

GP Surgery Enter and View Report

Castle Medical Centre - 28th November 2016

22 Bertie Road, Kenilworth, CV8 1JP

Practice Information * Information received from Surgery

Practice Manager: Kim Dodd and Gabby Harris

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Number of GPs	7 salaried, 5 partners, 2 registrars
Number of Practice Nurses	3 (part time)
Number of Healthcare Assistants	3 (part time)
Number of Reception Staff	8 + 1 vacancy 3 admin staff

Current Number of Patients	12,118
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Opening Hours	
Monday:	8am - 6:30pm
Tuesday:	8am - 6:30pm
Wednesday:	8am - 6:30pm
Thursday:	8am - 6:30pm
Friday:	8am - 6:30pm
Saturday:	8am - 11am (pre booked appointments only)
Sunday:	CLOSED

Services Provided/Specialist Clinics	
<ul style="list-style-type: none">• Minor Ops / Cryosurgery• Phlebotomy• Contraceptive services (e.g. implant, coil)• Diabetes Clinic• Asthma Clinic• Baby Vaccinations• Cervical Screening (smears)• Travel Vaccinations• Smoking Cessation Clinic• Host Research Practice• Menopause Service	<ul style="list-style-type: none">• Public Health Programmes• Physiotherapy Assessments• Training Practice for Student Nurses / GPs• Joint Injections• INR Monitoring• Antenatal / Postnatal Checks• Community Health Programmes (CHP)• Chronic Obstructive Pulmonary Disease (COPD)• Improving Access to Physical Therapies (IAPT)

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Forty year-old/purpose built surgery with brand new buildings/extensions. In good condition.		
Internal Decoration	Well maintained and in good condition. Ongoing refurbishment.		
Parking arrangements, Including Provision for Disabled Visitors	10 staff parking places at Waitrose (Mon - Thurs). 2 disabled spaces outside surgery.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Door to lift area is not automatic.
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?	✓		
Is there confidentiality/privacy at reception?	✓		Phone calls are answered in a private room away from the main reception desk. Small room is available for patient consultations.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Screen and electronic audio system.
Are waiting times displayed/patients informed?	✓		Extended waiting times are displayed on the surgery screen; however, the print is small.
Is online booking advertised?	✓		Leaflets in waiting room.
Is the waiting room child friendly?		✓	No designated area - this is still a work in progress.
Is a hearing loop installed?	✓		
Toilets Available?	✓		
Hand sanitisers available?	✓		Awaiting new sanitisers for the patient waiting rooms.
Are there clear notice boards with up to date information displayed?		✓	Patient Group being consulted about new notice boards.
Is the information provided available in other formats?	✓		
Are translation services available? Are they advertised?	✓		
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		There is a Friends and Family box/ comments & suggestions. No separate complaints box.
Is there a Patient Participation Group? Is it advertised?	✓		Very active group. Advertised in the surgery.
Are the names/photographs of GP's and staff at the surgery displayed?	✓		On display screens with photographs.

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 27

Question One

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

Excellent	Good	Average	Poor
11	14	2	0

Additional Comments

“I don't like using the phone - I'm a bit deaf.”
“I don't like using the phone.”
“I am not working so system excellent for me. Would be difficult if I was working.”
“Used to it now, it's very good.”
“Not keen on it. Liked the old system better.”
“Like the new system.”
“Found it difficult to get through to surgery.”

Question Two

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

Excellent	Good	Average	Poor
14	9	4	0

Additional Comments

“More late nights and early mornings would be helpful.”
“We rely on taxis, sometimes they let us down.”
“Can make an appointment at 8am but can't actually see the doctor until after 9/10am.”

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
11	10	3	0

Additional Comments

Three people did not respond to this question.

Many Patients tend to park at Waitrose.

“More spaces are needed, especially disabled, as there are only 2 available.”

“Would prefer a car park but it’s not possible.”

“A nightmare.”

“I always walk.”

Question Four

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

Excellent	Good	Average	Poor
25	1	0	1

Additional Comments

“Amazed at what has been done, however, alterations took a long time and were very disruptive.”

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

Excellent	Good	Average	Poor
20	6	0	0

Additional Comments

One person did not respond to this question.

“Doctors treat you like people/individuals”

“Very considerate.”

“Not seen one for years, usually phone consultation.”

“Wonderful.”

“I see one doctor only, excellent.”

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

Excellent	Good	Average	Poor
17	8	0	0

Additional Comments

Two people did not respond to this question.

“Difficult to get hold of, one has been off work.”

“Wonderful, I have had to see them on alternate days, they have worked hard on my wound.”

Question Seven

How would you rate the Reception Staff at the surgery?

Excellent	Good	Average	Poor
16	8	0	1

Additional Comments

Two people did not respond to this question.

“Sometimes there is only one member of staff on the desk.”

“They are very good.”

“Much better now.”

Question Eight

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

Excellent	Good	Average	Poor
9	10	7	1

Additional Comments

“Much better since system changed.”

“Could be improved.”

“Varies.”

“Unable to say as it is my first appointment in a year.”

“Sometimes I have to wait.”

“Sometimes I have to wait as my doctor is very popular.”

Question Nine

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

Excellent	Good	Average	Poor
12	11	2	1

Additional Comments

One person did not respond to this question.

“They tell you what is going to be done.”

“I just do what I’m told.”

“I take advice.”

“Excellent, although sometimes I’d like more guidance.”

Question Ten

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

Excellent	Good	Average	Poor
14	11	1	0

Additional Comments

One person did not respond.

“When it’s running late it’s awful, otherwise it’s good.”

“Can’t fault it, I liked it before the alterations.”

“Happy with the surgery.”

“Filled in a form recently about the surgery, I think it’s all good.”

“Fantastic.”

Other Comments Received

“Seems difficult to see a doctor of our choosing, i.e. continuity.”

“Not enough toilets”

“There are times when I want to make an appointment in advance and I cannot find out when my chosen GP is available.”

“Needs something on the walls to cheer up the surgery.”

Recommendations

- Surgery to look at making waiting times more visible to the patient group.
- Good practice seen at this surgery is answering the telephones away from the reception area, thus ensuring privacy for patients as well as freeing up the receptionist on reception. Surgery to look at sharing this good practice with other surgeries.

Surgery Response

No additional comments.

Date of Enter and View Visit	28 th November 2016
Authorised Representatives	Jackie Prestwich Maggie Roberson Letitia Noone
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