

GP Surgery Enter and View Report

Central Surgery - 12th October 2015

Corporation Street, Rugby, CV21 3SP

Practice Information * Information received from Surgery

Practice Manager: Robert Barrass

Contact Details: robert.barrass@nhs.net

Tel: 01788 524366

| | |
|---------------------------------|--|
| Number of GPs | 9 Partners, 4 salaried GPs (with 5 th salaried GP starting November 2015) |
| Number of Practice Nurses | 6 Practice Nurses 4 Nurse Practitioners |
| Number of Healthcare Assistants | 4 |
| Number of Reception Staff | 20 (8.4 FTE) |

| | |
|----------------------------|--------|
| Current Number of Patients | 20,488 |
|----------------------------|--------|

| | |
|----------------------|--|
| Opening Hours | |
| Monday: | 08:30 - 18:30 |
| Tuesday: | 08:30 - 18:30 (Extended hours 18:30 - 19:30) |
| Wednesday: | 08:30 - 18:30 |
| Thursday: | 08:30 - 18:30 (Extended hours 18:30 - 19:30) |
| Friday: | 08:30 - 18:30 |
| Saturday: | 08:30 - 11.30 Open 1 Saturday in 4 |
| Sunday: | CLOSED |

| |
|---|
| Services Provided/Specialist Clinics |
| <ul style="list-style-type: none">• Family Planning• Minor Injury• Flu Clinic• COPD Clinic• Immunisations• Smoking Cessation Clinic• Eye Clinic• Minor Surgery• Asthma Clinic• Diabetes Clinic• NHS Health Checks• Cervical Smears• Counsellor Service• Vasectomy Clinic |

Central Surgery - 12th October 2015

Corporation Street, Rugby, CV21 3SP

| Observation Criteria | Comments | | |
|---|--|----|---|
| External Building Condition | Purpose built building with Pharmacy located on site. Car park directly outside does not belong to the surgery and is pay and display. | | |
| Internal Decoration | Large and spacious building with 5 separate waiting areas with ramp access to site. | | |
| Parking arrangements, Including Provision for Disabled Visitors | Pay and display car park which includes disabled spaces. Two disabled spaces available in staff car park. | | |
| Observation Criteria | Yes | No | Comments |
| Wheelchair/Pushchair Accessible? | | ✓ | Access to 4 waiting areas by stairs. |
| Clear guidance on how to inform the surgery of your arrival? | ✓ | | |
| Electronic check-in in waiting room? | ✓ | | Not working on the day of the visit. |
| Is there confidentiality/privacy at reception? | ✓ | | A separate room is available if required. |
| Are Reception Staff approachable and friendly? | ✓ | | |
| Is there a call system for appointments? | ✓ | | Some staff were collecting patients. |
| Are waiting times displayed/patients informed? | ✓ | | |
| Is online booking advertised? | ✓ | | |
| Is the waiting room child friendly? | ✓ | | Stairs in 4 waiting areas difficult for pushchairs. |
| Is a hearing loop installed? | ✓ | | |
| Toilets Available? | ✓ | | |
| Hand sanitisers available? | | ✓ | Only available in GP rooms. |
| Are there clear notice boards with up to date information displayed? | | ✓ | Lots of notice boards but some information was out of date. |
| Is the information provided available in other formats? | ✓ | | |
| Are translation services available? Are they advertised? | ✓ | | Not advertised. |
| Is signage clear and up to date? | ✓ | | |
| Is there a comments/complaints box available? | | ✓ | Notice requesting patients ask at Reception. |
| Is there a Patient Participation Group? Is it advertised? | ✓ | | |
| Are the names/photographs of GP's and staff at the surgery displayed? | ✓ | | Names displayed only. |




GP Surgery Enter and View Questionnaire Results

Central Surgery - 12th October 2015

Number of Respondents: 45

Question One

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




| Good  | Average  | Poor  |
|---|--|---|
| 26 | 17 | 2 |

Additional Comments

"Great - too long on the phone though."
 "It is hard sometimes as I can't get through on the phone."
 "I come in to the Surgery."
 "I come in to the Surgery as this is easier than over the phone."
 "Excellent - I have never had any trouble and it is usually over the phone."
 "It is usually hard to get an appointment over the phone."
 "I call usually and I have never had a problem."
 "It is generally OK and it is better since they have changed it as it is now a local number."
 "I come in as it is quicker."
 "I can wait ages on the phone."
 "When I get through it is good but it takes time to get through."
 "I ring up and it is usually quite quick and I can get an appointment for the same day."
 "Sometimes I can get an appointment and sometimes not."
 "Sometimes I struggle to get an appointment on the phone as it can be difficult to get through and get an appointment at a convenient time."
 "I tend to come in."
 "It took 45 minutes to get through and it offers a ringback option which is not available. It is ok when I get through."
 "I usually use the branch surgery and the online system."
 "On the phone is very bad."
 "I use online booking."
 "It is difficult getting an appointment via phone."
 "It is usually very good."
 "I tend to use the online system as the phone is for appointments 3 weeks ahead."
 "Excellent."
 "It takes a while if phoning in."
 "The Ebola message is still on the answer machine."
 "I come in to the surgery to book an appointment."
 "Two weeks waiting time for an appointment."
 "Too many people for the number of GPs."

