

GP Surgery Enter and View Report

Warwick Gates Family Health Centre - 6th June 2016

Cressida Close, Heathcote, Warwick, CV34 6DZ

Practice Information * Information received from Surgery

Practice Manager: Patricia Campbell

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Number of GPs	4
Number of Practice Nurses	3
Number of Healthcare Assistants	1
Number of Reception Staff	5 (part time)

Current Number of Patients	6,800
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Opening Hours		
Monday:	08:00 - 12:30	14:00 - 18:30
Tuesday:	08:00 - 12:30	14:00 - 18:30 (Extended hours 07:00 - 08:00)
Wednesday:	08:00 - 12:30	14:00 - 18:30 (Extended hours 07:00 - 08:00)
Thursday:	08:00 - 12:30	14:00 - 18:30
Friday:	08:00 - 12:30	14:00 - 18:30 (Extended hours 07:00 - 08:00)
Saturday:	CLOSED	
Sunday:	CLOSED	

Services Provided/Specialist Clinics

- Antenatal Clinic and Midwife
- Immunisations
- Phlebotomy
- Asthma Clinic
- COPD Clinic
- INR Clinic
- Over 75 Health Checks
- Coil Fits
- Smear Tests
- Smoking Cessation Clinic
- Flu Clinic
- Minor Surgery
- Health Visitor
- Diabetes Clinic
- Hypertension Clinic
- Travel Clinic
- Family Planning Clinic
- Retinopathy Clinic
- Cryotherapy

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Observation Criteria	Comments		
External Building Condition	The building is 16yrs old but is in very good condition. There are plans to extend the building in the next year.		
Internal Decoration	Excellent condition internally with the décor clean and tidy.		
Parking arrangements, Including Provision for Disabled Visitors	There are 23 car parking spaces with 2 disabled parking spaces available.		
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?		✓	A side room is available and staff can notify patients but it isn't advertised.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Doctors and nurses call patients directly.
Are waiting times displayed/patients informed?	✓		Receptionists inform patients.
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		No specific children's area but room for pushchairs.
Is a hearing loop installed?	✓		No sign in reception.
Toilets Available?	✓		Including disabled toilet.
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?		✓	Could be made available if required.
Are translation services available? Are they advertised?	✓		Could be made available if required.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		
Is there a Patient Participation Group? Is it advertised?	✓		Advertised on website but not in the surgery.
Are the names/photographs of GP's and staff at the surgery displayed?		✓	Staff wear name badges.

GP Surgery Enter and View Questionnaire Results

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Number of Respondents:

Question One

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

Excellent	Good	Average	Poor
21	22	9	1

Additional Comments

“Very good.”

“Difficult to get an appointment. Ringing at 8am it is so hard to get through.”

“It’s a bit hard in the mornings to get through on the phone.”

“I can never get an appointment.”

“Very good.”

“Morning appointments are difficult to get but good afternoon availability.”

“It’s hard to get routine appointments.”

“Overloaded - you can’t get through as the phone is engaged. It is difficult to get an appointment.”

“Sometimes difficult to get an appointment.”

“Can be difficult to get an appointment. I didn’t know about the online booking facility.”

“Never had a problem.”

Question Two

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

Excellent	Good	Average	Poor
13	30	7	3

Additional Comments

“Lunch is too long. It’s hard to be seen.”
 “Could be open a bit earlier.”
 “Poor - closed weekends and public holidays. Also closes for lunch with no phone access.”
 “Seem to be fine.”
 “Bad - closed at weekends.”
 “Could do with more post 5pm appointments outside of working hours.”
 “I work and find it difficult to get time off. Evening surgery would help.”
 “Annoying that it closes at lunchtime.”
 “Average - there is no advice or appointments in the evenings or at weekends.”
 “I’m confused by afternoon times.”
 “Ok.”

