

GP Surgery Enter and View Report

Camphill GP Led Health Centre - 18th April 2016

Ramsden Avenue, Camphill, Nuneaton, Warwickshire, CV10 9EB

Practice Information * Information received from Surgery

Practice Manager: Emma Douglas

Contact Details: e.douglas1@nhs.net

Tel: 02476 390008

Number of GPs	1.5 (regular locums are asked for)
Number of Practice Nurses	2
Number of Healthcare Assistants	1 (Part time)
Number of Reception Staff	4 (and 1 Secretary who provides cover)

Current Number of Patients	4,308
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Opening Hours	
Monday:	08:00 - 18:00
Tuesday:	08:00 - 18:00
Wednesday:	08:00 - 18:00
Thursday:	08:00 - 18:00
Friday:	08:00 - 18:00
Saturday:	CLOSED
Sunday:	CLOSED

Services Provided/Specialist Clinics	
<ul style="list-style-type: none">• Asthma Clinic• Child Health Surveillance/Immunisation• HGV Medicals• Medical Insurance Notices (fee required)• Annual Checks for 74+• Repeat Prescription Service	<ul style="list-style-type: none">• Cervical Smear Testing• Family Planning• Travel Vaccinations• Patient checks on request• Smoking Cessation

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Good condition.		
Internal Decoration	Internal décor is tired and scuffed in places and needs a refresh. Seating is uncomfortable, difficult for less mobile patients to use and not fixed to the floor.		
Parking arrangements, Including Provision for Disabled Visitors	Excellent off road parking with multiple bays for disabled visitors close to the entrance.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		
Clear guidance on how to inform the surgery of your arrival?		✓	Confusing foyer as Reception desk is beyond waiting area. Clear signage is needed
Electronic check-in in waiting room?	✓		Not working at time of visit.
Is there confidentiality/privacy at reception?		✓	Separate room available but not publicised.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Electronic board and loud beep.
Are waiting times displayed/patients informed?		✓	Receptionists inform patients on waiting times.
Is online booking advertised?		✓	Not in current patient leaflet
Is the waiting room child friendly?		✓	Metal seating not ideal.
Is a hearing loop installed?		✓	No signs. Manager unable to confirm
Toilets Available?	✓		
Hand sanitisers available?		✓	Informed they were available but unable to locate.
Are there clear notice boards with up to date information displayed?	✓		Located behind patients
Is the information provided available in other formats?		✓	Can be ordered if required
Are translation services available? Are they advertised?	✓		Can be accessed if required
Is signage clear and up to date?		✓	Directions to rooms is below the reception desk and not easy to spot
Is there a comments/complaints box available?	✓		Not obvious from the seating area
Is there a Patient Participation Group? Is it advertised?	✓		Information is displayed
Are the names/photographs of GP's and staff at the surgery displayed?		✓	Names only, no photographs

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 14

Question One

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

Excellent	Good	Average	Poor
1	4	3	6

Additional Comments

“Disgusting- the time it takes and the lack of appointments.”
 “Awful, the phone etc. and no pre-booking.”
 “I just ring on the day.”
 “Brilliant.”
 “50/50. Sometimes you can get in sometimes you can’t.”
 “Always got an appointment.”
 “Tried to see a doctor 6 times in the last 2 weeks and struggled to get an appointment.”
 “Sit down and wait 2 hours. Ring at either 9am or 2pm but all appointments are gone.”
 “Don’t feel happy with the appointment offered.”

Question Two

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

Excellent	Good	Average	Poor
5	9	0	0

Additional Comments

“Quite good.”
 “Brilliant.”

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

Excellent	Good	Average	Poor
0	13	1	0

Additional Comments

“Parking is good. Buses are limited from some parts of town, but every 10 minutes from centre.”
 “I live in walking distance.”
 “It’s not far from where I live.”
 “I was dropped off.”
 “Walking distance. Good car park.”

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

Excellent	Good	Average	Poor
3	10	1	0

Additional Comments

“No problems.”
 “Looks great.”

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

Excellent	Good	Average	Poor
4	6	3	1

Additional Comments

“Some good and some bad. Misdiagnosis of kidney reflux in child and late diagnosis of asthma.”

“One was very rude - he shouted at me.”

“I see one specific doctor.”

“I would rate some of them as good.”

“Don’t have a specific GP. Sometimes locum ones are better.”

“See different ones all the time.”

“Different GP every time-some are good but majority are poor.”

“Previous experience was better. Generally OK.”

“Very good.”

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

Excellent	Good	Average	Poor
6	4	0	0

Additional Comments

Four people did not answer this question.

“Brilliant.”

“Quite good.”

“Friendly.”

Question Seven

How would you rate the Reception Staff at the surgery?

