

Abbey Medical Centre - Original Visit 1st September 2015
42 Station Road, Kenilworth, CV8 1JB

Practice Information * Information received from Surgery

Practice Manager: Ryan Smith

Contact Details: 01926 859955

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Recommendations:

Recommendation 1:

During the visit there was only one person on the reception desk, while the queue had 15 people plus, which meant that it stretched out of the door. The Surgery look at increasing the number of Reception staff available during peak periods.

Has this recommendation been met? Yes No

Comments:

2 Receptionists now support the reception desk during busy morning peak time of 8.15 - 9.15, which has improved the service.

Recommendation 2:

The Surgery to consider utilising the television screen to communicate patient waiting times.

Has this recommendation been met? Yes No

Comments:

The Practice Manager explained that he had queried this with the company that provides the television screen service, but the appointment system and television screen systems are not compatible, so this is not possible.

The practice does however communicate patient waiting times via the check-in screen display or, if a patient checks in via Reception then the Receptionist informs them of waiting times.

Recommendation 3:

The Surgery to work with the Patient Participation Group to update the Surgery leaflet.

Has this recommendation been met? Yes No

Comments:

The surgery leaflet is currently being updated due to staff changes, so was unavailable to view.

Any additional comments:

There are a number of staff changes as follows:

8 GPs (full time) and 1 locum

6 Practice Nurses and 1 Advanced Nurse Practitioner

2 Healthcare Assistants and 1 Phlebotomist

10 Reception staff and 8 admin staff

Current number of patients has increased to 14,000

20% of patients are registered for online bookings

90% of appointments are booked on the day

Afternoon emergency doctor - telephone appointments only

Daily phlebotomy service

Abbey Medical Centre has been nominated for People's Choice Award: Surgery of the year at the General Practice Awards 2018

Abbey Medical Centre is now an accredited Clinical Research Centre with the Royal College of General Practitioners and started conducting trials from January 2018. Service users are made aware of upcoming trials via a variety of media including posters and leaflets in the surgery and also through letters, text messages and emails for trials requiring specific criteria

Abbey Medical Centre has a pro-active PPG including an active and well-attended weekly "Walking for Health" group, an initiative for people to get more active, increase health and wellbeing and reduce loneliness or isolation. The planned walks are followed by refreshments and socialising with fellow walkers at the Kenilworth Centre. PPG members also support the surgery by helping out at flu clinics etc.

Surgery Response:

Thank you for producing this report.

I would only add that we are now accredited by the RCGP as an Armed Forces Veteran friendly surgery and that we received an Outstanding rating on our recent CQC visit in 2016.

Date of Enter and View Revisit	2 nd July 2018
Authorised Representatives	Alison Wickens, Louise Wilson
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