

GP Surgery Enter and View Report

The Chaucer Surgery - 17th March 2017

Off School Walk, Attleborough, Nuneaton, CV11 4UZ

Practice Information * Information received from Surgery

Practice Manager: Fiona Edwards

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Number of GPs	1.3 WTE
Number of Practice Nurses	1 Advanced Nurse Practitioner, 1 Practice Nurse
Number of Healthcare Assistants	1 (Part time)
Number of Reception Staff	4 (Part time), 1 Medical Secretary

Current Number of Patients	2800
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Opening Hours	
Monday:	8am-6pm
Tuesday:	8am-6pm
Wednesday:	8am-6pm
Thursday:	8am-6pm
Friday:	8am-6pm
Saturday:	
Sunday:	

Services Provided/Specialist Clinics
<ul style="list-style-type: none">• Phlebotomy• NHS Over 70s Health Checks• Diabetes Clinic• Minor Surgery• Smoking Cessation Clinics• AAA screening• Annual retinal screening• Asthma Clinic• Hypertension Clinic• Travel Immunisations• Healthy Living

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Built in 2003 and in very good condition		
Internal Decoration	Very good condition, clean and tidy		
Parking arrangements, Including Provision for Disabled Visitors	Car parking provided with disabled space next to surgery front door		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Doorbell provided to call for assistance.
Clear guidance on how to inform the surgery of your arrival?	✓		Also a notice in Braille.
Electronic check-in in waiting room?		✓	Not provided
Is there confidentiality/privacy at reception?		✓	Open plan with small waiting room. Conversations can be overheard but a confidential room is available.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Electronic sign with bell.
Are waiting times displayed/patients informed?	✓		This is done via reception.
Is online booking advertised?		✓	Not seen but advised it is advertised
Is the waiting room child friendly?	✓		Childrens' play area with cleaning rota on view .
Is a hearing loop installed?	✓		This is indicated on Reception.
Toilets Available?	✓		One unisex toilet, with disabled access and baby changing facilities.
Hand sanitisers available?	✓		Two are available.
Are there clear notice boards with up to date information displayed?	✓		Notice boards are cluttered making it difficult to read information.
Is the information provided available in other formats?		✓	Not seen at the time of the visit.
Are translation services available? Are they advertised?	✓		Patients asked to bring their own interpreter who is usually a family member.
Is signage clear and up to date?	✓		Also provided in Braille.
Is there a comments/complaints box available?		✓	There is a 'family and friends test' box available but not a separate box for comments/complaints.
Is there a Patient Participation Group? Is it advertised?	✓		
Are the names/photographs of GP's and staff at the surgery displayed?		✓	Not seen

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 17

Question One

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

Excellent	Good	Average	Poor
7	8	1	1

Additional Comments

“I like text messages, it’s a lot better now, you can book in advance and can cancel by text.”

“I have to wait days sometimes.”

“Very, very good.”

“It takes too long to get through and then there are no appointments.”

Question Two

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

Excellent	Good	Average	Poor
7	10	0	0

Additional Comments

“Could be a little better.”

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
7	8	2	0

Additional Comments

“Sometimes the car park is a bit full.”
“No problems.”

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

Excellent	Good	Average	Poor
7	8	2	0

Additional Comments

No additional comments

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

Excellent	Good	Average	Poor
4	11	2	0

Additional Comments

“Don’t know who you are going to see, I prefer to see the same doctor.”
 “Locums - need continuity, not seen the same one.”
 “If we could have regular GPs.”
 “Always good, Always different.”
 “If it’s a new one - depends on who you see.”
 “Rarely see a GP but today good.”
 “Fantastic.”

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

Excellent	Good	Average	Poor
9	7	0	0

Additional Comments

One person did not respond to this question

“Fantastic.”

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

Excellent	Good	Average	Poor
11	6	0	0

Additional Comments

“Fantastic.”

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

Excellent	Good	Average	Poor
4	9	3	1

Additional Comments

“Not too bad.”
“usually late.”

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

Excellent	Good	Average	Poor
6	9	2	0

Additional Comments

“I do what I have to do!”

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

Excellent	Good	Average	Poor
5	11	1	0

Additional Comments

No additional comments

Other Comments Received

No other comments received

Recommendations

- The review team were impressed with the signage on the front door and throughout the public spaces that also included text in braille. The surgery is encouraged to share best practice with other surgeries.
- The surgery to provide a suggestions/complaint box for patients that is clearly visible. The Family and Friends test, whilst mandatory, is very limited for gathering patient views.
- The waiting room notice board was cluttered and needs a refresh - we couldn't find information on electronic booking even though we were told it was there.
- We recommend that a board be put in place with the names and roles of current staff, with photographs if possible. There is a very old board in the waiting area and patients told us that the GP named on this board, Dr. Balakrishnan, left a long time ago. Unless the board is there for historical interest we would suggest removing it.

Surgery Response

No additional comments.

Date of Enter and View Visit	17 th March 2017
Authorised Representatives	Len Mackin Diane Stobbs
Report Published	20 th April 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.