

# GP Surgery Enter and View Report

Croft Medical Centre - 9<sup>th</sup> September 2015

Calder Walk, Leamington Spa, CV31 1SA

## Practice Information \* Information received from Surgery

Practice Manager: Karen Malecki

Contact Details: 01926 421153

karen.malecki@croftmc.nhs.uk

Number of GPs	4 Partners, 4 Salaried
Number of Practice Nurses	5 Practice Nurses, 1 Advanced Nurse Practitioner and an Over 75's Nurse
Number of Healthcare Assistants	1 Healthcare Assistant and 1 Phlebotomist
Number of Reception Staff	7

Current Number of Patients	9,200
----------------------------	-------

Opening Hours	
Monday:	8.00am - 7.00pm
Tuesday:	8.00am - 7.30pm
Wednesday:	8.00am - 6.30pm
Thursday:	8.00am - 6.30pm
Friday:	8.00am - 6.30pm
Saturday:	CLOSED
Sunday:	CLOSED

## Services Provided/Specialist Clinics

- Antenatal clinic
- Child Health Surveillance Clinic
- Family Planning
- Cervical Smears
- Diabetic Review
- Asthma Nurse
- Heart Disease Prevention
- Travel Health
- Minor Surgery
- Child Immunisation
- Shared Care Clinic
- Clinical Pharmacist
- Over 75s Service

**Croft Medical Centre - 9<sup>th</sup> September 2015**

**Calder Walk, Leamington Spa, CV31 1SA**

Observation Criteria	Comments		
External Building Condition	Purpose built building clearly visible from the main road. No concerns were observed with the external building condition.		
Internal Decoration	The Surgery is clean and decorated to a good standard.		
Parking arrangements, Including Provision for Disabled Visitors	There is a car park at the Surgery in addition to some on-street 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?	✓		Available in English, Polish and Portuguese.
Is there confidentiality/privacy at reception?	✓		Private room available.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Electronic call system and display.
Are waiting times displayed/patients informed?	✓		
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		
Is a hearing loop installed?	✓		Notice in foyer.
Toilets Available?	✓		
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		Television screen also displays information for patients.
Is the information provided available in other formats?	✓		Some documents are translated into languages.
Are translation services available? Are they advertised?	✓		Not 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

Croft Medical Centre - 9<sup>th</sup> September 2015

Number of Respondents: 17

## Question One

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

Good 	Average 	Poor 
4	8	5

## Additional Comments

“No same day appointments.”

“Some difficulties with reception staff.”

“Very long wait for blood appointments and advanced booking.”

“Can never get an appointment or see who you want to see.”

“Lack of pre-bookable appointments but I acknowledge that this is being looked at.”

“Sometimes can't get through in the mornings and then when you do all of the appointments have gone.”

“Sometimes it's difficult to get an appointment.”

“Rubbish - can't get an appointment when you need one.”

“Good but can be difficult to get an appointment for that day.”

“I don't always get an appointment when I call in the mornings which is not good because I work shifts.”

“You can always get an appointment when you need one.”

“Very hard to get through on the phone in the morning.”




“Often can't get appointments as soon as I would like to by calling at 8am.”

“It is difficult calling at 8am.”

“Always a stress at 8am when doing the school run.”

**Question Two**

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




Good 	Average 	Poor 
11	6	0

**Additional Comments**

“Average - shut at lunchtime.”  
“Longer hours or weekends would be helpful when working.”

**Question Three**

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




Good 	Average 	Poor 
16	1	0

**Additional Comments**

“Good.”  
“Limited parking in the car park and parking on street can be difficult for cars coming round the corner.”

**Question Four**

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




Good 	Average 	Poor 
17	0	0

**Additional Comments**

No comments.

**Question Five**

How would you rate your GP at the surgery?

Good 	Average 	Poor 
13	4	0

**Additional Comments**




“Dependent on which GP is available.”

“Great.”

“Frustrating. Lots of Locums - I see somebody different every time.”

“I hardly ever see the same GP.”

