

# GP Surgery Enter and View Report

## Arrow Surgery - 5<sup>th</sup> October 2015

Fields Park Drive, Alcester, B49 6QR

### Practice Information \* Information received from Surgery

Practice Manager: Caroline Green

Contact Details: [caroline.green@arrowsurgery.nhs.uk](mailto:caroline.green@arrowsurgery.nhs.uk)

Tel: 01789 763293

Number of GPs	2 full time, 1 part time
Number of Practice Nurses	2 part time (1FTE)
Number of Healthcare Assistants	2 part time (mornings only)
Number of Reception Staff	5 part time

Current Number of Patients	5,106
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<b>Opening Hours</b>	
Monday:	8.00am - 6.30pm (extended hours until 7.30pm)
Tuesday:	8.00am - 6.30pm (extended hours until 7.30pm)
Wednesday:	8.00am - 6.30pm
Thursday:	8.00am - 6.30pm
Friday:	8.00am - 6.30pm
Saturday:	CLOSED
Sunday:	CLOSED

<b>Services Provided/Specialist Clinics</b>
<ul style="list-style-type: none"><li>• Enhanced Service for the Over 75s</li><li>• Family Planning</li><li>• Antenatal</li><li>• Minor Surgery</li><li>• Warfarin Clinic</li><li>• Vaccinations</li><li>• Child Immunisation Clinic</li><li>• Blood Taking</li><li>• Stop Smoking</li></ul>

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Observation Criteria	Comments		
External Building Condition	New purpose built building shared with another GP practice. Pharmacy and other allied health professionals located on site.		
Internal Decoration	Very clean and tidy with a large and airy waiting room.		
Parking arrangements, Including Provision for Disabled Visitors	Large car park with 4 disabled parking spaces.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Lift available to second floor.
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?	✓		
Is there confidentiality/privacy at reception?		✓	Confidential room available if required.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Combination of call system and collection from waiting room.
Are waiting times displayed/patients informed?	✓		
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		Children's seating area with books and games.
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?	✓		Can be arranged if required.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		
Is there a Patient Participation Group? Is it advertised?	✓		Stand in reception area with latest PPG newsletter.
Are the names/photographs of GP's and staff at the surgery displayed?		✓	



# GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 33

### Question One

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

Good 	Average 	Poor 
30	2	0

### Additional Comments

Two people did not respond to this question.

“Very good.”

“More than good, brilliant. Never fail to get an appointment. Very impressed.”

“Very good.”

“Excellent.”

“Very good - can get in within 1-2 day.”

“Very good. Rang at 8.30am and got appointment at 9.50am.”

“Very good. Never had to wait.”

“Excellent. You can get same day appointments.”

“Very good.”

“Always get an appointment on the day you phone.”

“Perfect.”

“First class. You can get an appointment anytime or online. Excellent. I am very lucky.”

“Very good.”

“When you can get through it is good. You can get an appointment but may have to ring 7 or 8 times.”

“Very good.”

“You always get an appointment on the day morning or afternoon. You can't be fussy but you can get to see a doctor on the day.”

“Very good.”




“Very good.”

“You have to wait for one doctor because she only works part time.”

“As good as you would expect. Just depends on the time you can come compared to how many places. We are very lucky.”

Question Two

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

Good 	Average 	Poor 
27	4	0

Additional Comments

Two people did not respond to this question.

“Weekend would be lovely.”

“Good enough but Saturdays would be good.”

“I’m not working so not tied to hours.”

“It doesn’t affect me. I can pick and choose when I come.”

“Weekends would be an improvement. Need to use out of hours at Stratford.”

“Normal hours.”

“A couple of hours at weekend would be an advantage.”


“Good - even more so now they have late evenings Mondays and Tuesdays.”

“Good for mum and baby. Not so good for husband who has to take time off work to get an appointment.”

“Very good.”

“Excellent.”

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

Good 	Average 	Poor 
24	5	1

**Additional Comments**

Three people did not respond to this question.

"Not enough disabled parking. As a volunteer driver I often have to drop patients off and then try and find a space to park. There are more spaces for bikes that disabled spaces."

"Very good."

"Parking difficult today."

"At the moment I walk but if I were to need public transport I don't know of any options. Would be good to look at introducing a bus route."

"Parking can be a problem."

"Sometimes alright but parking is not good today. Too busy."

"My daughter brings me."

"Very good."

"Always a bit difficult on a Monday but generally very good."

"Long way to walk and further than before. My daughter brought me this time."

"I have to get a taxi."




"I couldn't get here without my volunteer driver."

"Not enough parking spaces but never will be. On balance it's quite good."

"Getting to the surgery is fine. Parking can sometimes be a problem because of all of the things that go on here."

Question Four


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

Good	Average	Poor
		
33	0	0

Additional Comments

“Very good.”  
“Very good.”  
“Always looks good.”  
“Excellent.”  
“Very good.”  
“Very good.”  
“First class.”

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

Good 	Average 	Poor 
28	3	0

**Additional Comments**

Two people did not respond to this question.

“Can’t fault.”

“Prefer Dr Lambert.”

“Very good.”

“Dr Sidhu is great.”

“Very good.”

“Very good.”

“Somebody’s bedside manner could be improved.”

“One doctor I wouldn’t see.”

“Very good.”




“Very approachable.”

“Dr Lambert is lovely.”

“Very good.”

