

GP Surgery Enter and View Report

Shipston Medical Centre - 20th June 2016

Badgers Crescent, Stratford Road, Shipston on Stour, CV36 4BQ

Practice Information * Information received from Surgery

Practice Manager: Rachel Vial

Contact Details: Tel: 01608 661845

shipstonsecretaries@nhs.net

Number of GPs	6 Partners, 3 Salaried, 1 GP Registrar (3 additional Registrars will join the practice in August)
Number of Practice Nurses	6 (1 of whom is a nurse practitioner and the nurse manager).
Number of Healthcare Assistants	3 (1 of whom is a phlebotomist)
Number of Reception Staff	7

Current Number of Patients	11,200
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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 (18:30 - 20:00 for pre-booked appointments only)
Friday:	08:00 - 18:30
Saturday:	08:30 - 10:00 for pre-booked appointments only
Sunday:	CLOSED

Services Provided/Specialist Clinics

- Over 75s service
- Minor surgery
- Child Development clinic
- Immunisations
- Leafletting service e.g. for birthdays of young children to remind children and families of services available and also adult immunisation reminders.
- Smoking Cessation Services
- Wound Care Clinic
- Anticoagulant/Warfarin clinic
- Family planning
- NHS Health Checks
- Travel Health Advice
- Chronic disease management for Asthma, diabetes, COPD, Hypertension, arterial disease and other long term conditions such as chronic kidney disease

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	The building was purpose built in 1969 and has been twice extended. The practice has also purchased a house across the road which houses private physiotherapy, osteopathy, podiatry, an orthopaedic clinic downstairs and consultation rooms upstairs.		
Internal Decoration	Clean and bright.		
Parking arrangements, Including Provision for Disabled Visitors	18 parking spaces with one disabled space. On road parking is also possible.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		
Clear guidance on how to inform the surgery of your arrival?	✓		Two touch screens - reception staff will assist if necessary.
Electronic check-in in waiting room?		✓	In the reception area.
Is there confidentiality/privacy at reception?	✓		Indication that additional confidentiality available if required.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Mixture of call system and collection of patients from waiting room.
Are waiting times displayed/patients informed?	✓		
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		A few toys available.
Is a hearing loop installed?	✓		
Toilets Available?	✓		Two unisex toilets, one of which has disabled access.
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		Three themed notice boards: community support groups, surgery information and health matters.
Is the information provided available in other formats?	✓		Information available in other formats when required.
Are translation services available? Are they advertised?	✓		Available if required.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		Patient suggestion box in waiting room and Friends and Family Test.
Is there a Patient Participation Group? Is it advertised?	✓		Normally advertised on TV screen which was switched off at time of visit.
Are the names/photographs of GP's and staff at the surgery displayed?		✓	On the practice website.

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 52

Question One

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

Excellent	Good	Average	Poor
15	29	5	3

Additional Comments

“Many doctors are part time I like to see the same doctor for continuity and have to wait 2-3 weeks for an appointment.”

“You have to wait a long time for a certain day.”

“It is difficult to get through at 8 am.”

“I phone you have to wait sometimes.”

“I can usually get straight in.”

“You have to wait 3 weeks. It is a long time to wait.”

“It takes a long time to see a GP.”

“It’s slow. You have to wait a week or two.”

“It’s busy sometimes. It takes 3 weeks to get an appointment.”

“It’s alright if you don’t want to see your own doctor.”

“You have to be spoken to by a triage person - at my old surgery you could book appointments.”

“It’s good, you can book a month in advance - I come regularly and all my appointments are booked this way.”

“We need more options - if you can’t fit in you have to take what you are given.”

Question Two

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

Excellent	Good	Average	Poor
15	33	4	0

Additional Comments

“If I were a working man I probably wouldn’t say they were good.”
 “Good except at weekends.”
 “It would be good to be open at the weekend for a couple of hours.”
 “I’ve just discovered we can get evening appointments - booking is essential (anytime). You can’t just turn up.”
 “You can come on Saturdays as well.”
 “No problems.”
 “Average - more evening appointments would be good.”

