

GP Surgery Enter and View Report

Whitestone Surgery - 16th November 2015

82 Bulkington Lane, Nuneaton, CV11 4SB

Practice Information * Information received from Surgery

Practice Manager: Cheryl Simon

Contact Details: cheryl.simon@nhs.net

Tel. 02476 641911

Number of GPs	1
Number of Practice Nurses	1
Number of Healthcare Assistants	0
Number of Reception Staff	3

Current Number of Patients	2200
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Opening Hours	
Monday:	08:30 - 18:30
Tuesday:	08:30 - 18:30
Wednesday:	08:30 - 18:30
Thursday:	08:30 - 18:30
Friday:	08:30 - 18:30
Saturday:	CLOSED
Sunday:	CLOSED

Services Provided/Specialist Clinics	
<ul style="list-style-type: none">• Annual Health MOT• Asthma Care• Chlamydia Screening• Echocardiography• Flu Vaccination Clinic• Minor Surgery• Phlebotomy• Routine Health Checks And Health Promotion• Temporary Residents	<ul style="list-style-type: none">• Antenatal and Postnatal Care• Cervical Smears• Diabetic Care• Family Planning• Infant Childhood and Teenage Vaccinations• Pain Management• Physiotherapy• Smoking Cessation

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Two storey converted house. The surgery is looking to extend the building in the future.		
Internal Decoration	All clinical rooms are on the ground floor. Very clean and bright.		
Parking arrangements, Including Provision for Disabled Visitors	Limited parking at front and side of building. One disabled space. On street parking is also available.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		
Clear guidance on how to inform the surgery of your arrival?	✓		Notice on door.
Electronic check-in in waiting room?		✓	
Is there confidentiality/privacy at reception?	✓		Notice at reception to say private room available.
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?	✓		Receptionists tell patients of any delays.
Is online booking advertised?		✓	New patients are automatically told on registration.
Is the waiting room child friendly?	✓		
Is a hearing loop installed?	✓		
Toilets Available?	✓		Large toilet enabling disabled access. The key is kept at reception and a notice to this effect is clearly displayed.
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		Well organised and informative.
Is the information provided available in other formats?	✓		
Are translation services available? Are they advertised?	✓		Google translate is available but not advertised.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		
Is there a Patient Participation Group? Is it advertised?	✓		Very active PPG.
Are the names/photographs of GP's and staff at the surgery displayed?	✓		No photographs at surgery but available on website.




GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 36

Question One

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

Good 	Average 	Poor 
26	6	3

Additional Comments

One patient did not respond to this question.

“It's hard to get in on the day.”

“Excellent.”

“I usually book on line.”

“I call in or phone.”




“Easy to book online.”

“Better than it used to be now you can book online.”

“Difficult to get through on the phone.”

Question Two

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



Good 	Average 	Poor 
32	3	

Additional Comments

One patient did not respond to this question.

No additional comments.




Question Three
How would you rate your GP surgery on the access to the surgery e.g. Parking, Public Transport Links

Good 	Average 	Poor 
27	5	4

Additional Comments

“There's an issue with parking - it's not the surgery's fault.”
 “Car parking is limited.”
 “Could be better can't be helped.”
 “Buses are regular to the surgery.”
 “Can generally park.”




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

Good 	Average 	Poor 
36	0	0

Additional Comments

“Very good.”
 “A great improvement from previously.”

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

Good 	Average 	Poor 
33	2	0

Additional Comments

One person did not respond to this question.

“Good with children.”




“Different - he has a more modern approach and listens carefully.”

“Very friendly. Most approachable.”

“Brilliant - treats you well and easy to talk to.”

“He's done a lot - he really wants to help the community.”

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

Good 	Average 	Poor 
32	0	0

Additional Comments

Four patients did not respond to this question.




“Very knowledgeable.”

“Brill.”

“Fantastic 11 out of 10!”

Question Seven

How would you rate the Reception Staff at the surgery?




Good 	Average 	Poor 
31	4	1

Additional Comments

“Marvellous.”
 “They are now all very friendly and receptive to problems.”
 “Rubbish - take no notice.”
 “Always good.”
 “Sometimes not as helpful as they could be.”
 “Depends who you get. Sometimes there's a lack of communication.”
 “Have their moments - they are over worked.”

Question Eight

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

Good 	Average 	Poor 
16	17	2




Additional Comments

One patient did not respond to this question.

“He doesn't put the patient under pressure.”
 “I don't expect him to be punctual. A patient might be quick or slow.”
 “You sometimes have to wait.”
 “No complaints. It depends who is before you.”
 “They are as punctual as they can be.”
 “I sometimes have to wait but I don't mind.”
 “They can't always be on time.”
 “I always have to wait 30 - 45 minutes.”
 “Last time I was 25 minutes late. Usually it's not too bad.”

Question Nine

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

Good 	Average 	Poor 
32	1	2

Additional Comments

One patient did not respond to this question.

“My partner has dementia and the doctor is very helpful, very caring.”

“Very helpful.”

“Poor contact with out of hours service.”




“There is always a discussion.”

“Nobody does anything to help me here.”

“He listens. I feel he does more than most.”

Question Ten

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

Good 	Average 	Poor 
30	2	2

Additional Comments

Two patients did not respond this question

“Very good links from surgery to George Eliot Hospital.”

“Brilliant.”

“Excellent.”

“Don't get a good service here.”

“I've recently changed to this practice and am very pleased.”

“Very good much improved.”

“Poor communication between reception and doctor.”

Other Comments Received

Representatives from the Patient Participation Group (PPG):

The PPG is very active. The GP is very supportive of the group and the group is very supportive of him. The PPG has an information booklet which is available in the surgery and on the website. Meetings are held quarterly with subgroups meet more frequently to organise specific events, e.g the surgery open day. The group organises a carers group, silver surfers and a job club.

Recommendations

Overall patient feedback for this surgery was positive with patients also recognising the work that the surgery and the PPG does within the local community.

The surgery to look at feedback from patients in regard to the reception and communication.

Surgery Response

Whitestone Surgery would like to thank Healthwatch for their time in compiling this report and we will use this information to improve our service.

Date of Enter and View Visit	16 th November 2015
Authorised Representatives	Dilys Skinner Alison Wickens
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