

GP Surgery Enter and View Report

Fenny Compton Surgery - 8th December 2016

High Street, Fenny Compton, Southam, CV47 2YG

Practice Information * Information received from Surgery

Practice Manager: Kim Yarnold

Contact Details: marshall.sharples@gp-m84009.nhs.uk

Tel: 01295 770855

Number of GPs	5, (3 WTE, 2 Part-time)
Number of Practice Nurses	2 Part-time + Nurse prescriber
Number of Healthcare Assistants	2 Part-time
Number of Reception Staff	4 Part-time

Current Number of Patients	5430
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Opening Hours	
Monday:	09:00 - 11:30 15:30 - 17:30 Reception is open 9:00-18:00 Mon-Fri
Tuesday:	09:00 - 11:30 15:30 - 17:30
Wednesday:	09:00 - 11:30 15:30 - 17:30
Thursday:	09:00 - 11:30
Friday:	09:00 - 11:30 15:30 - 17:30
Saturday:	CLOSED
Sunday:	CLOSED

Services Provided/Specialist Clinics

- Asthma Clinic
- Stroke Clinic
- COPD Clinic
- Baby Clinic with Health Visitor
- Child Health & Development
- Contraception Clinic
- Family Planning Clinic
- Health Checks for 40-75 yr olds
- On-site Pharmacy
- Over 75s Clinical Health Checks
- Well Man/Woman Clinic
- In-house Anti-coagulant Clinic
- Coronary Heart Disease Clinic
- Hypertension Clinic
- Diabetes Clinic
- Cervical Screening
- Child Immunisations
- Drug & Alcohol Service
- Flu Clinic
- Minor Surgery
- Phlebotomy Service
- Smoking Cessation Clinic
- Travel Health
- Joint Injections/Occupational medicine

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Surgery is in good condition.		
Internal Decoration	Internal decoration was clean and functional.		
Parking arrangements, Including Provision for Disabled Visitors	Parking is available for patients. There is one disabled parking space.		
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?		✓	Patient preference is face to face, personal check in.
Is there confidentiality/privacy at reception?	✓		Reception is open. There is a separate private room for confidentiality.
Are Reception Staff approachable and friendly?	✓		Family atmosphere and very friendly.
Is there a call system for appointments?	✓		Doctors/nursing staff collect patients from waiting area.
Are waiting times displayed/patients informed?	✓		
Is online booking advertised?	✓		Although some patients did not know about online booking.
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?	✓		Other formats exist but are not required.
Are translation services available? Are they advertised?		✓	These are not required at present. However there is a poster up asking to inform reception if needed
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		Patients' views are noted in a "grumbles book" and remedial action taken when necessary.
Is there a Patient Participation Group? Is it advertised?	✓		
Are the names/photographs of GP's and staff at the surgery displayed?		✓	Available on website only, not in the surgery.

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 29

Question One

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

Excellent	Good	Average	Poor
17	12	0	0

Additional Comments

“Not aware of online booking but wouldn’t use it anyway”.

“Can be a problem when busy.”

“Use online - works well, (Shenington).”

“Online.”

“Today, called 20mins ago and got an appointment.”

“Telephone system enables conversations with GP - excellent and they advise if they need to see you and usually get same or next day if you do.”

“I phone at 09:00, I’m usually in by 11:00 - very good. They know me and know I need to see GPs.”

“Online service helpful.”

Question Two

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

Excellent	Good	Average	Poor
13	12	3	1

Additional Comments

“A Doctor on call at the weekend would be great.”
 “No late evenings or Saturday mornings.”
 “Saturdays would be nice.”
 “Late opening would be appreciated.”
 “Could be a little broader - e.g. like Thursdays when open all day.”
 “Longer opening hours would be better. Only one long day at Shenington.”
 “Normally shut lunchtimes.”
 “Shenington only open 9-12 - would be good to be open longer hours.”
 “Wonder about Thursday afternoons? - It’s a fair trek to Shenington.”
 “No access at weekends.”
 “Should have a late night and Saturday morning for people who work.”

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
12	12	4	0

Additional Comments

One person did not respond to this question.
 “Can be a problem when busy.” (x3 replies)
 “Needs bigger carpark but recognise there is no space though.”
 “Public transport is non-existent - I don’t need it at the moment.”
 “Excellent at Shenington.”
 “Parked 100yds away.”
 “A bit awkward with only one disabled parking bay.”
 “Parking could do with being bigger.”

Question Four

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

Excellent	Good	Average	Poor
25	4	0	0

Additional Comments

No additional comments

Question Five

How would you rate your GP at the surgery?

Excellent	Good	Average	Poor
21	8	0	0

Additional Comments

“Not always able to see the same doctor.”
 “I generally see who I want.”
 “Not always see GP of choice.”

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

Excellent	Good	Average	Poor
26	3	0	0

Additional Comments

“I have waited 45mins for a nurse.”
“11/10!”