“Gold plated.”

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

Good 	Average 	Poor 
27	3	0

**Additional Comments**




Six people did not respond to this question.

- “Very good.”
- “Can’t fault.”
- “Excellent.”
- “Very good.”
- “Very good.”
- “Very good.”
- “Alison and Sue are brilliant.”
- “Very efficient. Always at the end of the phone.”



Question Seven

How would you rate the Reception Staff at the surgery?

Good 	Average 	Poor 
29	3	0




Additional Comments

One person did not respond to this question.

- “Helpful.”
- “Very professional.”
- “Very good.”
- “Polite.”
- “Very helpful.”
- “Very good.”
- “Helpful.”
- “Very good.”
- “Can be a bit short sometimes.”
- “Lovely. They know me.”
- “Can be a bit frosty/matter of fact.”

Question Eight

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

Good 	Average 	Poor 
28	3	0

Additional Comments

Two people did not respond to this question.

“Pretty good. Occasionally wait but not unacceptable. People don’t want to be rushed.”

“Not too long a wait.”

“I don’t usually wait very long.”

“I sometimes wait.”

“Sometimes a bit of a hold up.”




“Very good.”

“All very new and they are trying different procedures.”

“Dr Bexfield is always late but gives time that is needed for conditions. She is my preferred choice because of this.”

Question Nine

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

Good 	Average 	Poor 
28	3	0

Additional Comments

Two people did not respond to this question.

“Very good.”

“Very good with the doctors I see.”

“Sometimes a little bit automative.”

Good - referrals to hospital is required.”

“You feel in control.”




“Can’t fault them. Always plenty of discussion.”

“Good - there is a patient participation group and website keeping you informed.”

“I usually rely on what they say. Average on explaining conditions and options to me.”

Question Ten

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

Good 	Average 	Poor 
31	0	0

Additional Comments

Two people did not respond to this question.

“Very good.”

“Excellent.”

“Very good.”

“Referrals are always very forthcoming when needed.”

“Very good.”

“Seem efficient. Good diagnosis. Good follow through.”

“Very good.”

“More family run. Feels like they actually care and feels like you are remembered.”

“Very good.”

“Very good.”

“When reading newspapers about problems others experience I feel lucky to be at Arrow Surgery. The follow through from referral to hospital is excellent.”

“Excellent.”

“Very good.”

## Other Comments Received

“I can’t think of any improvements. Useful having the pharmacy on site. Seldom runs out of medication.”

“All excellent.”

“I don’t want them to change anything. I lived in Alcester before and have now moved to Bidford but they have allowed me to stay at this practice.”

“Prescriptions get sent straight through to the pharmacy. When they don’t have what you need it can be a problem in which case maybe I would prefer to have prescriptions.”

“All good.”

“Good having podiatry and physio facilities on site.”

“No concerns. The whole thing works beautifully.”

“The prescription service with the chemist on site works well. The appointment system is wonderful and the biggest advantage here. The reception are very informative and the new premises are also better for parking. A cup of tea wouldn’t go amiss!”

“Always there for you.”

“Always referred me quickly to hospital when necessary.”

“Ordering medication sometimes doesn’t work. Having a chemist on site should make this easier.”

“Reluctance of GPs to refer to specialists because they hold the purse strings. They also don’t have time to look at the whole person. They will only look at one condition at a time.”

“I would value the opportunity at reception to say if I don’t want a medical student in the consultation room rather than having to say it in the room.”

“Getting appointments is very easy. I make an appointment at 8.30am knowing that I will get one that day. The pharmacy onsite is also good. Excellent service.”

“Excellent having other facilities on site. All good.”

“Very pleased. Excellent.”

“I am new to the Surgery. I moved because I couldn’t get appointments at my old surgery. I registered online and got an appointment very quickly.”

“I would like more comfy seats - armchairs - in the waiting room.”

“No complaints whatsoever.”

“A water dispenser in the waiting room would be good.”

“Having a pharmacy on site is a valuable asset.”

“Would have been nice to have had air conditioning on in the summer- very stuffy.”

## Recommendations

- The overall experience reported by patients on the day of the visit was exceptionally positive. This was endorsed by the Authorised Representatives who found the surgery to operate a very smooth and efficient service. In particular feedback from patients in regard to the appointment booking system at this surgery was excellent. The Surgery operates a full appointment system to try and ensure that there are enough appointments each day to meet demand and to enable patients to pre-book, usually up to several weeks in advance. The Surgery is encouraged to share best practice in regard to this with other surgeries.
- A lack of public transport to the surgery was mentioned by patients on a number of occasions. The Surgery to look into this and, where public transport options are already available, make these known to patients. The Surgery could also look to promote the volunteer driver service to facilitate access for those dependent upon being driven to the surgery.
- Surgery to look into the number of disabled parking spaces in relation to the size of the facility.

## Surgery Response

Response by Caroline Green, Practice Manager

- Photographs will be arranged very soon.
- Evening opening has proved to be more useful to Patients than Saturdays, we have tried both.
- Disabled parking is to be looked into with a view to making sure it is only used by severely disabled.
- Bus timetable will be sourced and available if they prove to be useful times and destinations near to the Surgery.

Date of Enter and View Visit	5 <sup>th</sup> October 2015
Authorised Representatives	Gill Fletcher Jennifer Gilder
Report Published	4 <sup>th</sup> December 2015