

# GP Surgery Enter and View Report

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

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

## Practice Information \* Information received from Surgery

Practice Manager: Margaret Prince

Contact Details: 02476 393388

margaret.prince@nhs.net

Number of GPs	Equivalent to 1 full time approx. 5/6 to 1/6 split
Number of Practice Nurses	1
Number of Healthcare Assistants	0
Number of Reception Staff	3

Current Number of Patients	2,400
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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:	08:30 - 14:00
Saturday:	Appointments are available by pre-booking
Sunday:	

<b>Services Provided/Specialist Clinics</b>
<ul style="list-style-type: none"><li>• Travel vaccination and Health Advice</li><li>• Smoking cessation</li><li>• Asthma clinic</li><li>• Diabetic clinic</li><li>• Retinalophthalmology</li><li>• Antenatal clinic</li><li>• Well Baby clinic</li><li>• Heart disease/cardio-vascular screening</li><li>• Phlebotomy by team from GEH</li></ul>

# GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	A converted house. Exterior well maintained, double glazed etc. Car park to rear. Exterior signage not particularly conspicuous.		
Internal Decoration	Clean and tidy. Some seating had damage but were comfortable. Mainly fixed bench seating but there are chairs with arms for the less mobile.		
Parking arrangements, Including Provision for Disabled Visitors	Car park for 10 cars with 1 designated disabled bay, clearly marked. Additional spaces are within 100m as well as on-road parking.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?		✓	
Is there confidentiality/privacy at reception?	✓		Sign to advise that room is available
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		
Are waiting times displayed/patients informed?		✓	We did not observe this on the day. We were advised by the Practice Manager that Receptionists do inform patients.
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		
Is a hearing loop installed?	✓		
Toilets Available?	✓		
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		
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?	✓		
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: 16

## Question One

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

Excellent	Good	Average	Poor
10	4	2	0

## Additional Comments

"I preferred the old system."  
"I am still ringing at 8."

## Question Two

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

Excellent	Good	Average	Poor
9	7	1	0

## Additional Comments

"After hours appointments are available."

**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
7	8	1	0

**Additional Comments**

“Need a bit more parking.”  
 “Parking (x5 replies)  
 “Parking is limited” (x2 replies)  
 “Problems with double buggy so some wheelchairs must not fit either.”

**Question Four**

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

Excellent	Good	Average	Poor
14	2	0	0

**Additional Comments**

No additional comments were given.

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

Excellent	Good	Average	Poor
11	3	0	0

**Additional Comments**

Two people did not respond to this question  
“I have only seen the GP twice.”

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

Excellent	Good	Average	Poor
12	3	0	0

**Additional Comments**

One person did not respond to this question.  
No additional comments were given.

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

Excellent	Good	Average	Poor
13	2	1	0

**Additional Comments**

No additional comments were given.

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

Excellent	Good	Average	Poor
8	7	1	0

**Additional Comments**

“Usually good.”  
“Sometimes wait.”

**Question Nine**

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

Excellent	Good	Average	Poor
10	3	3	0

**Additional Comments**

“No but this is my choice which is being respected.”

“Mixed.”

“GP usually makes decisions.” (This respondent had mental health/learning disability issues)

**Question Ten**

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

Excellent	Good	Average	Poor
11	5	0	0

**Additional Comments**

One person did not respond to this question.

“Cannot fault it.”

**Other Comments Received**

“Ticket system- some are falling apart.”

“The late clinic for blood is a problem for those needing a fasting test, but avoids a trip to hospital. Negotiations with George Eliot Hospital are ongoing.”

## Recommendations

- Informing patients on the day of any delays which may impact their appointment. Good practice seen at other surgeries has involved a notice board in Reception to notify patients of current waiting times.
- To look at the current ticket system in place as some of the tickets used need replacing.

## Surgery Response

Response by Margaret Prince, Practice Manager

- The practice does have a policy of notifying all patients of delays and the Reception Staff will always advise of waiting times.
- The current ticket system will be reviewed and the feasibility of either a new system or replacing the older tickets.

Date of Enter and View Visit	12 <sup>th</sup> September 2016
Authorised Representatives	Sue Tulip Alison Wickens
Report Published	30 <sup>th</sup> November 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.