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

Good 	Average 	Poor 
15	0	0

**Additional Comments**




Two people did not respond to this question.

“Helpful and efficient.”

“Very good.”

“Very good.”




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

Good 	Average 	Poor 
10	5	0

**Additional Comments**

Two people did not respond to this question.

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

Good 	Average 	Poor 
3	8	5

**Additional Comments**

One person did not respond to this question.

“Always have to wait 40-60 minutes.”

“Very good.”

“Sometimes on time, sometimes delayed.”

“Always kept waiting approx. 20 minutes after arranged time.”

“Can sometimes run late.”

“Previously had to wait 50 minutes when no other person in the waiting room!”

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

Good 	Average 	Poor 
13	2	0

**Additional Comments**



Two people did not respond to this question.

“Very helpful.”

“Sometimes.”

Question Ten

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

Good 	Average 	Poor 
12	3	0

Additional Comments

Two people did not respond to this question.

“Good doctors.”

“Very good, and the staff.”

Other Comments Received

“Water dispenser could be made available.”

“People with disabilities or vulnerable health could have more help within surgery waiting room and advanced appointments.”

“Books/comics/toys could be made available for children.”

“The long wait for bloods or nurses could lead to further health implications.”

“I notice the number of people who didn’t turn up for appointments last week.

Why doesn’t the surgery fine patients who miss appointments.”

“Tried calling 20 times from 8am and finally got through at 8.16am at which point there were no appointments left for that day. It is difficult when you work nights and you need to attend an appointment with your partner to translate.”

“The number of people not turning up for their appointments is frustrating.”

“I do not think surgeries should be made to open more than they are now, there are really not enough doctors and the ones we do have already work long hours.”

“GPs/nurses have been very supportive and helpful and explain conditions/treatments well to my children who have ongoing illnesses/conditions.”



PPG representatives comments:

We spoke with a representative of the PPG who stated that the PPG meets once per month at varying times of the day. Within the PPG there are subgroups, including a group that looks at communications. The representative stated that the PPG has an 'open and transparent' relationship with the Surgery and that he "feels listened to."

The PPG newsletter is sent to all patients who have signed up to the mailing list. It is also available in the surgery as a hard copy and in the local community e.g. The SYDNI Centre.

The PPG is working with the Surgery on how best to collate patient feedback. Currently the Surgery and PPG are working with The SYDNI Centre to try and engage more young people in this process.

## Recommendations

- The surgery is currently looking into the concerns raised by patients in respect of the appointment booking system. Action already taken includes the implementation of a triage system and extra phone lines in the mornings. Further review is encouraged, as is maximising the use of online appointment bookings to reduce the amount of telephone traffic.
- The surgery ensures that it consistently informs patients on the day of any delays which may impact their appointment. The current electronic display only advises that there is a delay, not the length of delay.
- The surgery is undertaking activities in the following areas and is encouraged to share lessons learned with other practices:
  - Reducing DNA rates
  - Social prescribing project - currently in the scoping stage working alongside other key stakeholders
  - Over 75s service (also covers three local care homes)
  - Two year innovation funding for a clinical pharmacist whose responsibilities include, amongst others, reviewing unplanned admissions, medication reviews and medication waste.
- The Surgery has recently signed up to the Dementia Alliance and as part of their action plan is reviewing its premises to make sure that they are dementia friendly. Again, the Surgery is encouraged to share its experiences on this so that other surgeries to follow suit.

## Surgery Response

Response by Karen Malecki, Practice Manager.

- The report reaffirmed the work that we have already commenced in improving access. The wider schemes the practice will be working on will also have an impact on access. To be noted some of the patient demographics are unique - deprivation, safeguarding and social isolation for example - these all also have an impact on service use.
- The PPG have had copies of the reports, they acknowledge with the practice the access work that is to be done and is being done - with their support.
- It was noted that the number of patients consulted was small.

Date of Enter and View Visit	9th September 2015
Authorised Representatives	Jennifer Gilder Deb Smith
Report Published	13th November 2015