

GP Surgery Enter and View Report

Dr Singh & Partners - 8th November 2016

Bedworth Health Centre, High Street, Bedworth, CV12 8NQ

Practice Information * Information received from Surgery

Practice Manager: Mrs Hillary Jackson

Contact Details: hillary.jackson@bedworthhc.nhs.uk

Tel: 02476 315432

Number of GPs	6 partners, 2 salaried GPs, 4 trainee GPs
Number of Practice Nurses	3 & 2 floating nurses
Number of Healthcare Assistants	2
Number of Reception Staff	10

Current Number of Patients	13,326
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Opening Hours	
Monday:	08:00 - 18:30 } Varied Mon, Tues and Weds
Tuesday:	08:00 - 18:30 } Mornings 07:00 - 08:00
Wednesday:	08:00 - 18:30 } Late evenings 18:30 - 19:30
Thursday:	08:00 - 18:30
Friday:	08:30 - 18:30
Saturday:	CLOSED
Sunday:	CLOSED

Services Provided/Specialist Clinics

- Diabetic clinic
- Asthma Clinic
- Baby Clinic
- Family Planning
- Travel Vaccinations
- Immunisations
- Manor Surgery
- Phlebotomy at George Elliott Hospital (pre booking only)

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Purpose built surgery that was built in the 1990's		
Internal Decoration	Clean and functional		
Parking arrangements, Including Provision for Disabled Visitors	There is one Disabled parking space at the surgery, with on-street parking available		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		
Clear guidance on how to inform the surgery of your arrival?	✓		Reception desk and Electronic check-in.
Electronic check-in in waiting room?	✓		
Is there confidentiality/privacy at reception?		✓	Conversations can be overheard. No noticeable signs about private room.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Electronic call board in use.
Are waiting times displayed/patients informed?		✓	
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		Books are provided.
Is a hearing loop installed?	✓		
Toilets Available?	✓		Nappy bin had a strong smell.
Hand sanitisers available?	✓		Only one available on Reception
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?		✓	Not advertised.
Are translation services available? Are they advertised?		✓	Not advertised.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		We were advised that this was located by the Prescription box.
Is there a Patient Participation Group? Is it advertised?	✓		Not 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: 30

Question One

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

Excellent	Good	Average	Poor
9	8	6	7

Additional Comments

“Have to wait.”

“Try to phone; on phone for 20 minutes.”

“Getting through on the phone is hard and I don’t know about online booking.”

“Getting through online booking is temperamental.”

“Difficult to get through.”

“Have to book a month in advance. GP only here twice a week.”

“It depends, you have to book a month in advance if you want to see a specific GP.”

“Trying to get through on the phone; 20 minutes to wait. I come in personally to get an appointment, not online.”

“Can be difficult to get through on the phone, it varies.”

“Been pretty good lately, use online booking too.”

“It’s rubbish, I can’t book in advance and have to ring up on the day. I don’t use the online booking system.”

“Takes ages to get through. Don’t use online booking.”

“Can’t get through.”

“Mixed, rang today and got through, other times can wait.”

“Took a while to get through, tried online booking and it didn’t work”

“Ring in.”

Question Two

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

Excellent	Good	Average	Poor
12	14	2	0

Additional Comments

Two people did not respond to this question

“Could be open longer. Reception doesn’t open until 8.30am.”

“Don’t know what they are, open when I need.”

“Don’t know what they are.” x 3 replies

“Only come in the mornings.”

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
14	12	4	0

Additional Comments

“Have to pay for parking.”

“Have to walk.”

“Husband brings me.”

“I drive.”

“Traffic a real problem.”

“Have to come on bus.”

Question Four

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

Excellent	Good	Average	Poor
16	13	1	0

Additional Comments

No additional comments

Question Five

How would you rate your GP at the surgery?

Excellent	Good	Average	Poor
15	11	2	1

Additional Comments

One person did not respond to this question.

