

# GP Surgery Enter and View Report

Sherbourne Medical Centre - 7<sup>th</sup> November 2016

40 Oxford Street, Leamington Spa, CV32 4RA

## Practice Information \* Information received from Surgery

Practice Manager: Jane Eite

Contact Details: [jane.eite@sherbourne.nhs.uk](mailto:jane.eite@sherbourne.nhs.uk)

Tel: 01926 333511

Number of GPs	6 and 1 trainee GP
Number of Practice Nurses	2
Number of Healthcare Assistants	2
Number of Reception Staff	7

Current Number of Patients	9497
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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:	Alternate 08:30 - 12:30
Sunday:	CLOSED

## Services Provided/Specialist Clinics

- Accredited Research Surgery
- Baby and Child Health
- COPD
- Minor Surgery
- Over 75's Health Checks
- Smear Tests
- Travel Health
- Antenatal Clinic
- Child Immunisations
- Family Planning
- Over 40's Health Checks
- Phlebotomy
- Smoking Cessation

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Observation Criteria	Comments		
External Building Condition	Purpose built surgery in the 1980's.		
Internal Decoration	Internal decoration was clean and functional. Furniture within the waiting areas was observed to be in a good condition.		
Parking arrangements, Including Provision for Disabled Visitors	No parking is available on site. Pay by meter street parking is available nearby.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Patients with restricted mobility are see downstairs.
Clear guidance on how to inform the surgery of your arrival?	✓		Electronic check in available.
Electronic check-in in waiting room?	✓		Two terminals available.
Is there confidentiality/privacy at reception?		✓	No sign observed offering the use of private room for confidential discussion.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Doctors and nurses collect patients from waiting room.
Are waiting times displayed/patients informed?		✓	
Is online booking advertised?	✓		On TV Displays in the waiting rooms.
Is the waiting room child friendly?	✓		Child friendly seats and tables available and number of books.
Is a hearing loop installed?	✓		
Toilets Available?	✓		Toilets available on first floor and disabled toilet on ground floor.
Hand sanitisers available?	✓		In porch and on first floor.
Are there clear notice boards with up to date information displayed?	✓		Leaflet stand opposite clinic room is messy. TV display had a text box obstructing screen during part of our visit.
Is the information provided available in other formats?		✓	Not advertised.
Are translation services available? Are they advertised?		✓	Not advertised.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		Notice available.
Is there a Patient Participation Group? Is it advertised?	✓		Information about PPG available on TV display.
Are the names/photographs of GP's and staff at the surgery displayed?		✓	Names of GP's on consultation room doors.

# GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 43

## Question One

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

Excellent	Good	Average	Poor
7	21	12	3

## Additional Comments

"Haven't been for ages. Rang this morning 32 times, a nightmare-did get through and get an appointment"

"Calling up at 8am and waiting 15 minutes"

"Problem getting through on the phone"

"Can't pre-book appointments - 53 phone calls this morning to get through"

"Have to phone on day - I can have a phone in each hand at 8:05 still can't get through. Then when you do there's no appointments"

"Did 100 redials once- usually get an appointment"

"Have to book on day, difficult to book online"

"Can never get through until 8:30 although supposed to be 8:00. I want a female doctor so it can be a problem"

"20 minutes to get through this morning"

"Online booking system - not aware of it"

"Difficult to get through on phone, 17 minutes, couldn't see the doctor I usually do"

"The problem is overloading - not the system"

"hard to book pre-bookable appointments"

**Question Two**

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

Excellent	Good	Average	Poor
23	19	1	0

**Additional Comments**

“Would like weekend opening”.

**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
23	15	3	2

**Additional Comments**

“Depends on traffic”  
 “Got to pay to park, difficult as have to pay for longer”  
 “On street parking limited”  
 “Nightmare parking”  
 “Struggle to open door with pushchair”  
 “Good central location but metered parking”

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

Excellent	Good	Average	Poor
28	14	0	1

**Additional Comments**

“Toilets not clean, even if first thing in the morning”

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

Excellent	Good	Average	Poor
32	11	0	0

**Additional Comments**

“There’s only one I won’t see”  
 “The one I see now is fantastic others I’ve seen not so good”  
 “Need more time for you”  
 “Not always satisfied with what’s offered”  
 “Depends on who you see”

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

Excellent	Good	Average	Poor
32	9	0	0

**Additional Comments**

2 people did not respond to this question.  
 “Don’t see them very often”  
 “Super”

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

Excellent	Good	Average	Poor
18	20	4	0

**Additional Comments**

1 person did not answer this question.  
 “Some are excellent, some are OK - a bit obstructive”  
 “Need to be more understanding to patients on the phone”  
 “Some have off days”  
 “Best I’ve ever had - they don’t patronise you”  
 “Some not as friendly”  
 “On occasions, can be stroppy”  
 “Depends who’s on”  
 “One or two try to stop you”  
 “Most good”

**Question Eight**

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

Excellent	Good	Average	Poor
7	28	4	0

**Additional Comments**

4 people did not respond to this question.

“Varies”

“30 minutes today - no one let me know”

“No one lets you know if running late”

“Not their fault”

“Average wait 5 minutes”

“Usually seen on time”

“Have to wait sometimes”

“Doesn’t bother me”

“Patients aren’t rushed”

“Never on time”

“Can wait 20 minutes”

**Question Nine**

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

Excellent	Good	Average	Poor
28	11	0	0

**Additional Comments**

4 people did not respond to this question.

**Question Ten**

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

Excellent	Good	Average	Poor
26	13	0	0

**Additional Comments**

4 people did not respond to this question.

“Past history of this surgery with my parents not so good, but I’ve been fine”

“Need to ease appointment making and have longer consultation times”

“Main problem is getting an appointment”

“Appointments and clearer communication”

**Other Comments Received**

“Pre-bookable appointments - how do I do it?”

“Better reception manner on the phone would help?”



## Recommendations

- The surgery considers 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. One method of achieving this would be to involve the Patient Participation Group in promoting the use of online booking with patients.
- 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. This would especially impact those patients who have parked in metered parking bays, allowing them to only pay for the minimum amount of time and having the opportunity to top up the meter if extra time was required.

## Surgery Response

No additional comments.

Date of Enter and View Visit	7 <sup>th</sup> November 2016
Authorised Representatives	Karen Higgins Alison Wickens Michelle Williamson
Report Published	13 <sup>th</sup> March 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.