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

Excellent	Good	Average	Poor
22	6	1	0

Additional Comments

“Better than used to be.”
“Can be a bit abrupt sometime, feels like they are shouting on the phone.”
“Access through the telephone sometimes to get appointments - left holding and ringing, have to try several times sometimes.”
“Always help me - they know the situation with my husband.”
“Good only if you get a helpful person - if you get someone who doesn’t want to be there at work - not good. 30% good / 70% bad.”

Question Eight

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

Excellent	Good	Average	Poor
7	19	3	0

Additional Comments

“Always given the time you need.”
 “Not always told about delay.”
 “Not always informed of delay.”
 “5-10 minutes.”
 “Not always told length of delay.”
 “Not always informed.”

Question Nine

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

Excellent	Good	Average	Poor
20	8	1	0

Additional Comments

“Phone calls returned in good time and both prompt / informative.”
 “Fact of modern life; you always get a different doctor - continuity can suffer.”
 “You need to lead the conversation.”

Question Ten

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

Excellent	Good	Average	Poor
22	7	0	0

Additional Comments

“110%”
 “Can’t fault it.”
 “Very Lucky.”
 “More modern thinking.”

Other Comments Received

“Very Friendly - go the extra mile.” Even when 1 hour late, (in error) patient still seen.
 “Practice Nurse clinics good.”
 “Always seen whether early / late or on time.”
 “Put themselves out to fit in for appointments.”
 “I called to speak to the nurse at 14:00, knowing she finished at 14:30 - but nurse did call at 18:30 in the evening so as to finish all calls that day.”
 “Wife died, (Alzheimer’s) 2 years ago. End of Life care very good - Doctor telephoned each day and sometimes called in on way home.”
 “Dispensary on site is good.”
 “Friends and family have been able to be seen at the surgery when visiting.”
 “Boost having Pharmacy on site.”
 “Very happy to have a doctor.”
 “Ability to email prescriptions.”
 “Have to explain problems again if I see a different GP - bit frustrating.”
 “More people moving into area so may not get appointment the same day.”
 “All staff very polite and helpful. Know everyone’s name.”
 “Can ask for female GP / male GP for an appointment.”
 “Don’t answer phone at 09:00 tends to be 09:30, more access available.”
 “Longer opening hours for dispensary.”
 “Not aware of online booking.”
 “Not a good lay out.” Patient needed to provide a urine sample and felt exposed having to hand it in at reception. “Could there be a drop box in bathroom for staff to take samples from at a convenient time?”

“Shenington opening times could be better - mornings only except all day on Thursday.”

“Feel we are very blessed to have them here and to have a pharmacy.”

“Doctors and Nurses both super and approachable.”

“Both senior partners work extremely hard for the patients and the meeting they’ve held are very good.”

“The staff in general are brilliant.”

“A meeting was held recently and it was really good and helped me understand the restrictions etc. and how the practice works.”

“I can get appointments here much quicker than I’ve heard people can get in Banbury.”

“Friendly and good rapport.”

“Will be moving and aiming to stay in catchment area, they give such a good level of care.”

“Completely different to a Banbury surgery and get a personal service. Never have to wait long.”

“Like a family club here.”

“Good dispensary.”

“Lucky having this practice.”

“Very lucky to have such a good surgery compared to others in town who have to wait 3 to 4 days to a week for appointments. Long may it continue.”

“Very grateful.”

“I am a regular and find them very good and helpful.”

“Be kind, be calm, don’t write people off. It starts at reception. Sometimes I try again on the phone to get the right receptionist. Would be nice to have a younger / more helpful mindset. (e.g. Have a cancellation list and call people back to fill the appointments.)

Recommendations

- It was noted that some patients were not aware of the online booking system. Better promotion of this could help to reduce phone traffic. An in-house poster/guidance located in Reception might prove to be more effective and perhaps the patient group could also help with awareness raising.
- The surgery to consult with patients regarding the concerns raised about opening hours. This could be conducted in conjunction with the Patient Participation Group to gain a more representative view than our sample size.
- 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 for each GP.

Continued

- Good practice seen at this surgery are the meetings held for patients in the community, which have been extremely well received and supported. Hopefully, these informative and prevention focused activities can be continued.

Surgery Response

We would like to thank Healthwatch for their time and constructive comments and also to thank the patients involved for their willingness to be interviewed.

Reference the recommendations :-

Online access is important to us and we will be encouraging patients to register for access and we will try and promote the service better.

The receptionists always keep patients informed about delays. We will however consider the use of a whiteboard and discuss the pros and cons with our PPG group.

We will also consult with our PPG about opening times at our next meeting. This has been looked at previously and the cost implication of our opening our branch site full time was not financially viable. However we are happy to explore and discuss the findings once again.

Date of Enter and View Visit	8 th December 2016
Authorised Representatives	Gill Fletcher Susan Jenkins
Report Published	10 th February 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.