

GP Surgery Enter and View Report

Tanworth in Arden Medical Practice - 16th February 2016

The Birches, Broad Lane, Tanworth in Arden, B94 5DY

Practice Information * Information received from Surgery

Practice Manager: Venetia Reville

Contact Details: Tel: 01564 742274

venetia.reville@tiamp.nhs.uk

Number of GPs	2 Partners, 3 salaried (1 GP retainer), 2 medical students and 1 GP registrar. (Training Practice)
Number of Practice Nurses	2
Number of Healthcare Assistants	1
Number of Reception Staff	7

Current Number of Patients	4,300
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Opening Hours		
Monday:	08:30 - 13:00	14:00 - 18:30
Tuesday:	08:30 - 13:00	14:00 - 18:30
Wednesday:	08:30 - 13:00	14:00 - 18:30
Thursday:	08:30 - 13:00	14:00 - 18:30
Friday:	08:30 - 13:00	14:00 - 18:30
Saturday:	CLOSED	
Sunday:	CLOSED	

Services Provided/Specialist Clinics

- Over 75 Health Reviews
- Childhood immunisations
- Ear syringing
- Diabetes clinic
- ECGs
- Dispensary
- Immunisations / Vaccinations
- Cervical smears
- Asthma clinic
- HRT Checks
- Health Visitor clinics
- NHS Health Checks
- Maternity Services
- Minor Surgery / Cryotherapy
- Midwife clinic
- Wound dressing
- Well Man / Well Women checks
- Contraception / family planning
- INR monitoring
- Digital retinopathy
- Smoking cessation
- Phlebotomy
- AAA screening

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Observation Criteria	Comments		
External Building Condition	Purpose built in 2001 and in good condition. Signage on road is minimal for security purposes.		
Internal Decoration	Clean, fresh and very tidy with two spacious waiting areas, one on first floor.		
Parking arrangements, Including Provision for Disabled Visitors	3 disabled bays, 20+ parking spaces and separate parking for staff. Clear demarcation and well maintained. Lift to first floor in operation.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		No electric doors. Receptionist will open doors when necessary.
Clear guidance on how to inform the surgery of your arrival?	✓		Electronic check in positioned in entrance.
Electronic check-in in waiting room?	✓		See above.
Is there confidentiality/privacy at reception?	✓		A notice displayed in reception to say that rooms are available if required.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		GPs and Nurses call for their next patients.
Are waiting times displayed/patients informed?		✓	Practice Manager is looking at check in system to display waiting times.
Is online booking advertised?	✓		On TV screens within waiting areas and via posters/newsletters.
Is the waiting room child friendly?	✓		Children's area on ground floor.
Is a hearing loop installed?	✓		
Toilets Available?	✓		
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?	✓		Large print is available.
Are translation services available? Are they advertised?	✓		24hr booking in advance is required. Sign language is also available.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		Box provided and Practice Manager deals directly with any complaints.
Is there a Patient Participation Group? Is it advertised?	✓		Display board and folder containing meeting minutes is available.
Are the names/photographs of GP's and staff at the surgery displayed?	✓		Names displayed on corridors/ treatment room doors.

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 44

Question One

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

Excellent	Good	Average	Poor
18	19	7	0

Additional Comments

“Suits me.”

“Never had any problems.”

“Been here a short time and no problems.”

“Can wait for ½ hour on phone and so better to come down to make an appointment.”

“I phone in.” (x3)

“Service would be improved if I was able to get an appointment when I needed it. It’s very difficult but usually I do get one.”

“Can always get an appointment on the day.”

“Sometimes when you want to see a specific doctor it can be difficult.”

“Can spend a long time on hold in the morning but ordinarily can get in on the day if I call before 9am.”

“Sometimes difficult to get appointments.”

“Today, they didn’t have me down but usually they are good with appointments.”

“Difficulty getting continuity to see the same GP.”

“Best to ring first thing in the morning.”

“Having to ring up from 8:30am is hard.”

“I drive down to the surgery to get an appointment.”

“It’s got better but still average.”

“Normally phone in. Can ring back with cancellations.”

“Have to ring at 8:30 if want early appointment.”

“Struggle to get an appointment with a specific doctor.”

“Don’t use online.”

“Easy to get through.”

“Easy to get in contact with.”

“Don’t offer services on all days. Difficult to get appointment for children. Not aware of online booking system.”

Question Two

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

Excellent	Good	Average	Poor
20	22	2	0

Additional Comments

“Never have to think about it.”
 “For working people there should be an early morning or late night. It is difficult for my husband.”
 “Weekends and things like that would be an improvement.”
 “8:30am appointments would be useful to nip in before work.”
 “Not too sure what they are.”
 “Should be open 7 days a week, (if have a child it can be better).”
 “Suit me fine.”
 “Would be good if open during lunch.”

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
26	17	1	0

Additional Comments

“I walk.”
 “Brilliant.”
 “Feel sorry for people who don’t have vehicles.”
 “Fine.”
 “Had to park in staff car park.”
 “Always get a space.”

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

Excellent	Good	Average	Poor
33	11	0	0

Additional Comments

“Very Clean.”

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

Excellent	Good	Average	Poor
31	12	1	0

Additional Comments

“Very good.” (x 2)
 “Love them, super.”
 “Brilliant, (Dr. Morris).”
 “Best in the country.”
 “Been a patient here for a long time and it depends on who you see. One should not be practicing (they are fine if it is basic). Have experienced a couple of miss-diagnoses.”
 “Depends on who you see.”
 “Under Dr. Green but it is very difficult to see him.”
 “Always someone to see and nearly always see the same one.”
 “Tend to see someone different each time.”
 “Mixed - can range from excellent to poor.”
 “All of them very good.”