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
24	22	6	1

Additional Comments

“Sometimes a bit tight for parking.”
 “Parking often full or nearly full.”
 “Can be a pain sometimes (travelling in).”
 “Excellent -I walk or drive.”
 “Poor - parking trouble.”
 “Great.”
 “Parking can be difficult.”
 “Car park can get full - spaces are limited.”

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

Excellent	Good	Average	Poor
32	21	0	0

Additional Comments

“Very good.”

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

Excellent	Good	Average	Poor
34	17	0	1

Additional Comments

One person did not respond to this question.

“Brilliant.”

“My particular GP is excellent.”

“Between excellent and good. I wanted to see a specific GP.”

“Hardly see the same one. I don’t get enough time with them.”

“Average - when we can them!”

“Very good.”

“Good to excellent - varies according to who you see.”

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

Excellent	Good	Average	Poor
37	15	1	0

Additional Comments

“I’m not confident in one nurse.”

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

Excellent	Good	Average	Poor
23	24	5	0

Additional Comments

One person did not respond to this question.

“Very good.”

“Depends on who you speak to.”

“Varies according to who you get.”

“Never had a problem.”

“Act at gatekeepers - this is my impression though.”

“Can be a bit rude - some better than others.”

“Ok.”

Question Eight

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

Excellent	Good	Average	Poor
7	31	13	0

Additional Comments

Two people did not respond to this question.

“Very rarely late.”

“Sometimes run to time.”

“Often 10 or more minutes after appointment time.”

“Sometimes I have had to wait half an hour.”

“I have to wait at times.”

“Waiting a lot.”

“I have waited for more than half an hour.”

“Certain doctors are always late however they do not give you notice of this when you enter. There is no leeway or wiggle room with late patients even by a few minutes.”

“Sometimes have to wait.”

“Can sometimes wait. Better than at other surgeries.”

“50/50 as to whether you go in on time.”

“Can vary.”

“Can wait up to half an hour.”

“Can depend - can wait 5 or 10 minutes.”

“Fine.”

“Varies.”

Question Nine

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

Excellent	Good	Average	Poor
19	28	3	0

Additional Comments

Three people did not respond to this question.

“They are supportive.”

“Very good.”

“Some doctors are better than others.”

Question Ten

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

Excellent	Good	Average	Poor
23	27	1	0

Additional Comments

Two people did not respond to this question.

“Chuffed to bits- I wouldn’t move.”

“Could be excellent if I could get an appointment. I booked in this morning.”

“Fair.”

“Between good and excellent.”

“Heavily overused by people. Too many to see same doctors.”

“I’ve been to worse places.”

Other Comments Received

“Always a busy surgery but very good. We are lucky to have a great surgery on our doorstep. When you call they try to get you in that day. All very friendly.”

“Should be water available for patients.”

“Some receptionists are very pushy to find details of patients’ issues. They are rude and unhelpful when you wish to keep things private.”

“Only a couple of seats suitable if you have leg or back problems. All others are two low to get up from.”

“Excellent surgery, always able to get an appointment at short notice. One of the GPs is excellent.”

“Parking is getting worse.”

“They genuinely try to find a solution to problems for patients.”

“Quality of care is good but just a lot of people using the service.”

Recommendations

- Surgery to look at concerns raised in regard to the appointment booking system. It was noted that some patients were not aware of the online booking system. Better promotion of this could help to reduce phone traffic. An in-house poster might prove to be more effective and perhaps the patient group could also help with raising awareness.
- Surgery to consider use of a poster to advertise a separate room is available for patients to discuss issues in private rather than at Reception.
- The PPG be given their own notice board in the waiting room so that patients are aware of the role of the PPG and have opportunity to review documents such as the minutes of meetings and results of surveys.
- Surgery to look at installing signage to advertise the hearing loop.

Surgery Response

No additional response from the surgery.

Date of Enter and View Visit	6 th June 2016
Authorised Representatives	Lianne Burton Deb Smith
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