Question Two

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

| Good  | Average  | Poor  |
|---|--|---|
| 34 | 8 | 0 |

Additional Comments

Three people did not respond to this question.

“Fine.” (x6)

“They are alright.” (x3)

“I am retired so it is good for me.”

“It could be better as I can get appointments at different times but weekends can be difficult.”

“I don’t know what the hours are.” (x3)

“They are suitable for me.”

“Some weekend availability would make it better.”

“They are ok.”

“Not a problem but earlier appointments would be better.”

“Fine and the extended opening hours are convenient.”

“The surgery could do with opening on Saturdays.”

“Very good.”




“Not sure what they are but I have never had any problems.”

“No problems.” (x2)

“They seem to suit.”

Question Three

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

| Good  | Average  | Poor  |
|---|--|---|
| 29 | 6 | 9 |

Additional Comments

One person did not respond to this question.

“It is alright.” (x2)

“The branch surgery is harder to get to in Bilton.”

“Fine.” (x2)

“I walk.” (x2)

“Poor to park - no designated parking.”

“Easy.”

“I come on foot.”

“Accessibility internally is abysmal for wheelchair users seeing their GP and there are only 2 or 3 disabled parking spaces.”

“I have difficulty in parking, particularly for a blue badge space.”

“Limited parking for the surgery itself but access is ok.”

“The bus stop is outside the surgery.”

“Parking is poor,”

“It is not an issue.”

“I have to pay for parking as it is an Asda operated car park.”

“Parking is not good.”

“Parking can be difficult.”

“Bus service is bad.” (x2)

“There is a charge for parking.”

“No problems.”

“Stairs are a pain. I don’t know if there is a lift.”

“I normally go to the branch.”



“Parking is a pain.”

“Parking is an issue as you have to pay.” (x4)

“I have to park in the Asda car park and pay. Two or three disabled slots are often taken up by non-blue badge holders.”

Question Four




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

| Good | Average | Poor |
|---|---|---|
|  |  |  |
| 40 | 5 | 0 |

Additional Comments

"I have found it alright."
 "It is clean." (x2)
 "It is good."
 "I have never seen a problem."
 "Fine." (x2)
 "Very good."
 "I have never noticed anything."
 "It is usually ok but if notices regarding food/drink were adhered to it would be better."
 "Very good - can't fault it."
 "Absolutely fine."
 "Very good."
 "Chairs look a bit mucky on the seats."
 "No issues."
 "Excellent."

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

| Good  | Average  | Poor  |
|---|--|---|
| 40 | 4 | 0 |

Additional Comments

One person did not respond to this question.

“Alright.” (x3)

“I like them.”

“I usually see the same GP as I feel that they get to know you.”

“Some are really good and some are less good.”

“Excellent.” (x3)

“They are fine but I try to see the same GP each time.”

“I don’t always see the same GP.”

“I try and see the same GP.” (x2)

“I love my GP as they. They are really good.”

“Very good as they have different specialisms.”

“No issues.”

“Lovely - they are great.”

“One was grumpy/abrupt.”

“Great.”

“Very good.” (x2)

“Brilliant.”




“Very understanding and takes the time to listen.”

“On the whole they are good.”

“They are usually very good.”

“Fantastic.”

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

| Good  | Average  | Poor  |
|---|--|---|
| 43 | 0 | 0 |




Additional Comments

Two people did not respond to this question.

- “They are alright.” (x2)
- “Very nice.”
- “No trouble at all - very good.”
- “Very good generally.”
- “Excellent.” (x2)
- “Good.”
- “Really good.”
- “Good - they have done a lot for me.”
- “Lovely.” (x2)
- “Very good.” (x3)
- “No issues.”
- “Very friendly and knowledgeable.”
- “Usually really good.”
- “Thorough.”

Question Seven

How would you rate the Reception Staff at the surgery?

| Good  | Average  | Poor  |
|---|--|---|
| 37 | 7 | 0 |

Additional Comments

One person did not respond to this question.

“They are fine.”

“I like one receptionist.”

“Smashing.”

“At times they will carry on without acknowledging you and they can be loud with details.”

“Fine.”

“Excellent.”

“Occasionally I don’t feel heard on the phone - I have to battle to speak to the right person at times.”

“On the whole they are very helpful.”

“Good.”

“No faults.”

“They are really good and very helpful and informative.”

“No issues.”

“They are great.” (x2)

“Quite helpful.”

“Pleasant.” (x2)




“Very good. Everyone is outstanding.”

“Prompt and efficient.”

“Very pleasant.”