Excellent	Good	Average	Poor
2	7	3	2

Additional Comments

“They talk down to you - one in particular is not good.”
 “They get a lot of flack.”
 “Mostly good but some duff information been given out in the past.”
 “Can be a nightmare.”
 “Not very helpful - say the same thing to everybody.”
 “Very good. Very friendly.”
 “Not good.”

Question Eight

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

Excellent	Good	Average	Poor
0	3	3	5

Additional Comments

Three people did not answer this question.

“Often wait over 30 minutes.”
 “Always at least 10 minutes late.”
 “Use walk-in usually, only 10 minute wait if I have booked.”
 “Can have long waits.”
 “Sometimes wait over an hour.”
 “Don’t have to wait too long.”
 “Not had any problems.”
 “Have to wait a bit - once waited over an hour.”
 “Have to wait at least half an hour.”
 “Only surgery who don’t allow you to ring up in the afternoon for an afternoon/evening appointment
 “Never managed to get a specific appointment so don’t know.”

Question Nine

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

Excellent	Good	Average	Poor
2	5	4	2

Additional Comments

One person did not answer this question.

“Some involve you but some just tell you!”

“Some good but some just tell you.”

“Not really - not very good at listening.”

“Don’t talk WITH me.”

“Depends which doctor. Majority not helpful, don’t listen.”

“Don’t really ask for opinion.”

“Talk down to you.”

Question Ten

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

Excellent	Good	Average	Poor
4	7	1	2

Additional Comments

“Made a complaint and it was dealt with promptly. Very accommodating.”

“Between average and poor!”

“Good service from GP but not from anyone else.”

Other Comments Received

“Frequently saying child has viral infection when it is more serious.”
“Deterioration in service over time.”
“Lack of real communication - they do not listen properly.”
“Continuity of care. It would be great if you could always see the same doctor.”
“People do not like having to repeat their story over and over.”
“Nurses are great - they actually listen.”
“Problems with foreign walk-in staff.”
“We need a drinks machine for when there are long waits.”
“An alert system in the loos; it’s easy to miss your call.”
“Concern over loss of walk-in facility, as it has been really good if you have been unable to book an appointment with the doctor.”
“Concern about closure of drop-in centre. Deprived ward has lack of transport.”
“There’s a receptionist who is impersonal and has an irritating manner(male) who needs communication skills training.”
“Difficulties in getting appointments over the phone.”
“Considering moving practices.”
“Booking system is the main issue as cannot get through on phone and have had to walk in, sitting for hours before get appointment.”
“Thinking of leaving to go to another surgery - GPs here are good but it is getting the appointment which is the problem.”

Recommendations

Following our visit we make the following 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. Instructions should also be provided in the practice brochure on how to book an appointment or arrange for a repeat prescription - a timescale is given for the prescription but not the process.
- Ensure that it is clear to users that the Surgery is located in a shared premises. There appears to be confusion amongst patients between the Walk-in Service and the GP practice, indeed one gentleman completed a survey only for it to be discovered that he was attending a separate clinic. Clearer signposting will also help to avoid patient frustration when it appears that others are being dealt with, out of the perceived order.

- The Surgery place relevant signage at the entrance so that patients can locate the reception area. The Surgery also to review signage to consulting rooms to ensure that it is as prominent as possible to patients in the waiting area.
- Consideration given to the use of wall space so that patient information is not located behind where patients are sitting and therefore difficult to view. The Surgery also to review information on display in the waiting area to ensure that there are a broad range of patient information leaflets and booklets to support good signposting to support services. These are usually available free of charge from organisations such as Macmillan Cancer Support.
- The Surgery to update internal décor. The seating in the waiting area was also found to be uncomfortable. Although it is practical from the point of view of cleaning, it provides poor lumbar support and is not suitable for patients with mobility problems. The number of sharp edges is kept to a minimum but there are still risks of children being injured. We understand that the premises aren't owned by the Surgery but in regard to patient comfort and safety, this is something that we recommend is looked into.
- The reception area, in its current design, gives the appearance of a barrier between patients and staff. The Surgery to look at creating a more welcoming reception experience.
- The Surgery monitor the situation regarding adverse comments about reception staff and some comments regarding the doctors' manner.

Surgery Response

Response by Emma Douglas, Practice Manager:

"The surgery welcomed Healthwatch and have took on board the comments made both on the day of the visit and within the report and have put the improvements in place.

The building is owned by NHS property services and therefore the décor and seating is out of our control but has forwarded the report for consideration as well as the comments regarding the reception area.

Additional staff training is in process with regards to reception. The surgery now has permanent GP's and therefore comments made about the GP's should be resolved.

Posters within the waiting room have a wide signposting of services however these have been reviewed and additional posters have been displayed where appropriate.”

Date of Enter and View Visit	18 th April 2016
Authorised Representatives	Lianne Burton Sue Tulip
Report Published	14 th June 2016