

GP Surgery Enter and View Report

Bennfield Surgery - 13th July 2015

Hilton House, Corporation Street, Rugby, CV21 2DN

Practice Information * Information received from Surgery

Practice Manager: Jane Rourke

Contact Details: 01788 540860

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Number of GPs	5 (some part time) 1 GP Registrar (training practice)
Number of Practice Nurses	3 + a Nurse Practitioner
Number of Healthcare Assistants	1
Number of Reception Staff	8 (Part time)

Current Number of Patients	7794
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Opening Hours

Monday:	08:30 - 18:00
Tuesday:	08:30 - 18:00
Wednesday:	08:30 - 18:00
Thursday:	08:30 - 18:00
Friday:	08:30 - 18:00
Saturday:	08:30 - 12:30 (by pre-bookable appointment)
Sunday:	CLOSED

Services Provided/Specialist Clinics

- IAPT
- Physiotherapy
- Asthma and Lung Disease Clinic
- Abdominal Aorta Screening Programme
- Smoking Cessation
- Coronary Heart Disease Clinic
- Diabetic Clinics
- Family Planning
- Minor surgery
- Health Checks
- Travel advice and immunisations for foreign travel
- Antenatal
- Baby Clinics

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Observation Criteria	Comments		
External Building Condition	Purpose built surgery. No concerns were observed with the external building condition.		
Internal Decoration	Maintained to a very good standard.		
Parking arrangements, Including Provision for Disabled Visitors	Shared car park although there are several municipal car parks nearby. There is provision for disabled parking.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Automatic entrance doors
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?		✓	There were queues for Reception Services.
Is there confidentiality/privacy at reception?	✓		There is a notice to advise patients this is available.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		There is a tannoy system and GPs collect patients who don't respond.
Are waiting times displayed/patients informed?	✓		Patients are informed by Reception if there is a waiting time.
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		
Is a hearing loop installed?	✓		No notice observed
Toilets Available?	✓		
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?	✓		No notice observed
Are translation services available? Are they advertised?	✓		No notice observed
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?		✓	
Is there a Patient Participation Group? Is it advertised?	✓		
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: 25

Question One

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

Good 	Average 	Poor 
8	12	5

Additional Comments

“There is a long wait.”

“You have to queue on the phone for early morning calls.”

“I can't get through on the phone and so have to go to the surgery for an appointment.”

“I rang on my mobile 75 times this morning until I got through.”

“To ring surgery on the day it is hard to get through, especially when I have the school run.”

“If I phone on the day (I work) I have to queue for ages.”

“There is a problem getting through on the phone in the morning (I work).”

“You have to keep redialling instead of being put in a queue.”

“It takes such a lot of time to get through in the morning - then often there are no appointments left.”

“It is hard to get through at 8.30am and if someone was unwell they might not be out of bed until later in the morning - appointments are all gone.”

“I usually queue up for an appointment at the surgery as I am unable to get through on the phone.”

“Phoning in the morning, there is a problem to get through (I am an elderly patient) and this spoils the surgery.”

Question Two

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



Good 	Average 	Poor 
15	9	1

Additional Comments

“I want evening surgery.”
 “I work, there is only Saturday morning, could we have evening surgery please?”
 “Open earlier/evening surgery please.”
 “Saturday morning only is pre booking and I would like to see ‘slots’ available on the day or late at night.”
 “It is difficult to get GP appointment sometimes (I have to get a taxi).”
 “No good.”

Question Three




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

Good 	Average 	Poor 
11	7	7

Additional Comments

“Public transport good.”
 “No parking space usually.”
 “Took 10 minutes to park this morning.”
 “I am in work and so don’t have the time to use alternative parking e.g. multi-storey.”
 “I don’t want to pay to park.”
 “The car park is rather tight/small but parking is available over the road.”
 “It is a small car park.”
 “Parking needs to be increased.”




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

Good 	Average 	Poor 
24	1	0

Additional Comments

“The toilets are not always clean.”




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

Good 	Average 	Poor 
25	0	0

Additional Comments

“Excellent.”
“Very Good.”

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




Good 	Average 	Poor 
22	0	0

Additional Comments

Three people did not respond to this question.

“Very good.”
“Excellent.”

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

Good 	Average 	Poor 
22	3	0

Additional Comments

“Very good.”
“Excellent.”
“Very helpful.”
“Always helpful.”
“Only one person is on reception - 2 minimum would be better.”

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

Good 	Average 	Poor 
14	7	4

Additional Comments

“Sometimes you have to wait up to 1 hour.”
 “There is some waiting time, for example 45 minutes.”
 “You often wait more than 20 minutes.”
 “Always late.”
 “Midwife appointments can be late.”
 “45 minutes to 1 hour waiting time but this can be because of patients being late for their appointment.”
 “20 minutes is the average wait.”

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




Good 	Average 	Poor 
23	2	0

Additional Comments

“Excellent.”
 “I am the boss.”

Question Ten

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

Good 	Average 	Poor 
25	0	0

Additional Comments

“Very happy.”
“Very good.”

Other Comments Received

“Windows are open in the waiting room so there is a lot of traffic noise and I can’t hear the tannoy when I am due to see a member of the team.”
“This is a brilliant surgery.”
“Good quality service. You can book on the day, or have an appointment arranged a while ahead.”
“There are car parking issues! It took about 15 minutes to park.”

Recommendations

- 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.
- The surgery to provide a comments or complaints box for patients. The surgery currently uses the NHS Friends and Family test but this does not give provision for patients to raise queries or complaints and is a separate system.

Surgery Response

Response by Jane Rourke, Practice Manager on behalf of GP Partners

The names of our doctors are detailed on the front window by the entrance door to the surgery.

With regard to appointments, we try to offer a balance between ‘book on the day’ and pre-bookable appointments.

We offer alternative methods of accessing appointments for everyone. There are patients who are either unable to, or do not wish to use the internet to book their appointment, and we therefore offer the choice of either booking by telephone, using the internet booking system, or attending the practice personally.

Currently patients do frequently offer comments which we always consider and respond to if we can. However, we are happy to provide a ‘comments box’ and will endeavour to do this.

Date of Enter and View Visit	13th July 2015
Authorised Representatives	Ann Forster Pamela Wilcox
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