Question Eight

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

| Good  | Average  | Poor  |
|---|--|---|
| 21 | 18 | 4 |




Additional Comments

Two people did not respond to this question.

- “Not too bad really as they will sometimes inform you if there is a wait.”
- “Sometimes you have to wait and the system tells you on the screen check in.”
- “I have never had to wait more than 10 minutes which is very good.”
- “It is good in the morning and bad in the afternoon. The screen says if there is a wait.”
- “The online check in says if there is a wait but it is not always right.”
- “A lot of the time they run behind and do not inform patients of a wait.”
- “Online check in advises of a wait.”
- “You are not informed if there is a wait.”
- “Very rarely late and the screen does inform.”
- “Usually ok even though appointments are often late but I wouldn’t expect it to be any different and I feel I have time in the appointment.”
- “Usually on time and informed if there is a known wait.”
- “I do have to wait but it is not a problem.”
- “I am usually waiting and the screen informs of the wait.”
- “Very good - I have never had to wait.”
- “On the whole it is alright but later in the afternoon they may run late.”
- “I often have to wait.”
- “The later in the day the longer the wait and I am not always informed of the wait.”
- “Mostly ok.”
- “Rubbish - I had to wait more than 15 minutes.”
- “20 minutes wait is the average. Patients are notified by the Receptionist.”
- “Tend to be quite good.”
- “If there is an emergency you have to wait.”
- “Have to wait sometimes.”
- “They can be running late for an early appointment.”
- “I have not had a problem.” (x2)
- “I have been waiting half an hour.”
- “Always a little late but it is what you expect.”
- “They do try to keep to them.”

Question Nine

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

| Good  | Average  | Poor  |
|---|--|---|
| 39 | 5 | 0 |

Additional Comments

One person did not respond to this question.

“Fine.”

“I don’t always get a thorough explanation.”

“Fairly good - it depends on the scenario.”

“Absolutely excellent.”

“Some of the GPs have involved me.”

“They always do.”

“It is all on the computer system.”

“They usually do involve me, it depends on the situation.”

“Not always involved.”




“Really good.” (x2)

“I see a lovely GP who is good at interaction.”

“Very good.”

Question Ten

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

| Good  | Average  | Poor  |
|---|--|---|
| 41 | 3 | 0 |

Additional Comments

One person did not respond to this question.

“All fine, never had a problem.”

“It is alright.”

“Excellent surgery.” (x3)

“It is good.”

“Really happy.”

“Very good.” (x4).

“Really, really good.”

“Issue is punctuality of appointment time - if 15 minutes late should be notified.”

“Friendly surgery and adequate so far.”

“Quite good, just getting an appointment is bad!”

“Fantastic.”

“Brilliant. No problems at all and they are very helpful.”

Other Comments Received

“There are lots of steps which are a problem as I have some mobility issues. You can request a GP to come down to level but it is either up or down to get to the treatment rooms. Access in to the building at the rear by ramp.”

“The building itself is the downfall, not the people.”

“Quite happy.”

“The branch surgery at Bilton is available for appointments.”

“The phone service is not very good in the mornings as it is difficult to get through and is a problem.”

“Very pleased with the surgery.”

“I have found the surgery excellent and I was sorted out straight away after morning surgery.”

“The architect didn’t design the surgery very well for disabled people/prams and pushchairs. This is not the fault of the practice. There is no notice to say that there is a back entrance.”

“Phone booking is an issue as you can be waiting for a long time.”

“The surgery seem to have too many patients.”

“I tend to book in online to see 1one or 2two GPs as I like continuity.”

“On the whole the GPs do a very good job under stressful conditions. I feel that the surgery needs to take on more GPs for the number of patients.”

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.
- Surgery to ensure that there is a consistent approach of notifying patients if there is a delay with appointments on the day.
- The Surgery to make hand sanitisers available in the waiting room areas.
- Notice boards to be regularly reviewed and kept up to date.
- The Surgery to review signage in regard to car parking to ensure that patients using the right-hand car park (situated directly in front of the Surgery) know that it is not owned by the Surgery and is pay and display.

Surgery Response

Response by Robert Barrass, Practice Manager

1. There are NO STAIRS to the treatment room - is this patient referring to the Theatre suite?
2. Antiseptic hand wash is now available for patient use.
3. With regard to the use of online appointments these are already available and we do encourage its use.
4. A member of staff has been allocated to review noticeboards on a regular basis to ensure they are kept current.
5. The Question of the Car Park signage is the responsibility of ASDA. We have made representations to them about increasing its clarity.
6. The reason for the delay in seeing patients on the day of the visit was due to the Computer system being down as a result of a network fault. Normally patients are seen with only a slight or no delay.

| | |
|------------------------------|-------------------------------|
| Date of Enter and View Visit | 12 th October 2015 |
| Authorised Representatives | Lianne Burton Jennie Day |
| Report Published | 1 st December 2015 |