

GP Surgery Enter and View Report

Southam Surgery - 24th March 2017

Stowe Drive, Southam, CV47 1NY

Practice Information * Information received from Surgery

Practice Manager: Ann Beadle

Contact Details: 01926 815842

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Number of GPs	3 Partners (1 full time and 2 part time) 3 Salaried GP's 3 Trainees(Training Practice)
Number of Practice Nurses	2 part-time
Number of Healthcare Assistants	2 part-time
Number of Reception Staff	6 part-time

Current Number of Patients	8,100
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Opening Hours		
Monday:	8:30 am - 1:00 pm	2:00 pm - 6.30 pm
Tuesday:	7:00am - 1:00 pm	2:00 pm - 7.30 pm
Wednesday:	8:30 am - 1:00 pm	2:00 pm - 6.30 pm
Thursday:	7:00am - 1:00 pm	2:00 pm - 7.30 pm
Friday:	8:30 am - 1:00 pm	2:00 pm - 6.30 pm
Saturday:	Closed	
Sunday:	Closed	

Services Provided/Specialist Clinics

- Child health Clinic
- Mum and baby Clinic (in conjunction with Health Visitor from another clinic)
- NHS Health checks for over 75s
- Minor surgery
- Health screening
- Blood Pressure Clinics
- Flu Clinics
- Wound Management
- AAA Clinic
- Travel vaccinations
- Diabetes Review
- Asthma Clinic
- Family planning Clinic
- Cervical screening
- Phlebotomy
- COPD Clinic
- INR Clinics

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Built 25 years ago, is of a modern design, some wear and tear but as expected for a building of this age.		
Internal Decoration	Very good condition, clean and light.		
Parking arrangements, Including Provision for Disabled Visitors	One disabled parking space next to surgery entrance. On-site parking is available.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Ramp/automatic door with a wheelchair in foyer for patient use.
Clear guidance on how to inform the surgery of your arrival?	✓		Clear information requesting patients report to reception.
Electronic check-in in waiting room?	✓		On reception desk.
Is there confidentiality/privacy at reception?		✓	Reception is open plan but a side room is available if necessary.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Calls carried out by clinicians within the waiting area.
Are waiting times displayed/patients informed?	✓		Reception carries out this function.
Is online booking advertised?	✓		On external door and wall.
Is the waiting room child friendly?	✓		Good size area with plastic toys and play floor covering.
Is a hearing loop installed?	✓		
Toilets Available?	✓		Two toilets clearly signed. Disabled facilities/baby changing in one toilet.
Hand sanitisers available?	✓		By check in screen
Are there clear notice boards with up to date information displayed?	✓		In entrance foyer and main waiting area.
Is the information provided available in other formats?		✓	Not seen
Are translation services available? Are they advertised?	✓		The Practice Manager informed us that information is in each of the consulting rooms.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?		✓	Family and friends test only is provided.
Is there a Patient Participation Group? Is it advertised?	✓		Active PPG group with 12 members.
Are the names/photographs of GP's and staff at the surgery displayed?	✓		Names displayed but no photos of GPs/staff.

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 40

Question One

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

Excellent	Good	Average	Poor
17	16	4	3

Additional Comments

“Online is great.”

“Rarely pre-book, when I’m not well I find it stressful to have to get up then to phone.”

“It’s hit and miss.”

“Often have to wait until the next day.”

“I phoned this morning, and was given an appointment at 9.15am. Great at fitting in.”

“If I phone after 12pm I am told to phone the next day.”

“Cannot book in advance, sometimes I need to organise my drugs.”

“Getting an appointment is difficult, you cannot get one when you want one.”

“You have to ring on the day, it’s not very good.”

Question Two

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

Excellent	Good	Average	Poor
14	21	5	0

Additional Comments

“I work full time, late nights would be better. I struggle getting to see a Dr unless I take a day off work.”

“For me it is fine, for my grandson it would be nice to have an evening or a Saturday morning.”

“I work full time an 8am start would be good.”

“It would be better if it was open later in the evening.”

“It would be nice to have a Saturday surgery.”

“I’m retired it’s okay.”

“A Friday eve surgery would be really good, it would reduce the volume at A&E at the weekends.”

“It suits me.”

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
6	20	11	2

Additional Comments

One person did not respond to this question.

“Sometimes I can’t park there needs to be more spaces.”

“The humps are high.”

“I walk here, but there’s not much parking.”

“The steps are steep.”

“Parking is a bit of a pain.”

“Usually not too bad, I park on the road if there is no space in the car park. There are no yellow lines.”

“Could be better.”

“It’s difficult to park a big car.”

“A bit tricky sometimes.”

“It can be a bit of a problem at certain times.”

“Parking is rubbish, only one disabled space.”

“I cannot come on my own as there is nowhere for my mobility scooter, the ramp is very difficult to get up and then I cannot park anywhere.”

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

Excellent	Good	Average	Poor
28	11	0	0

Additional Comments

One person did not respond to this question.

No additional comments made.

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

Excellent	Good	Average	Poor
28	10	0	0

Additional Comments

Two people did not respond to this question.

“Ever so good, says it as it is.”

“I’ve got an issue with one, I feel that a GP should assess you by what you bring to the surgery rather than assumptions based upon my extensive medical record.”

“Depends on who you see.”

“Very good.”

“It would be good to have some continuity.”

“Always very helpful and friendly.”

“My Doctor is not here at present.”

“You don’t always get the same Doctor I have my favourite.”

“Brilliant, out of this world.”