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
3	12	21	16

Additional Comments

“I can always find somewhere to park - I feel sorry for the residents.” x2
 “It would need the surgery to move elsewhere for the parking to improve.” x 3
 “At busy times parking is not very good - but it is good that it is near the hospital.”
 “It’s not very easy to park.” x6
 “I usually get someone to bring me.”
 “The parking area is small and it gets full - I don’t want to upset the residents.”
 “I can usually find somewhere to park.”
 “It’s not the surgery’s fault but it is tricky.”
 “20 years ago the parking was sufficient but not now - there’s talk of a new centre. It would need good transport connections.”
 “I can walk.” x 4

“I can come on the bus.”
 “It’s impossible - my husband is not able to walk.”
 “Parking’s bad - better in the afternoon.” x2
 “It can be difficult - we come early to get parked.”
 “Parking is dreadful. There is only one disabled space.”

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

Excellent	Good	Average	Poor
24	26	1	1

Additional Comments

No additional comments received.

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

Excellent	Good	Average	Poor
32	18	2	0

Additional Comments

“I mainly see one GP and there is no problem doing this.”
 “They are excellent and have been for the 59 years I have been with the practice.”
 “They are very helpful - I have only seen one doctor and he has visited me at home.”
 “If there is something wrong they try and find out what it is.”
 “They have been excellent for 26 years.”
 “I’ve only been here 2 years but I’ve been very happy with all the treatments I have had.”
 “They seem to get things straightened out reasonably well.”
 “I’ve no complaints about any of them.”
 “They are very helpful.”

“They tend to change too much.”

“The doctor waited after 6.30pm to see me in an emergency. On another occasion the doctor saved my life - I telephoned her and she immediately sent for an ambulance.”

Question Six

How would you rate your Nurse at the surgery?

Excellent	Good	Average	Poor
36	12	1	0

Additional Comments

Three people did not respond to this question.

“Higher than excellent.”

“I had different advice from two different nurses.”

“I had one bad experience - I waited an hour and was then refused.”

“They go above and beyond what is needed - they are very thorough and are never rushed.”

Question Seven

How would you rate the Reception Staff at the surgery?

Excellent	Good	Average	Poor
29	20	2	1

Additional Comments

“They are very helpful.” x2

“Brilliant.” x2

“They are lovely - always so helpful.”

“I see the reception staff rarely as I use the machine - that’s very friendly too.”

“They are trained by grumpy people.”

Question Eight

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

Excellent	Good	Average	Poor
7	18	23	2

Additional Comments

Two people did not respond to this question.

“I mainly see the nurse and she is usually on time.” x2

“It could be better at times.” x4

“It would be better if appointments were on time.”

“Waiting to be seen is part of life!”

“No appointment is ever on time but I completely understand why this is so.”

“It depends on other factors but you always get seen.”

“Wait can be 5 - 35 minutes.”

“I’ve often waited an hour.”

“There is variation between one doctor and the others.”

“We have had some long waits but we have been pleased to be seen on the day of booking.”

“You have to wait sometimes but then (another time) it might be you holding people up.”

“It’s dreadful, they are always running late.”

“I never mind (being late) as they give us time when we go in.”

“People take as long as they take.”

“Early appointments are better than later ones - but I understand if people need more time.”

“My last two appointments I had to wait an hour but generally they are good.”

Question Nine

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

Excellent	Good	Average	Poor
21	28	1	0

Additional Comments

Two people did not respond to this question

“There is variation between one doctor and the others.”

“I’ve been seen regularly and my needs discussed over the past 6 years.”

Question Ten

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

Excellent	Good	Average	Poor
25	24	2	0

Additional Comments

One person did not respond to this question.

“We have an exceptional service - you speak to friends in other places and we realise just how lucky we are here. Friends don’t have the facilities that we have.”

“They have always done their best to help me.”

“We’ve been very lucky to have the surgery here.” x2

“There’s nothing wrong with this place!”

“I had a doctor for 18 years but I wasn’t notified of the staff changes. Now I have no family doctor.”

“They are friendly and efficient.”

“It’s a place you don’t mind coming to - the atmosphere is very good.”

“I’m very fortunate to have the surgery so close to where I live.”

“Everything about the practice is good - I’ve been with them for 70 years - since it was a room in the town with two doctors.”

