

GP Surgery Enter and View Report

Whitnash Medical Centre - 19th January 2016

110 Coppice Road, Whitnash, Leamington Spa, CV31 2LT

Practice Information * Information received from Surgery

Practice Manager: Denise Williams (Acting Manager)

Contact Details: Tel: 01926 316711

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Number of GPs	3 partners, 1 salaried GP
Number of Practice Nurses	2
Number of Healthcare Assistants	2
Number of Reception Staff	8

Current Number of Patients	5,500
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Opening Hours	
Monday:	08.30 - 18.00
Tuesday:	08.30 - 18.00
Wednesday:	08.30 - 18.00
Thursday:	08.30 - 18.00 - 18.30 - 19.30
Friday:	08.30 - 18.00
Saturday:	Alternate Saturdays (appointments only)
Sunday:	CLOSED

Services Provided/Specialist Clinics	
<ul style="list-style-type: none">• Antenatal Clinic• Child Health Screening Clinic• Chronic Disease Management• Phlebotomy Clinic• Minor Surgery• Contraception• Ear Syringing	<ul style="list-style-type: none">• Well Women Clinic• Registration Health Clinic• Child Immunisation Clinic• Smoking Cessation Clinic• Travel Advice• Minor Surgery

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Observation Criteria	Comments		
External Building Condition	Purpose built building well maintained.		
Internal Decoration	Observed to be in good condition and well organised. Main waiting room with another waiting area inside for the nurse's patients.		
Parking arrangements, Including Provision for Disabled Visitors	Two allocated spaces on the road outside with a disabled space. Other parking at the side which was used by a pub/other shops and units as well.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Double pushchair wouldn't fit through one doorway.
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?	✓		
Is there confidentiality/privacy at reception?	✓		
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Electronic display in main waiting room. Nurse came out for her patients.
Are waiting times displayed/patients informed?	✓		Via electronic check in.
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		Toys in both waiting areas.
Is a hearing loop installed?	✓		
Toilets Available?	✓		Suitable for disabled.
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?	✓		Electronic check offers other languages.
Are translation services available? Are they advertised?	✓		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?	✓		One member came in to speak to us. There are 7-8 members.
Are the names/photographs of GP's and staff at the surgery displayed?	✓		

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 34

Question One

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

Excellent	Good	Average	Poor
10	18	4	2

Additional Comments

“Phone can take 25 minutes to get through. If I call in there is a better chance of getting an appointment.”

“Better than years ago.”

“I phone but you can wait a while.”

“Very frustrating.”

“99 per cent of the time I call in.”

“Online is better but I didn’t know they had it here.”

“At 8:30 they turn the phones down so they can’t hear them. It’s better to call in.”

Question Two

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

Excellent	Good	Average	Poor
10	18	6	0

Additional Comments

“More flexibility is needed.”

“No problems - very good.”

“Later evenings and weekends would be nice.”

“Not good for people at work.”

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
21	10	3	0

Additional Comments

“There is no official car park.”
 “Parking is a walk away.”
 “Bus is every 8-9 minutes.”
 “The car park can be congested.”
 “If you had mobility problems then the car park is not brilliant. Only 2 spaces outside.”

Question Four

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

Excellent	Good	Average	Poor
26	8	0	0

Additional Comments

No comments

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

Excellent	Good	Average	Poor
22	8	1	0

Additional Comments

Three people did not respond to this question.

“They take their time and listen - supportive.”

“Sit, listen, talk, feed back. You get positive answers and don’t feel fobbed off.”

“Caring, they take time and are informative.”

“Approachable - they listen and act on things quickly.”

“They listen and look after me.”

“Approachable, empathetic.”

“Supportive and don’t rush you.”

“Lacks continuity.”

“They have time for you, you feel like a human being not just a patient. They have a sense of humour.”

“Sometimes it is locums and you don’t always see the doctor you want unless you wait 4 weeks.”

“Partners are lovely, the locums not so.”

“Can discuss things with them.”

“They sort problems out - efficient.”

“One’s rude; the others are great.”

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

Excellent	Good	Average	Poor
25	7	0	0

Additional Comments

Two people did not respond to this question.

“Friendly.”

“She works too hard.”

“Kate is efficient, friendly, puts you at ease.”

“Understanding.”

“Fab. She listens and makes you feel comfortable.”

“Quality care.”

“Great with the children.”

“Knowledgeable, gets things done.”

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

Excellent	Good	Average	Poor
15	17	1	1

Additional Comments

“Poor - they give inadequate information.”

“Helpful.”

“Not always as helpful as they could be.”

“Can be a bit blunt.”

“Friendly and polite.”

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

Excellent	Good	Average	Poor
3	19	9	2

Additional Comments

One person did not respond to this question.

“It varies but is acceptable.”
 “I have waited 40 minutes.”
 “Sometimes you are kept waiting.”
 “They never rush you, so it can run over.”
 “Mostly on time.”
 “Doctors are usually OK but the nurse is a bit late.”
 “If they are running late then someone must have needed that time.”
 “I have waited 35 minutes and no one informed me why.”

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

Excellent	Good	Average	Poor
22	9	2	0

Additional Comments

One person did not respond to this question.

“They don’t always like you saying what you think. Sometimes you feel rushed.”
 “I have moved from a surgery where they knew me well, so it doesn’t feel as personal here.”

Question Ten

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

Excellent	Good	Average	Poor
19	14	1	0

Additional Comments

“Very good - I wouldn’t like having to wait 4 days for an appointment.”
 “Compared to my previous surgery things get done more efficiently here and quicker.”
 “Same day appointments is the biggest problem and seeing a certain doctor.”
 “Perfect.”
 “Accessible, cheerful, bright.”
 “Excellent - I have been coming for over 20 years.”
 “The surgery has everything here you need.”
 “I prefer to see the same doctor but sometimes there are locums.”
 “Wait times and no evening surgery is a problem.”

Other Comments Received

“In the last year I have seen 5 locums and it’s not the same as seeing your own doctor. They just send you away with something.”

Recommendations

- Informing patients on the day of any delays which may impact their appointment. Good practice seen at other surgeries has involved informing patients at Reception and electronic displays.
- Surgery to raise awareness and maximise use of online appointment bookings to help reduce the amount of telephone traffic.

Surgery Response

Response by Dr Holtby

“The partners are pleased with your report and comments. They will action the points suggested to raise awareness of online access and improve communication regarding delays. Many thanks”.

Date of Enter and View Visit	19 th January 2016
Authorised Representatives	Sally Jury Alison Wickens
Report Published	11 th March 2016