

GP Surgery Enter and View Report

Claverdon Surgery - 6th March 2017

Station Avenue, Claverdon, CV35 8PH

Practice Information * Information received from Surgery

Practice Manager: Linda Davis

Contact Details: 01926 842205

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Number of GPs	9
Number of Practice Nurses	3 Advanced Nurse Practitioner, 1 Nurse Prescriber, 3 Practice Nurses
Number of Healthcare Assistants	3 and 1 Phlebotomist. 3 Dispensing staff.
Numbers above are for both Claverdon and Trinity Court surgery as staff work across both sites.	
Number of Reception Staff	2

Current Number of Patients	3,000 at Claverdon (17,000 patients between the two practices) Patients can use services at either practice
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Opening Hours	
Monday:	08:00 - 17:45
Tuesday:	08:00 - 17:45
Wednesday:	08:00 - 17:45
Thursday:	08:00 - 17:45
Friday:	08:00 - 17:45
Saturday:	CLOSED
Sunday:	CLOSED
	Extended Hours are worked at the main site on every Thursday evening, Saturday morning and alternate Wednesday evenings. These appointments are available to all patients from Claverdon and Stratford.

Services Provided/Specialist Clinics
<ul style="list-style-type: none">• Pharmacy on the premises• Phlebotomy• 75+ Clinic• Asthma Clinic• Warfarin Clinic• Other specialist clinics are available at the Stratford Surgery

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Very good - modern building		
Internal Decoration	All in very good order - clean and pleasant		
Parking arrangements, Including Provision for Disabled Visitors	There are parking spaces and a Disabled space close to surgery but there is no line marking which tends to reduce parking spaces		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Wide double doors but assistance is needed to open them.
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?	✓		
Is there confidentiality/privacy at reception?		✓	A room can be made available if needed.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		GPs and nurses call patients in.
Are waiting times displayed/patients informed?	✓		Reception try to inform patients of delays.
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		There is a child play area.
Is a hearing loop installed?		✓	
Toilets Available?	✓		Unisex disabled toilet, however a wheelchair stored here restricts access.
Hand sanitisers available?	✓		By reception desk and in waiting area.
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?			This was not seen on the day of the visit.
Are translation services available? Are they advertised?	✓		Can be made available if requested when an appointment is booked.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		This is provided by the PPG but is not easy to find.
Is there a Patient Participation Group? Is it advertised?	✓		Minutes of meetings are on the PPG noticeboard and there is also a folder of information provided by the PPG.
Are the names/photographs of GP's and staff at the surgery displayed?	✓		Names only.

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 22

Question One

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

Excellent	Good	Average	Poor
5	7	8	2

Additional Comments

"Emergency appointments on Monday are good."
 "When you ring for an appointment it goes through Trinity which is bizarre."
 "I would prefer to ring here direct."
 "The service could be improved, when you ring Trinity there are many options."
 "I have had to wait 2 weeks for an appointment even though I am new to the area."
 "Here it is good - booking through Stratford I have had to wait 2 weeks for the result of a scan."
 "Walk in appointments are good." (x2 replies)
 "I book on line, it's simple." (x2 replies)
 "It's not easy to get an appointment."
 "You are never refused an appointment."
 "You can never get a routine appointment - it takes 2 weeks." (x2 replies)
 "GP made my appointment - very good."

Question Two

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

Excellent	Good	Average	Poor
5	13	3	1

Additional Comments

"I work from home so I can be flexible."
 "5 years ago doctors were paid extra to open more hours but it hasn't happened."
 "I don't have to work so it is not a problem."
 "They are closed some afternoons." (x2 replies)

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
5	11	6	0

Additional Comments

“Parking is good today but it can get very busy.”

“Good if you can get in the car park.”

“It can be poor as the parking area is shared with the shop and the tennis court.” (x4 replies)

“Parking can be a problem but you don’t have to pay.”

“The car park is sometimes full.”

“It would be good to have white lines to delineate the parking bays.”

Question Four

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

Excellent	Good	Average	Poor
7	15	0	0

Additional Comments

No additional comments

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

Excellent	Good	Average	Poor
11	8	1	0

Additional Comments

Two patients did not respond to this question

“Excellent when you can get to see them.”
 “Absolutely fine - I usually see the same doctor.”
 “Extremely good.”
 “Very nice.”
 “Brilliant.”
 “Wonderful.”
 “Fabulous.”

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

Excellent	Good	Average	Poor
12	8	0	0

Additional Comments

Two patients did not respond to this question

“Fabulous.”
 “Delightful.”

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

Excellent	Good	Average	Poor
7	14	1	0

Additional Comments

“So helpful.”

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

Excellent	Good	Average	Poor
1	7	10	4

Additional Comments

“It can be a long wait up to an hour - reception will tell you.” (x2 replies)
 “They are never to time the doctors overrun.”
 “They are always late but if that is who you want to see you are willing to wait.”
 “It’s the nature of the beast - if you are kept waiting it is because someone is worse off than you.”
 “It can’t be helped.”
 “Not too bad.”
 “I understand the constraints.”
 “Not a problem.”
 “They were running so late I had to abandon an appointment.”
 “I have waited more than 40 minutes.”

Question Nine

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

Excellent	Good	Average	Poor
9	12	0	0

Additional Comments

One patient did not respond to this question

“In general we have got a good set of doctors.”

“It’s a good experience.”

“There’s plenty of discussion which is both friendly and informal.”

Question Ten

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

Excellent	Good	Average	Poor
8	12	1	0

Additional Comments

One patient did not respond to this question

“They do a job and get you there.”

“I would like to be able to get appointments sooner.” (x2 replies)

“Wonderful - I was sent straight off to hospital and an admission arranged and the doctor booked me a further appointment.”

“One of the doctor’s is absolutely brilliant - very professional and up to date.”

“I always find the care excellent.”

Other Comments Received

“It would be good to have Wi Fi at the surgery - it would be cheap and good to have whilst you are waiting.”

“On line appointments are great - I was able to book from the USA.”

Recommendations

- The surgery look into the concerns raised by the patients in respect of the appointment booking system which appears to link through to Trinity Court Surgery. If there is a separate telephone number for Claverdon Surgery this should be advertised on the Trinity Court Surgery website and communicated to patients, which would reduce telephone traffic to Trinity Court Surgery. Currently, the website only lists a postal address.
- The Surgery to update signage to show correct opening hours as they currently differ from the opening times on the website.
- 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 or the use of the electronic check in to notify patients of current waiting times.

Surgery Response

Response from Linda Davis, Practice Manager:

With reference to having to wait for 2 weeks for the scan result, the results are entered onto the clinical system when the doctor has seen the result. It is then immediately visible from both sites so the delay was not due to Trinity Court.

The telephone system is channelled through Trinity Court Surgery as there is one appointment system for both sites. This is both more efficient and provides improved confidentiality as the telephone are answered away from the patient area. There is a longstanding issue regarding IT and network availability in the Claverdon area. NHS England have been trying to resolve this issue for some time. Due to the network problems it makes the use of the clinical computers at Claverdon very slow and very limited which has a an impact on consultation length for the patients.

The displayed notices do show the correct opening hours.

The receptionist are responsible for keeping patients informed of any delays although there is already an automated check-in screen in operation at Claverdon.

Date of Enter and View Visit	06/03/2017
Authorised Representatives	Len Mackin Dilys Skinner
Report Published	24/04/2017

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.