

GP Surgery Enter and View Report

Lisle Court Medical Centre - 16th March 2015

Brunswick Street, Leamington Spa CV31 2ES

Practice Information * Information received from Surgery

Practice Manager: Jayne-Anne Jolley

Contact Details: 01926 425436

www.lislecourt.co.uk

Number of GPs	2
Number of Practice Nurses	4
Number of Healthcare Assistants	1
Number of Reception Staff	6

Current Number of Patients	4300
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Opening Hours

Monday: 08:30 - 12:30 13:30 - 18:00
Tuesday: 08:30 - 12:30 13:30 - 18:00 18:30 - 19:30
Wednesday: 08:30 - 12:30 13:30 - 18:00
Thursday: 08:30 - 12:30 13:30 - 18:00
Friday: 08:30 - 12:30 13:30 - 18:00
Saturday: One Saturday per month. GP and Nurse appointments available. Please contact surgery
Sunday: CLOSED

Services Provided/Specialist Clinics

- Blood Tests
- Health Promotion
- Stop Smoking
- Midwife
- Child Health and Immunisations
- NHS Health Checks
- Cryotherapy
- Smear Tests
- Minor Surgery
- Family Planning
- Child Health Surveillance
- Travel Vaccinations
- Over 75's

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Observation Criteria	Comments		
External Building Condition	The surgery was clearly signposted and visible from the main road. There were no concerns observed with the external building.		
Internal Decoration	The surgery is decorated to a good standard.		
Parking arrangements, Including Provision for Disabled Visitors	There is a car park for visitors and staff at the surgery. The surgery has street parking available nearby. We did not observe any disabled parking bays.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		
Clear guidance on how to inform the surgery of your arrival?		✓	*This has been implemented since our visit
Electronic check-in in waiting room?		✓	Planned for Summer 2015
Is there confidentiality/privacy at reception?		✓	The surgery encourages people to ask to be seen in private
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		GP's and Nurses enter waiting room to call Patients
Are waiting times displayed/patients informed?		✓	*This has been implemented since our visit
Is Patient Access advertised?	✓		Practice Information leaflet
Is the waiting room child friendly?	✓		There is a children's play area in the surgery
Is a hearing loop installed?	✓		
Toilets Available?	✓		One toilet is available
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?	✓		Available in large print, Portuguese, Polish and Punjabi
Are translation services available? Are they advertised?	✓		Translation services are available and advertised at Reception
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		
Is there a Patient Participation Group? Is it advertised?	✓		PPG meets bi-annually and advertised in the Practice Information leaflet and on surgery website
Are the names/photographs of GPs and staff at the surgery displayed?	✓		These are displayed on a TV in the waiting area. Unfortunately this was not working at the time of our visit. They are also displayed on the surgery website




GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 28

Question One

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


Good 	Average 	Poor 
21	6	1

Additional Comments

“Not too bad compared to some doctors”.
“Excellent no complaints”.
“No problems - am extremely happy”.

Question Two




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

Good 	Average 	Poor 
21	7	0

Additional Comments

“Very happy”.
“Excellent I can't fault the surgery opening hours”.
“Should be open at lunch time as well”.
“More Doctors as I sometimes have to wait 1 or 2 days for an appointment”.
“Could be better”.
“Want earlier appointments”.
“Should be open every Saturday morning”.
“I can always get an appointment when I want and with the Doctor I want”.




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	8	1

Additional Comments

3 people did not respond to this question.
 “Good bus route”.
 “Ample Parking”.
 “Easy, I live local”.
 “Not easy to Park”.
 “Very good Access”.




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

Good 	Average 	Poor 
27	1	0

Additional Comments

“Excellent in all aspects”.
 “It’s very clean and inviting.”
 “Sometimes smells”.




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

Good 	Average 	Poor 
23	4	0

Additional Comments

1 person did not respond to this question.
 “Not bad, should focus on your need”.
 “Excellent, very good”.
 “Fantastic”.
 “It’s possible to stick to one GP”.
 “Are quite approachable, but could be better”.

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




Good 	Average 	Poor 
23	1	0

Additional Comments

4 people did not respond to this question.
 “Nice people, can spare time to talk to you”.
 “Excellent service”.
 “Nurses should smile more”.

Question Seven

How would you rate the Reception Staff at the surgery?




Good 	Average 	Poor 
26	1	0

Additional Comments

1 person did not respond to this question.
 “Are polite and professional most of the time”.
 “They know what they are doing”.
 “The staff are friendly”.
 “No complaints have been using the surgery for 21 years”.

Question Eight




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

Good 	Average 	Poor 
20	6	1

Additional Comments

1 person did not respond to this question.
 “Usually get through quickly”.
 “Very good, excellent”.
 “Always within 5 minutes each day”.
 “Sometimes wait a while”.
 “Bad most of the time”.
 “Often running late”.



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

Good 	Average 	Poor 
18	7	1

Additional Comments

2 people did not respond to this question.
 “Very good, very satisfied”.
 “Exceptionally good”.
 “Don’t think I have been involved in making decisions about my care”
 “They don’t ask you about it”.

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

Good 	Average 	Poor 
26	2	0

Additional Comments

“Very good”.
 “Best it’s ever been”.
 “Very well”.
 “Definitely average”.

Other Comments Received

None

Recommendations * Surgery response in red

- 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.
- *This was discussed with our Patient Participation Group and signage has since been implemented advising patients to ask at reception for information if the patient is concerned the doctor is running late.*

Date of Enter and View Visit	Monday 16 th March 2015
Authorised Representatives	Vivienne Gaster Deb Smith
Report Published	Thursday 7 th May 2015