

GP Surgery Enter and View Report

Queens Road Surgery - 27th March 2017

88a Queens Road, Nuneaton, CV11 5LE

Practice Information * Information received from Surgery

Practice Manager: Julie Sewell

Contact Details: 02476 642368

Julie.sewell3@nhs.net

Number of GPs	1 + 1 locum
Number of Practice Nurses	1
Number of Healthcare Assistants	1
Number of Reception Staff	3

Current Number of Patients	2806
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Opening Hours	
Monday:	8:00 am - 6:30 pm
Tuesday:	8:00 am - 6:30 pm
Wednesday:	8:00 am - 6:30 pm 6:30pm - 8:00pm fortnightly
Thursday:	8:00 am - 1:30pm
Friday:	8:00 am - 6:30 pm
Saturday:	Closed
Sunday:	Closed

Services Provided/Specialist Clinics
<ul style="list-style-type: none">• Minor Surgery• Well woman clinic• Well man clinic• Maternity services• Diabetes clinic• Contraceptives - other• Asthma clinic

GP Surgery Observation

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Observation Criteria	Comments
External Building Condition	Solid looking brick and tiled building in good condition on main road.
Internal Decoration	Light, bright cream walls with varnished woodwork. Decor was clean and tidy with some bench seating provided in the waiting room.
Parking arrangements, Including Provision for Disabled Visitors	There is no parking on site. Patients use pay and display car parks nearby.

Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		
Clear guidance on how to inform the surgery of your arrival?	✓		Signage asks patients to book into reception.
Electronic check-in in waiting room?		✓	
Is there confidentiality/privacy at reception?	✓		There is a side access counter away from the waiting room for privacy.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		A tannoy system announces the next patient.
Are waiting times displayed/patients informed?	✓		
Is online booking advertised?	✓		Via a poster by the front door.
Is the waiting room child friendly?	✓		There are also toys provided.
Is a hearing loop installed?	✓		
Toilets Available?	✓		One disabled unisex toilet downstairs
Hand sanitisers available?	✓		On both counters
Are there clear notice boards with up to date information displayed?	✓		Displays are neat and tidy. We noticed that one board needed updating.
Is the information provided available in other formats?	✓		Big Word information on how to access the telephone service is also given
Are translation services available? Are they advertised?	✓		Website has a drop down box with a choice of language. Staff speak several languages.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		Suggestion box is clearly visible.
Is there a Patient Participation Group? Is it advertised?	✓		PPG Chair-person came to talk with us.
Are the names/photographs of GP's and staff at the surgery displayed?	✓		Names of staff on board in waiting room.

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 13

Question One

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

Excellent	Good	Average	Poor
8	2	1	1

Additional Comments

One person did not respond to this question.

“Not keen on phoning early still in bed at 8 a.m.!”

Note - our Authorised Representatives checked with the Practice Manager about the appointment booking system and the comment above relates to the previous system that was in place - patients can now call anytime.

“Work nights makes things difficult.”

Question Two

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

Excellent	Good	Average	Poor
4	8	0	0

Additional Comments

One person did not respond to this question.

“Not sure, I am a new patient.”

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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	7	1	0

Additional Comments

“No parking.”
“Park in Lidl supermarket.”
“Walk.”

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

Excellent	Good	Average	Poor
7	6	0	0

Additional Comments

No additional comments received.

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

Excellent	Good	Average	Poor
10	2	1	0

Additional Comments

“Brilliant, listens.”

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

Excellent	Good	Average	Poor
9	1	1	0

Additional Comments

Two people did not respond to this question.

No additional comments received.

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

Excellent	Good	Average	Poor
8	3	1	1

Additional Comments

“Polite, friendly”
“Mean, stern.”

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

Excellent	Good	Average	Poor
4	8	1	0

Additional Comments

No additional comments received.

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

Excellent	Good	Average	Poor
11	1	0	0

Additional Comments

One person did not respond to this question.

“They listen to you.”

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

Excellent	Good	Average	Poor
11	2	0	0

Additional Comments

“They kick into gear.”

Other Comments Received

“Transferred from Birmingham - delighted with service - so much better.”

Note: The surgery currently use a triage system which we were informed had led to a reduction in the need for appointments and DNAs (patients not attending appointments).

Recommendations

- The surgery to widely communicate the changes to the appointment booking system and look into concerns raised by the patients in respect of the process.
- The Surgery is encouraged to share best practice with other surgeries, especially in connection with the current triage system being used, which has led to a reduction in the need for appointments and DNAs (did not attends).
- Surgery to consider installing a chair in the waiting room which is suitable for use by patients with mobility issues.

Surgery Response

Response by Julie Sewell, Practice Manager

"The surgery were happy to welcome Healthwatch who had some good ideas to support patient care which we will be implementing".

Date of Enter and View Visit	27/03/2017
Authorised Representatives	Sue Tulip & Diane Stobbs
Report Published	01/08/2017

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.