

GP Surgery Enter and View Report

Chancery Lane Surgery - 24th August 2015

Chapel End, Nuneaton, CV10 0PB

Practice Information * Information received from Surgery

Practice Manager: Bernadette George

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| | |
|---------------------------------|-------------------------|
| Number of GPs | 2 Partners and 2 Locums |
| Number of Practice Nurses | 3 |
| Number of Healthcare Assistants | 1 |
| Number of Reception Staff | 9 |

| | |
|----------------------------|---------------|
| Current Number of Patients | 5,400 - 5,500 |
|----------------------------|---------------|

| | |
|----------------------|---------------|
| Opening Hours | |
| Monday: | 08:00 - 18:30 |
| Tuesday: | 08:00 - 18:30 |
| Wednesday: | 08:00 - 18:30 |
| Thursday: | 08:00 - 18:30 |
| Friday: | 08:00 - 18:30 |
| Saturday: | 09:00 - 12:00 |
| Sunday: | CLOSED |

| | |
|---|--|
| Services Provided/Specialist Clinics | |
| <ul style="list-style-type: none">• Antenatal Clinic• Asthma Clinic• Child Health Surveillance• COPD Clinic• Diabetes Clinic• Heart Disease Clinic | <ul style="list-style-type: none">• New Patient Check Up• Phlebotomy• Post Natal Clinic• Smoking Cessation Clinic• Minor Surgery• Child Immunisations |

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| Observation Criteria | Comments | | |
|---|---|----|---|
| External Building Condition | Purpose built building. No concerns were observed with the external building condition. | | |
| Internal Decoration | The surgery is clean and tidy. A little tired looking in places. | | |
| Parking arrangements, Including Provision for Disabled Visitors | 8 spaces, including one disabled. Street parking available close by. | | |
| Observation Criteria | Yes | No | Comments |
| Wheelchair/Pushchair Accessible? | ✓ | | All consulting rooms and waiting areas on ground floor. |
| Clear guidance on how to inform the surgery of your arrival? | ✓ | | Separate windows for prescriptions and for reception. |
| Electronic check-in in waiting room? | | ✓ | |
| Is there confidentiality/privacy at reception? | ✓ | | A notice indicates that privacy can be arranged on request. |
| Are Reception Staff approachable and friendly? | ✓ | | |
| Is there a call system for appointments? | ✓ | | Doctors and nurses call patients themselves. |
| Are waiting times displayed/patients informed? | ✓ | | |
| Is online booking advertised? | ✓ | | |
| Is the waiting room child friendly? | ✓ | | |
| Is a hearing loop installed? | ✓ | | |
| Toilets Available? | ✓ | | Including separate disabled toilet. |
| Hand sanitisers available? | ✓ | | |
| Are there clear notice boards with up to date information displayed? | ✓ | | |
| Is the information provided available in other formats? | | ✓ | There has been no demand for this service. |
| Are translation services available? Are they advertised? | | ✓ | There has been no demand for this service. |
| Is signage clear and up to date? | ✓ | | |
| Is there a comments/complaints box available? | | ✓ | |
| Is there a Patient Participation Group? Is it advertised? | ✓ | | Group meets 3 monthly but is not advertised. |
| 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: 24

Question One

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

| Good  | Average  | Poor  |
|---|--|---|
| 17 | 3 | 4 |

Additional Comments

“You struggle to get an appointment if you can't get in at 8 o'clock you might have to wait a week.”

“I find it difficult to get a booking.”

“You need to ring dead on 8 o'clock.”




“It's a bit of a nuisance having to call at 8a.m.”

“I waited a week for this appointment.”

“Good today but I often have to wait.”

Question Two




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

| Good  | Average  | Poor  |
|---|--|---|
| 23 | 1 | 0 |

Additional Comments

None




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

| Good  | Average  | Poor  |
|---|--|---|
| 14 | 10 | 0 |

Additional Comments

“Parking is limited.”
 “Buses only hourly and do not always link in with appointment times.”
 “Difficult to park at times.”
 “Car park is small.”

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

| Good  | Average  | Poor  |
|---|--|---|
| 23 | 0 | 0 |

Additional Comments

One person did not respond to this question.

“Always good like today.”
 “Toilets are always clean.”

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

| Good  | Average  | Poor  |
|---|--|---|
| 21 | 2 | 0 |

Additional Comments

One person did not respond to this question.




“Excellent.”

“Great.”

“Very good.”

“I can't always see the same doctor.”

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

| Good  | Average  | Poor  |
|---|--|---|
| 22 | 0 | 1 |

Additional Comments

One person did not respond to this question.

“Fantastic.”




“Excellent.”

“Very good.”

“I have problems with one person.”

Question Seven

How would you rate the Reception Staff at the surgery?

| Good  | Average  | Poor  |
|---|--|---|
| 23 | 0 | 0 |

Additional Comments

One person did not respond to this question.

“Lovely.”

“No problem at all.”

“Very good.”

“Very helpful.”

“Exceptional.”

Question Eight

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

| Good  | Average  | Poor  |
|---|--|---|
| 19 | 3 | 1 |

Additional Comments




One person did not respond to this question.

“I sat for one and a half hours the other day. The doctor didn't know I was there.”

“Sometimes you have to wait. It has got to be expected.”

Question Nine

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

| Good  | Average  | Poor  |
|---|--|---|
| 21 | 1 | 0 |

Additional Comments

Two people did not respond to this question.

“Good - doctor phones me up occasionally.”




“Always informs me what is happening.”

“Good I am definitely involved.”

“Very much involved.”

Question Ten

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

| Good  | Average  | Poor  |
|---|--|---|
| 22 | 1 | 0 |

Additional Comments

One person did not respond to this question.

“Good and they have been since the day they opened.”

“Quite good.”

“Very good.”

“Very happy with them.”

Other Comments Received

“All very good.”

Comment from the Chair of the Patient Participant Group (PPG):

“I have been a patient at the surgery since its inception about 30 years ago. I could obviously be prejudiced but I am of the belief that it is an excellent surgery. I know many patients who attend and have always found the service to be excellent. The current practice of offering a telephone consultation service is also excellent and reassures people that they have spoken to a medically qualified professional person and if necessary the Doctor decides if he needs to see the individual patient.

I appreciate it is frustrating at times being asked to telephone back the next day at 8.00am if the receptionist does not have an appointment to offer that day. It is also frustrating not to be able to see the Doctor of choice in an emergency but if there are no appointments available there is always a telephone consultation with the Doctor on call and then he decides if you need to be seen urgently.

As I have said I have never experienced any problem getting an appointment either for myself, my husband or a member of my disabled daughter's family as I telephone on her behalf. All the Doctors, Nurses and Receptionists seem to genuinely care about their patients and endeavour to meet their expectations.”

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.
- The surgery consult with the Patient Participation Group (PPG) about having space on the notice boards in the reception area to raise awareness of the group and its activities.
- The surgery install a complaints box in the reception area in line with the notice that states that one is available.

Surgery Response

PPG response:

As the Chair of the PPG I have visited another surgery and frequently speak to other Chairs at the WN CCG Patient Forum. I have seen the PPG Boards you speak of and although in the past we have displayed information about the PPG and in particular the information about DNA appointments we have not had a dedicated board. It is something that we will discuss at the next PPG meeting and hopefully take forward.

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|------------------------------|----------------------------------|
| Date of Enter and View Visit | 24th August 2015 |
| Authorised Representatives | Jennifer Gilder Dilys Skinner |
| Report Published | 1st October 2015 |