“I try to get the same Doctor.”

“I want to see who I want.”

“Lovely, great, we always have trainees here.”

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

Excellent	Good	Average	Poor
31	7	0	0

Additional Comments

Two patients did not respond to this question.

“Excellent.”

“Great.”

“Lovely.”

“Always helpful and friendly.”

“Brilliant.”

“Marvellous.”

“Fantastic, helpful, kind and efficient.”

Question Seven

How would you rate the Reception Staff at the surgery?

Excellent	Good	Average	Poor
21	12	4	1

Additional Comments

Two patients did not respond to this question.

“A big improvement over the last year.”

“They have their off days.”

“Had someone be quite funny with me once, it made me feel terrible.”

“Some are better than others.”

“On the phone, they are not very polite.”

“Always happy, cheerful and nice on the phone.”

“Friendly.”

“They deal efficiently with you.”

“Some are excellent, some are not.”

“There seems to be a lack of understanding with difficulties, with appointments and trying to arrange transport to fit in to bring me into the surgery.”

“Very good.”

Question Eight

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

Excellent	Good	Average	Poor
7	20	11	0

Additional Comments

Two people did not respond to this question.

“It’s a bit slow sometimes, if the Doctor is held up with a patient.”

“Sometimes the Doctor gets behind.”

“Probably spending time they need to with another patient.”

“On the whole okay.”

“Sometimes wait 30 minutes.”

“It can’t be helped but often runs late.”

“Depends on the day.”

“I am told there is 1 GP always on time.”

“I expect to wait to see the Doctor.”

“Depends who you see, my immune system is very low and I worry about being in the waiting room a long time with many other people and infections.”

“Normally fine.”

“Delays sometimes happen, not a problem.”

“They are running late today.”

Question Nine

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

Excellent	Good	Average	Poor
24	9	2	0

Additional Comments

Five people did not respond to this question.

“Certain Doctors are better than others.”

“Time available restricts this, it would be useful to be able to give the Doctor reference to past history.”

“Absolutely fabulous.”

“The Doctor gives me lots of printed off leaflets.”

“Depends who it is.”

“Doctor gave me lots of really helpful information and advice about other organisations.”

Question Ten

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

Excellent	Good	Average	Poor
20	18	0	0

Additional Comments

Two people did not respond to this question.

“A very good surgery, I hope it continues to be.”

“There is a treatment clinic next door, so we are very lucky to have it all so near.”

“I cannot fault the surgery.”

“Very very lucky to have a surgery as good as this.”

“I have been here 5 years, I am very happy.”

“They do take good care of you.”

“I wish there was a well woman clinic here.”

“Brilliant.”

“No problems at all.”

Other Comments Received

“All my family are here and we are all happy.”

“It would be nice to have an idea of how long the wait is, a rolling information monitor would be helpful.”

“I think this is an excellent surgery, you can have blood tests done here, and I know lots of friends who have to go to Warwick hospital for such things. The Doctors are all very helpful and everyone on reception are exceptionally helpful and friendly. This is a Star surgery.”

“I think the surgery does a very good job. The staff are polite and helpful, the nurses are the best you can have. At present the staff are working under pressure due to Doctors being away. They are doing a fantastic job and do not deserve all the criticism they are getting.”

On speaking with two members of the PPG group, our Authorised Representatives were told that the PPG has an active diary of events, with bi-monthly meetings and they are working hard to get younger people involved. The PPG members felt that although the surgery is currently under pressure due to 2 GPs not being available, the surgery is coping well.

Recommendations

- The surgery to 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.
- Surgery to look at advertising opening hours and extended hours as some patients are unaware that the surgery are offering evening appointments.
- 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.
- It is recommended that a comments/complaints box be provided in reception so that patients can feed back anonymously and confidentially. The surgery currently uses the NHS Friends and Family test but this does not give provision for patients to raise queries or complaints and is a separate system.

Surgery Response

Response by Ann Beadle, Practice Manager

- We do not have a comments box but will look into this. We currently use the FFT cards which most practices use instead of a comments box and the CQC were happy with this in our recent inspection. (Feb 2016)
- Extended hours availability - this is widely advertised in the surgery, on newsletters, on the surgery leaflet and website. Unfortunately however much we advertise there are still some patients unaware of this service. On the day of the visit one of the patients was not aware of our extended hours. As a result we have once again included this information in our newsletter but have made this more prominent.
- We do have a system in place to advise patients when appointment are running late, indeed this came into play when the inspectors were here. As soon as any doctors or nurse is running 15 minutes late the receptionist announces the delay to all in the waiting room. New patients coming in to the desk are advised of any delays. Further regular announcements are made to keep patients up to date. Our self check in system does not have the facility to have updates automatically flash up on screen.

- There were some comments about the surgery appointment system. This is something that the surgery is always reviewing with the Patient Participation Group. I would like to make clear that the surgery has been through a difficult time during the last 6 months with 2 doctors being away from surgery long term. One absence was at very short notice and affected the appointments system whilst we struggled to find a locum. A total of 13 sessions per week were lost by this absence. The Patient Group were kept up to date of this issue (as was the CCG and NHSE), patients were advised through posters in house and directly of difficulties we had been experiencing. Unfortunately some patients were unhappy that their regular GP was not available despite being kept informed of changes within the practice. One of the GPs is now back from long terms sickness and additional regular locum cover is available to help with appointment availability.

Date of Enter and View Visit	24 th March 2017
Authorised Representatives	Len Mackin Maggie Roberson
Report Published	24 th October 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.