

# GP Surgery Enter and View Report

## Waterside Medical Centre - 18<sup>th</sup> May 2015

Court Street, Leamington Spa, CV31 1BB

### Practice Information \* Information received from Surgery

Practice Manager: Tim Morris

Contact Details: 01926 428321

tim.morris@watersidemc.nhs.uk

Number of GP's	5
Number of Practice Nurses	4
Number of Healthcare Assistants	1
Number of Reception Staff	4

Current Number of Patients	11500
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### Opening Hours

Monday: 08:00-20:00  
Tuesday: 08:00-18:30  
Wednesday: 08:00-18:30  
Thursday: 08:00-18:30  
Friday: 08:00-18:30  
Saturday: 08:00-11:00  
Sunday: CLOSED

### Services Provided/Specialist Clinics

- Phlebotomy
- Family Planning
- Minor Surgery
- Antenatal Clinic
- Flu vaccinations
- Asthma Review Clinic
- Diabetic Clinic
- Smoking Cessation Clinic
- Child Health Clinic
- Heart Disease Clinic
- Travel Immunisations & Vaccinations

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Observation Criteria	Comments		
External Building Condition	Purpose built modern building in very good condition		
Internal Decoration	Very good, clean and tidy		
Parking arrangements, Including Provision for Disabled Visitors	Free on-site parking for 37 cars with 5 disabled bays		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?	✓		
Is there confidentiality/privacy at reception?		✓	Reception is open but there is a side room which can be used.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		
Are waiting times displayed/patients informed?	✓		
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		There is a separate area with toys.
Is a hearing loop installed?	✓		It is turned off unless asked for as phone calls can be overheard.
Toilets Available?	✓		
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?	✓		
Are translation services available? Are they advertised?	✓		
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		
Is there a Patient Participation Group? Is it advertised?	✓		
Are the names/photographs of GP's and staff at the surgery displayed?	✓		Displayed on screen




# GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 56

### Question One

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

Good 	Average 	Poor 
33	17	6

### Additional Comments

“One of the best surgeries.”

“You can’t get an appointment when you need one.”

“I would like to be able to get an appointment for the same GP, otherwise I am repeating information.”

“I find it frustrating for the morning session as you have to be on the phone for 8 o’clock.”

“Sometimes it takes quite a while to get through.”

“I can sit waiting for hours and I don’t know how to use the online service.”

“Never had a problem.”

“Hard to book an appointment.”



“Very long waiting time to see someone.”

“It depends as it can be very good or very poor.”

“It can take 15 minutes to get through some days.”

**Question Two**

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




Good 	Average 	Poor 
48	5	1

**Additional Comments**

Two people did not respond to this question.  
 “The surgery always offer late appointments.”  
 “Not even sure what they are.”  
 “Have the surgery open for evening appointments.”  
 “Good - I can get down here after work.”  
 “The surgery could accommodate for later appointments.”  
 “I work and I manage to get an appointment OK.”  
 “Very good.”  
 “Not sure what time the surgery is open.”  
 “Looking forward to weekend opening.”

**Question Three**




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

Good 	Average 	Poor 
34	17	5

**Additional Comments**

“Parking is quite poor.”  
 “Parking is a bit of an issue but it can be the time of day.”  
 “Parking is a nightmare! There are not enough spaces.”  
 “Bit tricky.”  
 “Parking is dreadful.”  
 “Car park can get full.”  
 “Parking is a bit difficult and the disabled spaces are often full.”  
 “Parking is normally O.K but had to wait for a space today.”




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

Good 	Average 	Poor 
54	2	0

**Additional Comments**

“Nice.”  
“Great.”  
“Lovely.”  
“Very clean.”  
“Excellent.”

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

Good 	Average 	Poor 
44	6	3

**Additional Comments**

Three people did not respond to this question.  
“Fantastic.”  
“Brilliant, really good.”  
“Some are excellent.”  
“It depends on who you get.”  
“Some are very good although I did have a bad experience with one.”  
“Some are good, some are average.”  
“All are fantastic.”  
“Not enough of them as there are two off sick.”  
“I like them all.”  
“One GP I have not been pleased with as I felt they didn’t take me seriously.”  
“Outstanding.”  
“I generally see my requested GP.”  
“I take whoever is available so there is no continuity.”  
“I see a different GP each time.”




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

Good 	Average 	Poor 
49	2	1

**Additional Comments**

Four people did not respond to this question.  
 “Fabulous.”  
 “Really Good.”  
 “Great.”  
 “One is nicer than the other.”  
 “Very Good.”  
 “Nice.”  
 “Brilliant.”

