

# GP Surgery Enter and View Report

## Red Roofs Surgery - 20<sup>th</sup> April 2015

31 Coton Road, Nuneaton CV11 5TW

### Practice Information

Practice Manager: Jeffrey Powell

Contact Details: 02476 357100

Number of GP's	11 + 3 Registrars
Number of Practice Nurses	3
Number of Healthcare Assistants	3
Number of Reception Staff	11

Current Number of Patients	15,200
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<b>Opening Hours</b>	
Monday:	08:00 - 12:00    13:30-18:30
Tuesday:	08:00 - 12:00    13:30-18:30
Wednesday:	08:00 - 12:00    13:30-18:30
Thursday:	08:00 - 12:00    13:30-18:30
Friday:	08:00 - 12:00    13:30-18:30
Saturday:	08:00 - 12:00 pre-bookable appointments only
Sunday:	CLOSED

### Services Provided/Specialist Clinics

- Minor Surgery
- Postnatal and Baby Check
- Antenatal Clinic
- Asthma Clinic
- Travel Vaccination
- Diabetic Clinic
- Children's Immunisations
- Family Planning/Contraceptive Advice
- Learning Disabilities Health Check

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Observation Criteria	Comments		
External Building Condition	Purpose built surgery with visible signage from the main road. Litter was observed in the garden and car park areas.		
Internal Decoration	Clean and functional. The communal areas were spacious.		
Parking arrangements, Including Provision for Disabled Visitors	A car park was available to visitors to the surgery. Disabled parking bays were available.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		The surgery is not on one level. Patients will be seen on ground floor, if necessary
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?	✓		
Is there confidentiality/privacy at reception?		✓	No option to ask to speak in a private area observed
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Call system available. GPs and nurses also observed collecting patients from waiting room.
Are waiting times displayed/patients informed?		✓	
Is online booking advertised?	✓		
Is the waiting room child friendly?		✓	No toys or books observed
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?		✓	Not advertised
Are translation services available? Are they advertised?	✓		Available. Not advertised throughout the surgery
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		
Is there a Patient Participation Group? Is it advertised?	✓		Patient Participation Group Board observed
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: 36

### Question One

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




Good 	Average 	Poor 
15	10	9

### Additional Comments

2 people did not respond to this question.  
“Sometimes can get through on the phone sometimes not.”  
“Is there only one phone? Can wait an hour.”  
“At least 20 minutes to get through. Not helpful fitting you in.”  
“Don’t use it often.”  
“Do it online.”  
“Useless. Wife on the phone half an hour this morning.”  
“A bit pot luck especially to see a particular doctor.”  
“Once through OK. I don’t believe they are all busy.”  
“Ring at 8:00am in a queue, usually get an appointment.”  
“Afternoon not so bad on phones.”

**Question Two**

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




Good 	Average 	Poor 
27	6	2

**Additional Comments**

1 person did not respond to this question.  
 "Not sure what they are."  
 "Satisfactory."  
 "Have to go to walk in centre or A&E sometimes."  
 "Not too bad at all."  
 "Open later in the evening for people at work".

**Question Three**

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




Good 	Average 	Poor 
22	4	5

**Additional Comments**

5 people did not respond to this question.  
 "Car park too small."  
 "Car park usually full-limited."  
 "Parking bad - surgery next door use it as well when they shouldn't."  
 "Parking a bit manic."  
 "Very difficult to access."

**Question Four**

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




Good 	Average 	Poor 
34	1	0

**Additional Comments**

1 person did not respond to this question  
 “Very good.”  
 “No soap in toilets.”  
 “Gardens and walkway to surgery lots of litter.”

**Question Five**




How would you rate your GP at the surgery?

Good 	Average 	Poor 
31	5	0

**Additional Comments**

“Don’t always understand sometimes bring a support worker.”  
 “Professional.”  
 “Depends who you see, can choose if that doctor is available.”  
 “Prefer to see certain ones.”  
 “So many here don’t see the same one.”  
 “I like the one I usually see.”  
 “Some nicer than others.”  
 “Brilliant.”  
 “Happy with them all.”

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

Good 	Average 	Poor 
28	1	0




**Additional Comments**

7 people did not respond to this question.

“Brilliant.”

“Very good.”

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

Good 	Average 	Poor 
28	5	1

**Additional Comments**

2 people did not respond to this question

“Because they are so busy they are not always empathetic with the patient.”

“Alright.”

“Even on the phone they are rude, want to know too much.”

“They think they are doctors, too many personal questions.”

“Helpful, polite.”

“Bit slow on the phones.”

“No problems.”

“Very pleasant.”




“Brilliant.”

“Friendly enough bit nose.”

“Mum and Dad had problems.”

“Not consistent with information. One said I couldn’t book in advance one does book it.”



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

Good 	Average 	Poor 
13	14	8

**Additional Comments**

1 person did not respond to this question  
 “Depends on the doctor, no announcements about lateness.”  
 “Usually at least 15 minutes.”  
 “Slips behind sometimes.”  
 “Can wait half an hour.”  
 “Always waiting even with a young baby.”  
 “Wait a long time.”  
 “Varies, I expect that.”

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




Good 	Average 	Poor 
31	3	0

**Additional Comments**

2 people did not respond to this question.  
 “You have to ask questions if you want to know more- time schedule.”  
 “Ask questions.”  
 “If you don’t see the same doctor you have to go over it all again.”  
 “Very happy.”  
 “I’ve had same problem for a year but keep getting fobbed off with tablets when I think they should investigate more.”  
 “Ask or look on line-query it.”  
 “Pharmacy calls me and let me know.”

Question Ten

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

Good 	Average 	Poor 
31	4	1

Additional Comments

“Good points negative points.”  
 “Ongoing problem not listened to.”  
 “Always treated well.”  
 “Alright.”  
 “Brilliant.”

Other Comments Received

“It took a long time to refer a relative who had an ongoing problem.”  
 “Really happy with the surgery.”  
 “Internet helpful-not always choice of doctor.”  
 “Booking only problem.”  
 “If you could prebook appointments it would be better.”  
 “Would be useful to know how long you are likely to wait on the electronic screen when arrive.”  
 “Parking is a problem I’ve seen people park there and walk off to the shops.”  
 “My wife wasn’t told her appointment was with the duty doctor until she had made it. She should have been told first.”



## Recommendations

- The surgery look into the concerns raised by the patients in respect of the appointment booking system. One solution to this could be maximising the use of online appointment booking to reduce the amount of telephone traffic.
- 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 or the use of the electronic check in to notify patients of current waiting times.

## Surgery Response

Received from Jeffrey Powell, Practice Manager

- 1) We have actively promoted the use of on line booking and were in the top ten Vision surgeries in the UK after the first 12 months for sign up, as of now we have over 4000 patients registered 26% of our population. We have 8 telephone lines coming into the practice but maintain a high level of on the day booking and a duty doctor system, which our PPG supports as it gives guaranteed access to a GP. The downside is that it generates a high volume of calls but we track and report on these daily and weekly through our website.
- 2) We have two TV screens running in house messages and national/local Health campaigns, which can also be used for patient calling. Unfortunately the hard drive that supports them failed and was away being repaired when we were visited, thus not all material was observed.
- 3) We accept that the waiting areas could be more child friendly, we do have toys but they often migrate to rooms or out of the surgery and we will look for a more fixed of play table or similar arrangement.

Date of Enter and View Visit	Monday 20 <sup>th</sup> April 2015
Authorised Representatives	Diane Stobbs Alison Wickens
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