

# GP Surgery Enter and View Report

## St Wulfstan Surgery - 20<sup>th</sup> April 2015

Northfield Road, Southam, Warwickshire CV47 0FG

### Practice Information

Practice Manager: Lindsay Ward  
Contact Details: 01926 810939  
[www.stwulfstan.co.uk](http://www.stwulfstan.co.uk)

Number of GP's	3
Number of Practice Nurses	2
Number of Healthcare Assistants	1
Number of Reception Staff	5

Current Number of Patients	3866
----------------------------	------

Opening Hours	
Monday:	08:30 - 17:00 07.00-08.00 Prebooked Appointments Only
Tuesday:	08:30 - 18:00
Wednesday:	08:00 - 17:00
Thursday:	08:30 - 18:00
Friday:	08:30 - 18:00
Saturday:	08:00 - 10:00 Prebooked Appointments Only - 1 <sup>st</sup> and 3 <sup>rd</sup> Saturdays of month
Sunday:	CLOSED

### Services Provided/Specialist Clinics

- Phlebotomy
- Smoking Cessation Clinic
- Child Immunisations
- Contraceptives
- Diabetes Clinic
- Minor Surgery
- Voluntary Transport Scheme
- Asthma Clinic
- Antenatal Clinic
- COPD
- IUDs
- Travel Health

## St Wulfstan Surgery - 20<sup>th</sup> April 2015

Northfield Road, Southam, Warwickshire CV47 0FG

Observation Criteria			Comments
External Building Condition			There were no concerns observed with the external building.
Internal Decoration			The surgery is clean, tidy and decorated to a good standard.
Parking arrangements, Including Provision for Disabled Visitors			There is ample car parking at the front of the building with disabled spaces and ambulance parking.
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		The surgery is accessed via automatic doors and a lift to the 2 <sup>nd</sup> floor.
Clear guidance on how to inform the surgery of your arrival?	✓		There was lots of information in the porch area with notices being clearly displayed.
Electronic check-in in waiting room?	✓		
Is there confidentiality/privacy at reception?	✓		Information is displayed on privacy and a private room is available.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Called directly by GP/Nurse.
Are waiting times displayed/patients informed?	✓		Patients would be advised by Reception, however no appointment hold ups were observed. Waiting times were not displayed.
Is Patient Access advertised?	✓		In the Reception area and porch.
Is the waiting room child friendly?	✓		Small table, chair and box of toys in centre of waiting room.
Is a hearing loop installed?	✓		
Toilets Available?	✓		
Hand sanitisers available?	✓		In waiting area by electronic booking in system.
Are there clear notice boards with up to date information displayed?	✓		Several noticeboards all up to date with themed info i.e. PPG information and minutes.
Is the information provided available in other formats?	✓		
Are translation services available? Are they advertised?	✓		Translation services are available and are advertised in reception.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		Available in Reception by door.
Is there a Patient Participation Group? Is it advertised?	✓		Separate notice board available for PPG business.
Are the names/photographs of GP's and staff at the surgery displayed?	✓		In reception entrance area.




# GP Surgery Enter and View Questionnaire Results

## St Wulfstan Surgery - 20<sup>th</sup> April 2015

Number of Respondents: 33

### Question One

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

Good 	Average 	Poor 
32	1	0

### Additional Comments

"I use online booking, very useful."

"Appointment system excellent."

"Very good system."

"Only half an hour ago I phoned for an appointment and I am now here to see the doctor. Excellent."

"Very good."

"Excellent."

"Had problem with online booking and using the app."




"Very easy."

"Brilliant."

"Excellent and it's online. Always an appointment available."

"Online app difficult to use on my Mac. Better to call into surgery."




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

Good 	Average 	Poor 
30	3	0

**Additional Comments**

“Wish for a longer evening surgery.”  
 “Brilliant.”  
 “It’s sometimes full.”  
 “No problems.”  
 “Easy.”  
 “Could we have an answerphone at lunchtime please?”




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

Good 	Average 	Poor 
31	2	0

**Additional Comments**

“Car space too small.”  
 “Sometimes no spaces”  
 “Use public transport - no problems.”  
 “Excellent.”




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

Good 	Average 	Poor 
33	0	0

**Additional Comments**

“Very good.”  
“Brilliant.”




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

Good 	Average 	Poor 
31	1	0

**Additional Comments**

1 person did not respond to this question.  
“Very good.”  
“One GP is not as welcoming as the others.”  
“Brilliant.”  
“Excellent.”  
“All of them are good.”




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

Good 	Average 	Poor 
31	0	0

**Additional Comments**

2 people did not respond to this question.  
 “Great.”  
 “Very good.”  
 “Brilliant.”  
 “Excellent.”




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

Good 	Average 	Poor 
33	0	0

**Additional Comments**

“Reception staff elsewhere are often seen as ogres but these are brilliant.”  
 “Very good.”  
 “Excellent.”




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

Good 	Average 	Poor 
33	0	0

**Additional Comments**

“Excellent and on time.”  
“Excellent.”

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




Good 	Average 	Poor 
33	0	0

**Additional Comments**

None

**Question Ten**

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

Good 	Average 	Poor 
32	1	0

**Additional Comments**

“Very good.”  
 “Excellent.”  
 “Always excellent.”  
 “Good so far.”  
 “Fantastic.”  
 “Fantastic - all of them!”  
 “They are all absolutely brilliant!!”  
 “Can always get an appointment. Very good.”

**Other Comments Received**

**Patient Participation Group (PPG) comments**

“We have 11 members and one vacancy that we are trying to fill.”  
 “Would like to attract younger members but this is difficult to achieve.”  
 “PPG chair sits on GP interview and this is a plus.”  
 “We have worked with the surgery to install an onsite pharmacy and whilst we all want this there are issues with planning and location.”  
 “This practice is red hot on seeing people on time. Text reminders are sent out day before and on the morning of appointments and this helps to keep our Did Not Attend figures down to about 2%.”  
 “Online booking is working very well.”  
 “PPG also working with practice to review car parking arrangements.”



## Recommendations

- That the practice share details of their voluntary transport scheme, as an example of good practice, with other practices working in rural areas.

## Surgery Response

Received from Lindsay Ward, Practice Manager.

We really enjoyed the day and are delighted that you realize the importance of the Patient Participation Group and its impact on the practice.

We will certainly share details of our Volunteer Drivers' Service with other rural practices in the area.

We are very pleased you noticed that patients did not experience delays. Your representatives' discussions with patients did not adversely affect the running of our busy morning surgery. As you know we tend to run to time and do not like to keep patients waiting. During the last year over 87% of our patients were seen within 10 minutes of their appointment time.

It was great to get such positive feedback. In particular we were thrilled with patients' view of our receptionists.

The patients you spoke to were pleased with the appointment booking system. We don't embargo appointments and patients have been able to book appointments online for three years. We make sure that there are lots of appointments available which patients can book up to 3 months in advance. Patients have also been able to view their medical records online for the last year.

Date of Enter and View Visit	20 <sup>th</sup> April 2015
Authorised Representatives	Len Mackin Pam Wilcox
Report Published	11 <sup>th</sup> May 2015