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

Excellent	Good	Average	Poor
29	10	0	0

Additional Comments

Five people did not respond to this question.

“Wonderful.”

“Absolutely excellent.”

“Lovely.”

“Brilliant.” (x 2)

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

Excellent	Good	Average	Poor
28	13	1	0

Additional Comments

Two people did not respond to this question.

“I don’t often speak to them since I book in electronically.”

“Happy with them - very informative.”

“Nice, lovely.”

“Perfect.”

“Very good.”

“Some issues with pharmacy staff requiring GP to intervene. To do with expensive medications.”

“Depends on who you see; one is a bit like a rottweiler.”

“Brilliant.”

“Really friendly.”

“Difficult to have a conversation with them.”

“Always very nice.”

“Fabulous, lovely.”

“Can be mixed, some are excellent and some more difficult to talk to.”

Question Eight

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

Excellent	Good	Average	Poor
22	19	2	0

Additional Comments

One person did not respond to this question.

“Short wait.”

“Don’t wait too long.”

“All according to who you see. One doctor spends longer with patients which is a good thing.”

“It has certainly improved recently.”

“Sometimes you can wait quite a time depending on how many they have to see.”

“Can wait a while.”

“Varies massively. Not informed if running late.”

“Sometimes have waited a long time.”

“Generally, a very short waiting time.”

“Don’t mind waiting - never know what has gone on before you arrive.”

“Prescriptions can sometimes be an issue, (slow).”

“Half hour is the longest I’ve had to wait.”

“Pretty Good.”

Question Nine

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

Excellent	Good	Average	Poor
28	15	0	0

Additional Comments

One person did not respond to this question.

“Spends a lot of time with you (Dr. Panesar). Goes into good depth.”

“Sometimes have to do 2 or 3 things to get it right, (normally have to be referred to hospital and they put it right for me).”

Question Ten

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

Excellent	Good	Average	Poor
27	14	1	0

Additional Comments

Two people did not respond to this question.

“No complaints.”

“Very happy.”

“Brilliant set up.”

“Good practice. Having discussed others, it seems above average.”

“Never had any problems.”

“Depends on who you see.”

“Between good and average.”

“Not many issues apart from with prescriptions. Husband had to wait for 1/2hr to collect.”

“Very lucky here.”

“Very lucky to live where I live. Impressed with this surgery.”

“Very pleased.”

Other Comments Received

- “Really, really good. Couldn’t ask for any more. (I only attend infrequently).”
- “Only lived in the area since July. There are a number of surgeries I could have gone to but listened to neighbours about recommendations for this one. With previous surgery for last 40 years and sorry to have to leave them. This surgery has trainee doctors and patients offered to talk to them about particular health issue.”
- “All areas excellent.”
- “Always keep in touch with me if they need to see me.”
- “I think we are very lucky and I’m glad I come to this practice. The doctors are incredible.”
- “Very lucky to have this practice and the way it is run.”
- “It’s a great practice, won’t find a better one.”
- “There were discussions about having a dentist at the practice. That would be a good thing.”
- “Great practice. Everyone here is very friendly. Always seen doctors with my three children. Ante-natal care excellent.”
- “Really pleased with the service I get here.”
- “The older you get, the further away it seems - you always have to have a car. (Recognise it is my choice where I live).”
- “It is sometimes slow to get a referral to hospital when you know you need to go. This could be a bit quicker.”
- “Doctor too eager to go on hospital physio advice about returning to work. Refused to give sick note without even seeing patient or seeing the result of a scan. Scan showed compression of spinal cord and patient can’t work. Unnecessary anxiety caused. Another doctor has been really good and has made an urgent referral to the QE for neurosurgery.”
- “My Mum is in a wheelchair and the surgery deliver her tablets - a greatly valued service.”
- “Very happy with everything and everyone.”
- “Not had to come to the surgery much as I haven’t needed to.”
- “Receptionists have a lot to do - lots going on, (phones, prescriptions etc.)”
- “Extremely attentive - allow you to talk through what is bothering you. They are very thorough. First class care.”
- “Blood test results - would be better for GP surgery to ring you with results instead of patient having to ring them.”

Recommendations

- The practice has received some excellent feedback and comments in a number of areas. The highest of those being for cleanliness, GPs and Nurses, with all but two questions receiving the highest rating of “excellent” for more than half of those questioned. A clear recommendation is to maintain those very high standards.
- Some patients were unaware of the online booking system and whilst it is well publicised, continued efforts to help people make best use of this facility would be useful to both practice and patients.
- A couple of people with some movement difficulties were observed struggling with the front doors, which are not currently automated for opening and closure. Whilst help is always at hand, this could be a small improvement the practice may want to consider.

Surgery Response

Response by Venetia Reville, Practice Manager

It is always lovely to hear that all our hard work is appreciated by the majority of our patients. We aim to maintain our very high standards! We are currently looking at additional ways to advertise our online service so all of our patients are aware and have the choice. Regarding the automated front doors, we fully take on board the comment and would love to install automated doors, but the financial implication would be down to the practice and we simply cannot afford the cost. Staff are always on hand to help our patients.

Date of Enter and View Visit	16 th February 2016
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