

# GP Surgery Enter and View Report

Dr Ganapathi's Surgery - 12<sup>th</sup> September 2016

10 Camphill Road, Chapel End, Nuneaton, CV10 0JH

## Practice Information \* Information received from Surgery

Practice Manager: Geetha Ganapathi

Contact Details: 02476 393111

Geetha.ganapathi@nhs.net

Number of GPs	1 Dr Ganapathi - Tues & Wed Dr Ahmad - Mon, Thurs & Fri
Number of Practice Nurses	1
Number of Healthcare Assistants	0
Number of Reception Staff	3

Current Number of Patients	2,120
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<b>Opening Hours</b>	
Monday:	08:00 - 20:00
Tuesday:	08:00 - 18:30
Wednesday:	08:00 - 18:30
Thursday:	08:00 - 18:30
Friday:	08:00 - 14:00 (Doctor on call until 18:30)
Saturday:	Open Clinics at certain times of year (eg. flu vaccinations)
Sunday:	CLOSED

<b>Services Provided/Specialist Clinics</b>
<ul style="list-style-type: none"><li>• COPD</li><li>• Diabetes Clinic</li><li>• Asthma Clinic</li><li>• Well man Clinic</li><li>• Well woman Clinic</li><li>• Family planning Clinic</li><li>• Smear tests</li><li>• Travel vaccinations</li><li>• Health checks</li><li>• Minor operations</li><li>• Heart disease prevention</li><li>• Phlebotomy</li></ul>

# GP Surgery Observation

Chapel End Surgery - 12<sup>th</sup> September 2016

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Observation Criteria	Comments		
External Building Condition	Surgery is a converted house on a main road. The premises are shared by two surgeries with two waiting areas open to each other and separate nurse and reception staff.		
Internal Decoration	Clean and tidy. Surgery is in need of redecoration as paintwork on walls is damaged. Seats are repaired with tape.		
Parking arrangements, Including Provision for Disabled Visitors	Small car park at rear of the property. Spaces appear to be reserved for staff with 4 spaces available for patients. None marked as disabled.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		All on one level. Doorway into far waiting room not wide enough for a double buggy.
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?		✓	
Is there confidentiality/privacy at reception?	✓		Another room is available.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Patients have a number - a flashing light against the doctor's name indicates next patient.
Are waiting times displayed/patients informed?	✓		Receptionist will inform patients.
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		
Is a hearing loop installed?	✓		
Toilets Available?	✓		A disabled toilet is available.
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?	✓		Large print is available.
Are translation services available? Are they advertised?	✓		Translation services available on request.
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

Chapel End Surgery - 12<sup>th</sup> September 2016

Number of Respondents: 8

## Question One

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

Excellent	Good	Average	Poor
3	4	1	0

## Additional Comments

“No problems.”

“Didn’t know there was online booking.”

“Rang at 8:00 and doctor rang me back at 10:00 and asked me to come in.”

“Gone downhill in the last 6 months. Ring and put in a queue, would be better just to be engaged and you ring again.”

## Question Two

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

Excellent	Good	Average	Poor
4	3	1	0

## Additional Comments

“Not open on a Friday afternoon.”

“Not always when you want them.”

**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
4	0	3	1

**Additional Comments**

“Parking awful.”  
 “Parking difficult I usually park up the road.”  
 “I need to be dropped off.”

**Question Four**

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

Excellent	Good	Average	Poor
5	2	1	0

**Additional Comments**

“Could do with a paint job and new seats.”

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

Excellent	Good	Average	Poor
8	0	0	0

**Additional Comments**

“He saw me at 7:20 the other night.”  
 “I love my GP.”  
 “One in a million.”  
 “Have changed a bit recently.”

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

Excellent	Good	Average	Poor
5	1	0	0

**Additional Comments**

Two people did not respond to this question.  
 “Superb.”  
 “Good at injections-I’m scared stiff.”

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

Excellent	Good	Average	Poor
6	1	0	0

**Additional Comments**

One person did not respond to this question.

“Great.”

“Well mannered you get a friendly welcome here.”

“They know who I am.”

“Mixed-depends who you get.”

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

Excellent	Good	Average	Poor
3	4	1	0

**Additional Comments**

“Could be better - wait 10-15 minutes.”

“Have waited 45 minutes but appreciate the time the doctor spends with his patients.”

**Question Nine**

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

Excellent	Good	Average	Poor
6	2	0	0

**Additional Comments**

“I take his word.”  
“Talks to me we have a laugh.”

**Question Ten**

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

Excellent	Good	Average	Poor
7	1	0	0

**Additional Comments**

“Doctors excellent - the other bits are a bit mixed.”

## Other Comments Received

“One receptionist insists on sticking to the very strict rules about prescriptions for my disabled daughter even though she is now 30 and we have been coming here all that time. Other receptionists aren’t like it.”

## Recommendations

- The surgery consider redecorating the waiting room and improving the seating available for patients.
- The surgery look at improving the advertising of the online booking system in order that more patients can access this.

## Surgery Response

Response by Geetha Ganapathi, Practice Manager:

We are happy with the content of the report and our response to the recommendations are:

1. The Surgery will be looking for quotations for redecorating and repairing or replacing the seats.
2. We have put up more posters on online booking and are using appointment cards with online booking details.



Date of Enter and View Visit	12 <sup>th</sup> September 2016
Authorised Representatives	Sue Tulip Alison Wickens
Report Published	21 <sup>st</sup> October 2016

### **Disclaimer**

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users, their relatives and staff, only an account of what was observed and contributed at the time of our visit.