“We’ve got a good set up here.”
“It suits me fine - I think Shipston do a good job.”
“You couldn’t want for anything better.”

Other Comments Received

“We need a bigger medical centre with better parking.”
“The practice is too small now, particularly with the new housing.”
“They keep talking about a new medical centre and they ought to get more cooperation from Stratford District Council. Some suitable land has gone to private developers.”
“The secretarial and administrative staff upstairs are excellent.”
“We are very blessed to have this outstanding medical centre.”
“I moved here 12 months ago and the care has been excellent.”
“We have been treated well here over the past 16 years.”
“The overall quality, attention to detail and care received from the practice is first class.”
“The concept of your doctor has changed over the years.”
“There needs to be a bit more flexibility for people who are working outside the town in getting appointments. It is annoying to get into the appointment (which is often late) and then only be able to speak about one issue - otherwise you have to book a double appointment.”
“My doctor changed some while ago and I always get a different doctor. I feel I don’t have a rapport with the doctors.”
“Concerning the Pharmacy - there seems to be a lack of communication between Boots in the town and the pharmacy at the practice. Prescriptions have been lost causing delay in getting medication.”
“The concept of your doctor has changed in recent years.”

Recommendations

- Some patients were not aware of the availability of weekend and evening appointments. There also appears to be some lack of understanding in regard to the appointment booking system and the options available to patients, particularly amongst those that do not attend the Surgery regularly. The Surgery could look to increase patient awareness and raise understanding in regard to these areas.
- The Surgery ensure that any delays to patient’s appointments are consistently communicated by reception staff.

Surgery Response

Response from Rachel Vial, Practice Manager.

Shipston Medical Centre always welcomes feedback from patients and appreciates Healthwatch facilitating this.

We are very pleased to hear the many positive comments about the service we provide. All members of the practice team work hard to provide a friendly and helpful service to patients, meeting patient need whilst ensuring responsible use of NHS resources.

Appointments system and waiting times

Routine appointments can be booked up to 2 months in advance. We also operate a triage system for patients whose need is more urgent and who cannot wait for the next available routine appointment. The triage system operates by the Duty Doctor phoning the patient back, usually within one hour, and discussing their needs. Often the GP can provide information and advice over the telephone, saving patients from needing to attend the surgery. Triage calls also allows patients with urgent clinical need to be seen quickly, as the triaging GP will invite patients with significant clinical need to come and be seen straight way. Where patient need requires that they are seen by a GP they are booked into an 'open surgery'. Whilst these are 'sit and wait' surgeries, they are timed to ensure the wait is not too long for any patient, and the flexible nature of the surgeries allows patients to see their usual GP where possible, thereby supporting continuity of care. We offer the bulk of our open surgeries during the morning as we have found that this enables patients to be seen in the hospital, or for other community services to be put in place on the same day where there is the need.

Clinicians aim to remain on time, however, where clinical need requires it more time will be given. Reception staff work hard to let patients know when there is a delay and clinical colleagues will fit patients in when a colleague has been significantly delayed. We review the amount of time between the booked appointment time and the time a consultation is started on a regular basis.

Building and Parking

Whilst Shipston Medical Centre was originally purpose built the requirements for general practice have changed over time, as has the growing practice population. The surgery continues to work towards achieving the development of a new facility with more appropriate facilities and additional parking. We recognise that parking in the vicinity is difficult and support patients to use public transport ensuring that appointment times coincide with local bus timetables.

We appreciate the patience of the residents in the vicinity of the Medical Centre who tolerate the high level of on-road parking.

We operate a thorough cleaning programme and a copy of the schedule is available in the waiting room. We undertake regular infection control audits, and ensure identified actions are undertaken.

Provision of Information

Information is available in 'easy read' for patients with learning disabilities, which tends to be sent directly. The practice is always willing to provide information in alternate formats where required and is pro-actively asking patients about what special communication needs they may have as part of our efforts to improve patient information.

We would encourage anyone who is unhappy with the service they have received to speak with our Practice Manager, Rachel Vial, so we can review the circumstances and ensure any learning is identified, shared with our team and embedded within our systems and processes.

Date of Enter and View Visit	20 th June 2016
Authorised Representatives	Gill Fletcher Dilys Skinner
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