about to become available.
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?	✓		Boards are maintained by the patient group. Space is limited.
Is the information provided available in other formats?	✓		Some information appears on the television screen.
Are translation services available? Are they advertised?	✓		This needs to be booked via the doctor's secretary.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?		✓	Friends and family test only.
Is there a Patient Participation Group? Is it advertised?	✓		This is a very active group.
Are the names/photographs of GP's and staff at the surgery displayed?	✓		Names are displayed but there are no photographs.




# GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 47

### Question One

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



Good 	Average 	Poor 
29	11	7

### Additional Comments

“Sometimes it is hard to get through.”  
“I would like to be able to book online.”  
“I would like to see it scrapped - empty slots!”  
“Bad at peak times.”  
“Here at 8.15 am to make an appointment.”  
“Need to visit to ensure the correct appointment is made.”

### Question Two

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

Good 	Average 	Poor 
34	9	3




### Additional Comments

One person did not respond to this question.

“No weekends.”  
“Not aware.”  
“I would prefer more flexibility.”

**Question Three**

How would you rate your GP surgery on the access to the surgery e.g. Parking, Public Transport Links

Good 	Average 	Poor 
37	6	3

**Additional Comments**




One person did not respond to this question.

“There needs to be more free parking.”

“Not enough disabled/elderly places available.”

**Question Four**

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




Good 	Average 	Poor 
44	2	0

**Additional Comments**

One person did not respond to this question.

“It needs attention.”

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

Good 	Average 	Poor 
42	4	0

**Additional Comments**




One person did not respond to this question.

“Varies.”

“Excellent.”

“A mix of good and bad.”

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

Good 	Average 	Poor 
46	0	0




**Additional Comments**

One person did not respond to this question.

“Excellent.”

**Question Seven**

How would you rate the Reception Staff at the surgery?

Good 	Average 	Poor 
35	9	0




**Additional Comments**

Three people did not respond to this question.

- “Lovely.”
- “Improved, they used to be grumpy.”
- “Improved with new facilities.”
- “Very friendly/helpful.”
- “Very good job, really helpful.”
- “Most of the time really good.”
- “Improved.”
- “Really friendly.”

**Question Eight**

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

Good 	Average 	Poor 
17	25	4

**Additional Comments**

One person did not respond to this question.

- “It varies, no information on length of wait.”
- “Not good.”
- “Rather have someone who takes the time to be thorough.”

**Question Nine**

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

Good 	Average 	Poor 
37	7	0

**Additional Comments**




Three people did not respond to this question.

“It varies.”

“Lack of communication.”

**Question Ten**

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

Good 	Average 	Poor 
38	5	3

**Additional Comments**

One person did not respond to this question.

“I would like to see one doctor consistently.”

“Misdiagnosis.”

“Poor home visit service.”

“Home visit service problems.”

## Other Comments Received

- “Really good, the best doctor and practice I have had.”
- “Booking system too slow to answer phone calls.”
- “They listen to the patients.”
- “There’s a load on the system for booking appointments.”
- “Online booking, is it live?”
- “Nurses seem to take up more of the doctor’s role than in the past.”
- “Younger patients find difficulty in getting home visits and cannot go to surgery due to severe illness/children.”
- “Insufficient seating and best use of waiting room space. Benches would be better than chairs space wise.”
- “From the children’s area you cannot see the appointment board.”
- “Chairs were congested.”
- “No allowance made for wheelchairs, walkers etc.”

## Recommendations

- During the visit there was only one person on the reception desk, while the queue had 15 people plus, which meant that it stretched out of the door. The Surgery look at increasing the number of Reception staff available during peak periods.
- The Surgery to consider utilising the television screen to communicate patient waiting times.
- The Surgery to work with the Patient Participation Group to update the Surgery leaflet.



## Surgery Response

Response given by Jackie Hampton, Practice Manager

In response to the recommendations we are implementing the following changes to help improve our service.

At peak times there will be two receptionists available at the front desk to deal with patients.

Patients will be informed if their appointment will be delayed by 15 minutes or more.

The PPG will be asked for their involvement in updating the surgery leaflet.

Patients will be actively encouraged to register and use the online booking services for appointments and prescriptions. Promotion of this service will be by mail, waiting room TV screens, waiting room noticeboards, new patient registrations and staff prompts. Members of our PPG have also volunteered to attend our Flu clinic to hand out some of our registration forms. Increased use of online services will improve telephone and reception access.

Date of Enter and View Visit	1 <sup>st</sup> September 2015
Authorised Representatives	Sally Jury Sue Tulip
Report Published	9th October 2015