

Atherstone Surgery - Original visit 13th July 2016:
1 Ratcliffe Road, Atherstone, CV9 1EU

Practice Information * Information received from Surgery

Practice Manager: Karen Clarke

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Recommendations:

Recommendation 1:

Informing patients on the day of any delays which may impact their appointment. Good practice seen at other surgeries has involved a notice board in Reception or the use of the electronic check in to notify patients of current waiting times.

Has this recommendation been met? Yes No Partially

Comments:

The Practice Manager indicated that the reception staff would inform patients if the doctor was running late. When we visited there was an open surgery in progress so it was not possible to check this recommendation further.

Recommendation 2:

A review of the information on display is needed to ensure current posters are relevant and up to date.

Has this recommendation been met? Yes No

Comments:

The notice boards are up to date.

The notice board which had been out of date before was organised by a local carers' group who rarely updated the information. The practice staff have now removed all out of date notices.

Recommendation 3:

That the surgery follows up the delay in releasing the online booking service to their patients. A number of patients expressed a preference for this method of booking appointments and would utilise the facility if it was available

Has this recommendation been met? Yes No

Comments:

The surgery is now registered for online booking. This has only been available for the past few weeks and uptake has been slow so far. The surgery has produced an excellent leaflet about online booking which is clearly displayed at reception. New patients are encouraged to register for online booking when they register with the practice. The system allows for family members with the same e-mail address to register separately as they will be issued with separate passwords. The surgery has also operated a 24 hour appointment booking system for the past 10 years so patients can telephone at any time to get an appointment.

Recommendation 4:

A copy of the complaints procedure is displayed on notice boards within the surgery.

Has this recommendation been met? Yes No

Comments:

The practice manager indicated that this is now the case.

Recommendation 5:

PPG to consider making use of the surgery website to post minutes of meetings and use this as a tool to recruit further members.

Has this recommendation been met? Yes No

Comments:

There is a clear and up to date noticeboard for the PPG, which includes details of how to be involved with the PPG.

However, the Practice manager indicated that although the PPG is very active, they have expressly indicated that they wish to be independent of the practice and not mentioned on the practice's website.

Any additional comments:

We visited on a day when the surgery have an open surgery. Some patients indicated that they had come to this open surgery because they were unable to get appointments otherwise. For others this was their first choice as far as seeking an appointment was concerned. The surgery also has a triage system when a doctor will ring patients wanting an appointment on the day but outside the open surgery hours.

We spoke to the reception staff who were able to demonstrate that there were in fact several appointments available in the next few days, although it might be difficult for a patient to see the doctor of their choice.

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