

# GP Surgery Enter and View Report

## Woodlands Surgery - 11<sup>th</sup> August 2015

201 Newtown Road, Bedworth, CV12 0AJ

### Practice Information \* Information received from Surgery

Practice Manager: Kashmala Waqar

Contact Details: [kashmala.waqar@nhs.net](mailto:kashmala.waqar@nhs.net)

Tel: 02476 490909

Number of GPs	1 and 2 salaried GPs
Number of Practice Nurses	1
Number of Healthcare Assistants	0
Number of Reception Staff	6

Current Number of Patients	3253
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### Opening Hours

Monday: 08:00 - 20:00 (open surgery)  
Tuesday: 08:00 - 18.30  
Wednesday: 08:00 - 18:30  
Thursday: 08:00 - 18:30  
Friday: 08:00 - 20:00 (open surgery)  
Saturday: CLOSED  
Sunday: CLOSED

### Services Provided/Specialist Clinics

- Asthma Clinic
- COPD Clinic
- Family Planning Clinic
- NHS Health Checks
- Orthopaedic Clinic
- Minor Surgery
- Antenatal Clinic
- Child Health Immunisation Clinic
- Diabetes Clinic
- Smoking Cessation Clinic
- Holiday Vaccination Clinic
- Dermatology Clinic
- Minor Injury Management
- Housebound and high-risk patient reviews

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Observation Criteria	Comments		
External Building Condition	Purpose built surgery in good condition with signage visible from the road.		
Internal Decoration	This was very good, clean and tidy with a spacious reception area.		
Parking arrangements, Including Provision for Disabled Visitors	A small car park with one disabled parking space and additional car parking to the side.		
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?	✓		Receptionist takes patients into a separate room. There is no sign in Reception to advertise this.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		The Doctor buzzes and the Receptionist tells patients to go in. The Nurse collects her patients.
Are waiting times displayed/patients informed?	✓		Receptionist advises patients of delays.
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		There are a few books available.
Is a hearing loop installed?	✓		
Toilets Available?	✓		
Hand sanitisers available?	✓		These were not observed but are on-site.
Are there clear notice boards with up to date information displayed?	✓		All boards were tidy, varied and up to date.
Is the information provided available in other formats?	✓		Forms are printed in several languages.
Are translation services available? Are they 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 and spoke with us. Meetings are held regularly.
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: 37

### Question One

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




Good 	Average 	Poor 
36	1	0

### Additional Comments

“I have experienced other surgeries, this one’s great.”  
“I usually can get in on the same day.”  
“Quite good.”  
“Brilliant.”  
“I can get an appointment any day.”  
“The Doctor often takes phone calls.”  
“The Triage system is good.”  
“You can just come and wait if necessary.”  
“Good. Quick.”

### Question Two

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




Good 	Average 	Poor 
35	1	0

### Additional Comments

One person did not respond to this question.  
“Late night appointments are good.”  
“No problem.”  
“I am not sure what they are.”  
“It suits me fine.”

**Question Three**

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




Good 	Average 	Poor 
34	2	1

**Additional Comments**

“I walk.”  
 “It is normally OK.”  
 “Parking isn’t good as there are only 6 spaces.”  
 “There are not many spaces but I generally manage.”  
 “Appointments are spread, so no problem.”  
 “Sometimes I have to park in the street.”

**Question Four**




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

Good 	Average 	Poor 
37	0	0

**Additional Comments**

“Impeccable.”  
 “First class.”  
 “Very good.”  
 “Brilliant, spotless.”

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

Good 	Average 	Poor 
35	1	0

**Additional Comments**

One person did not respond to this question

“Great.”

“Wonderful.”

“Listens to everything carefully.”

“Good, outstanding - all the family swapped to here.”

“He is great- has a good sense of humour.”

“Can’t fault him.”

“Best GP I’ve ever had.”

“Goes above and beyond to ensure you have been dealt with thoroughly.”

“He looks after us.”




“Very understanding.”

“Goes on a bit.”

“Only sends me for another blood test.”

“Gives good advice.”

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

Good 	Average 	Poor 
33	0	0

**Additional Comments**

Four people did not respond to this question.

“Very good.”




“Excellent.”

“As good as a doctor.”

“Fantastic.”

“Not seen her yet.”

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

Good 	Average 	Poor 
37	0	0

**Additional Comments**

“Can communicate with people.”

“Helpful.”

“Consistent.”




“Very helpful and approachable.”

“Always friendly and smiling.”

“Very polite.”

“Superb.”




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

Good 	Average 	Poor 
36	0	1

**Additional Comments**

“Depends on the patient.”  
 “Pretty good.”  
 “Normally just walk in.”  
 Sometimes wait more than 20 minutes.”  
 “Most of the time OK.”  
 “Very punctual.”  
 “10-15 minutes not bad.”

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




Good 	Average 	Poor 
33	4	0

**Additional Comments**

“I miss a lady doctor - she’s only here once a week.”  
 “Sometimes he doesn’t listen, maybe because I’m a female-sometimes he rushes.”  
 “Did try to get restless leg treatment but he didn’t want to prescribe.”  
 “Good to talk to.”  
 “On the ball.”  
 “Excellent, I feel empowered.”  
 “Very much so. I will suggest things and GP may try it.”  
 “Very open, I can talk to him.”  
 “Everything explained properly so I can understand.”

**Question Ten**

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

Good 	Average 	Poor 
36	1	0

**Additional Comments**

“I wish I could have come here before. They have done more for us in the 6 months we have been coming here than our last surgery.”  
 “Can’t fault it.”  
 “Best doctors I have been to.”  
 “Can’t find a bad thing to say about it. He phones us personally if necessary.”  
 “Better than geed.”  
 “130%.”  
 “Good surgery and good GP.”  
 “Very good he looks after me.”

**Other Comments Received**

“Doctor is clued up-always accessible willing to listen. Good sense of humour.”  
 “No phlebotomy.”



## Recommendations

- The surgery has implemented a number of services to support their elderly and vulnerable patients. These include: community visits to support those over 75 with dementia/heart/frailty concerns; home care plans to reduce hospital admission; a chaperone system; daily phone calls and open surgery access to end of life patients; and a designated phone number for care home patients. It is recommended that the surgery share details of these services with other surgeries as an example of good practice.
- The surgery share findings of its planned patient video consultation pilot.

## Surgery Response

No additional response was given.

Date of Enter and View Visit	11 <sup>th</sup> August 2015
Authorised Representatives	Alison Wickens Lianne Burton
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