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




Good 	Average 	Poor 
47	8	0

**Additional Comments**

One person did not respond to this question.  
 “They have always been very nice to me.”  
 “They are under a lot of pressure, especially with the appointments system.”  
 “I have no issues as they are always accommodating.”  
 “They are under quite a lot of pressure but I find them to be good and helpful.”  
 “Brilliant.”  
 “Lovely.”  
 “Helpful.”  
 “Very effective.”  
 “They are nice and polite.”  
 “Some can be a bit miserable.”  
 “They don’t wear name badges.”

**Question Eight**

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

Good 	Average 	Poor 
21	30	4

**Additional Comments**

One person did not respond to this question.

“Could be better.”

“Recently it has been good and I have not been waiting more than 10 minutes.”

“Not good but I don’t think that the surgery can do anything about it.”

“I have sat and waited for 40 minutes.”

“Variable.”

“It depends.”

“There is usually a small delay but it is not too bad.”

“You do expect to wait a little bit.”

“You can wait an hour with no update.”




“It is pot luck on the day.”

“It varies very much as it depends on how long it has taken for the previous appointment.”

“It is always bad and you are told a waiting time but not the reason for the wait.”

**Question Nine**

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

Good 	Average 	Poor 
42	9	1

**Additional Comments**

Four people did not respond to this question.

“Some GPs are very good and involve you but not everybody.”

“They don’t let me input.”

“Some people may not be good at insisting on being involved.”




“It depends on the GP.”

“Some GPs are better than others.”

“Excellent.”

**Question Ten**

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

Good 	Average 	Poor 
46	10	0

**Additional Comments**

“It can be so hard to get appointments for non-emergencies as it can be up to two weeks later.”

“Very good.”

“The surgery need to sort out their appointment booking system for non-emergency/child.”

“Good to average.”

“I would recommend this surgery.”



## Other Comments Received

“Keep up the good work!”

“Could we please have some parent and child spaces in the car park?”

“Patients need the opportunity to book an appointment to see a GP for a non-emergency.”

“There is a problem with the online system as anything I put on it doesn't seem to get picked up by the surgery.”

“I have a problem with intrusive questioning.”

“This is a really good surgery which is well organised but the appointment system is lacking.”

“The surgery does a really good job, the Receptionists are always friendly and I have never felt like I am wasting their time.”

“I feel that there is a time pressure when I see the GP and that I can only talk about one thing when I go in for my appointment. I am reluctant to come unless I have to.”

“It is a bit annoying when you can't make an appointment more than two weeks in advance.”

“The online system is really good and I find that some of the GPs listen to me but it can be a bit variable.”

“The surgery could improve the waiting times but I don't know if it is because they need more GPs or there are too many patients.”

“More GPs are needed.”

“Generally quite pleased with the surgery.”

“People from other organisations are parking in the GPs surgery.”

“The book-in system sometimes says that there is no wait time but you can wait for 30-50 minutes.”

## Recommendations

- Surgery to advertise opening hours so that patients are aware what these are. This was discussed with the Practice Manager on the day of the visit.
- Informing patients on the day of any delays which may impact their appointment, especially when delays are likely to be longer than those displayed on the electronic check in. Good practice seen at other surgeries has involved a notice board in Reception.
- 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. This may also require educating patients on how to use the online booking system.

## Surgery Response

Response by Tim Morris, Practice Manager

Further to your recommendations I can confirm that, following verbal feedback from the visiting team on the day, the practice immediately actioned the following:

- New 'practice information' notice board created with details of openings hours, availability of confidentiality window, availability of fresh water and availability of translators.
- Updating our two waiting room TV screens to also include details of opening hours and availability of appointments.
- We have liaised with both our clinical system supplier and PPG regarding the indicated delays on the touch screen check-in system and have subsequently removed this facility as there is no way to ensure it is entirely accurate due to its internal algorithms and our PPG felt that it was more often misleading than not. In its place we have implemented a staff Standard Operating Procedure whereby delays of more than 15 minutes will be announced to waiting patients.
- The final recommendation talks about the practice planning to look into maximising the use of online appointments. This is something we already do and we are in the top quartile in the country for this with 2/3 of our patients registered for the service. We promote this service using every means available including SMS, email, monthly newsletters, waiting room notice boards, waiting room TV screens, new patients' registrations and staff prompts.

Date of Enter and View Visit	18 <sup>th</sup> May 2015
Authorised Representatives	Lianne Burton Su Jenkins
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