“I don’t see the same GP twice.”

“I never see the same person twice.”

“I have had very good service and very poor service.”

“One GP is excellent.”

“It depends on which GP you see.”

“Very good.”

“Great.”

“Different GP every time.”

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

Excellent	Good	Average	Poor
14	11	0	0

Additional Comments

Five people did not respond to this question.

“Very good.”
“Always helpful.”
“Helpful.”

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

Excellent	Good	Average	Poor
6	16	5	1

Additional Comments

Two people did not respond to this question.

“Some are nice, some are not” x 2 replies
“Very helpful.”
“Don’t see them much as I sign myself in on the machine.”
“Good and bad.”
“Too nosy for own good.”
“Mixed, some are helpful, but some can be sharp.”
“Can find them hard to deal with, not good manners, average to poor rating.”
“Very good.”
“Can’t get through on the phone.”
“On the ball.”
“Inconsistency between requesting repeat medication.” The patient didn’t have information.
“Some are OK, some are not helpful.”
“It depends on who.”
“Manners are lovely.”

Question Eight

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

Excellent	Good	Average	Poor
11	16	1	1

Additional Comments

One person did not respond to this question.

“I have sometimes waited a long time.”

“Average waiting.”

“One GP gets behind on appointments.”

“Not always good, I have waited for one hour and the problem is not understanding the system.”

“Some GP’s take a long time.”

“Usually good but can be late sometimes.”

“Can wait at least 20 minutes.”

“Not good.”

“Never gone in on time, not too long a wait though.”

“Usually get in on time.”

“One hour wait, no one let me know.”

“Nine out of ten on time.”

“Thirty minutes, had to ask.”

“45 minutes, no one let me know.”

“Already 25 minutes late, no one tells me if I’m late and I’ve paid for parking.”

“Not the norm usually, Reception will tell you if you ask.”

Question Nine

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

Excellent	Good	Average	Poor
11	16	1	1

Additional Comments

One person did not respond to this question.

“Sometimes, depending on the GP.”

“Depends on the GP, some can be poor.”

“They don’t want to listen.”

“Some of them look at computer, not you.”

“Had to come back.”

Question Ten

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

Excellent	Good	Average	Poor
12	13	3	1

Additional Comments

One person did not respond to this question.

“Better than the hospital, it took over a week for a consultant to get back to me.”

“Receive very good care.”

“No complaints.”

“Average rating due to some of the issues I have already mentioned.”

“Very good, can always get in for an appointment.”

“Very good.”

“Average rating due to a misdiagnosis previously.”

“Second to none.”

Other Comments Received

“Would be good to see my chosen GP.”

“Timing needs to be improved.”

“Could do with more GPs who are permanent as there are not as many female GPs as they used to have.”

“Self check-in working.”

“Well Man/Well Woman clinics are no longer done.”

“Hard to get through on phone, had to come to surgery, redialling to get online booking system down.”

“Listen and explain things more, especially when children’s appointments.”

“Can’t get through on phone to cancel an appointment. There is a high number of patients who don’t attend appointments, if you read the screen it said 220 didn’t attend last month. Can do it online but I don’t have a computer.”

Recommendations

- Conversations taking place at Reception can be overheard. Although Receptionists do notify patients that there is a private room available, there are no signs to advertise this. Surgery to advertise that a private room is available if required.
- Surgery to ensure that any delays to patient’s appointments are consistently communicated by reception staff on arrival. Good practice seen at other surgeries has involved placing a notice board in Reception to notify patients of current waiting times for each Doctor.
- The Patient Participation Group is not advertised. The surgery to display Patient Participation Group newsletters/minutes in the waiting room for other patients to be able to access.
- Translation services are currently not advertised. Surgery to advertise this service.

Surgery Response

No additional comments.

Date of Enter and View Visit	8 th November 2016
Authorised Representatives	Lianne Burton Michelle Williamson
Report Published	2 ND March 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.