

Bidford on Avon Health Centre - Original visit: 2<sup>nd</sup> Nov. 2015  
Stratford Road, Bidford on Avon, B50 4LX

## Practice Information \* Information received from Surgery

Practice Manager: Jon Moll

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## Recommendations:

### Recommendation 1:

The surgery look into the volume and clarity of the tannoy system so that patients can better hear notifications.

Has this recommendation been met? Yes  No

### Comments:

Tannoy system observed to be working and at a volume not likely to cause discomfort. 1 GP came into the surgery to call their patient. For known hard of hearing patients the surgery set up an alarm and a member of the clinician team will come out to collect the patient.

**Recommendation 2:**

Currently delays in appointments are communicated by Reception Staff and the electronic check-in system. Surgery to consider introducing the use of the TV system to support communication of waiting times/delays.

Has this recommendation been met? Yes  No

**Comments:**

Surgery decided not to use the waiting room TV system for information patients of late running appointments as it was not practical due to the delay in uploading data onto the system. The current system is to inform the patient via the tannoy system that their appointment is running late.

**Recommendation 3:**

Practice Manager to discuss the potential of the PPG taking over responsibility for ensuring that information on notice boards is up to date and displayed in a user friendly format.

Has this recommendation been met? Yes  No

**Comments:**

PPG information board was not seen on the visit. The surgery confirmed that the PPG is operational, however, all leaflets on display in the surgery are kept up to date by staff members. Notice boards were observed to be up to date and not cluttered.

**Recommendation 4:**

The surgery to look at the concerns expressed by their patients in respect of the reception service.

Has this recommendation been met? Yes  No

**Comments:**

On the day of the visit there was one receptionist on the desk. There was also an electronic check in for patients and several were seen to check in by this method. Patients using the receptionist were seen very quickly and a very small, fast moving queue was observed. The Practice manager informed us that the Reception Team Manager has now fitted another computer terminal so that if necessary two members of the reception team could be available to see patients.

**Any additional comments:**

The Practice Manager started at the practice in October 2016.

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Authorised Representatives	Len Mackin
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