

GP Surgery Enter and View Report

Arbury Medical Centre - 26th May 2016

Cambridge Drive, Stockingford, Nuneaton, CV10 8LW

Practice Information * Information received from Surgery

Practice Manager: Tina Storer

Contact Details: 02476 388555

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Number of GPs	4 full-time and 1 part-time
Number of Practice Nurses	3 1 Nurse Practitioner
Number of Healthcare Assistants	1
Number of Reception Staff	14

Current Number of Patients	9,500
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Opening Hours	
Monday:	8:00 - 18:30
Tuesday:	8:00 - 18:30
Wednesday:	8:00 - 18:30
Thursday:	8:00 - 18:30
Friday:	8:00 - 18:30
Saturday:	CLOSED
Sunday:	CLOSED

Services Provided/Specialist Clinics	
<ul style="list-style-type: none">• Chronic Disease Management• Minor Surgery• Travel/Childhood Vaccinations• Family Planning• Minor Injury (by GP appt. only)• Diabetic Retinal Screening• Phlebotomy• Antenatal Booking Clinic• Ear Irrigation• Immunisations• Wound Care (inc. suture/clip removal)	<ul style="list-style-type: none">• Over 75/NHS/Learning Disability Health Checks• Cytology• 24-hour Ambulatory Blood Pressure Monitoring• Abdominal Aortic Aneurism screening• IAPT Counselling• Smoking Cessation• Dietary Advice/Weight Management• Medication Review

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Purpose built and well maintained with the exception of some cracked panes of glass.		
Internal Decoration	Found to be in good condition.		
Parking arrangements, Including Provision for Disabled Visitors	Quite a large car park, with on street parking available. Two disabled parking bays clearly marked.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		No automatic doors although they are wide enough for access. No call button if a wheelchair user needs assistance.
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?		✓	
Is there confidentiality/privacy at reception?	✓		A radio plays to cover conversation. Privacy is offered via a discrete window or by using a separate room. This is not signposted
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Receptionist calls patients from hatch and instructs them to enter a given room or wait outside it.
Are waiting times displayed/patients informed?	✓		Patients are notified of delays by the receptionist.
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		Play area provided.
Is a hearing loop installed?	✓		
Toilets Available?	✓		
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		Some information was out of date.
Is the information provided available in other formats?	✓		
Are translation services available? Are they advertised?	✓		This is rarely needed but can be arranged if necessary.
Is signage clear and up to date?		✓	The list of doctors/name plates were not current.
Is there a comments/complaints box available?	✓		
Is there a Patient Participation Group? Is it advertised?	✓		There is a dedicated board for this group.
Are the names/photographs of GP's and staff at the surgery displayed?		✓	We were advised that this will be updated later in the year.

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 30

Question One

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

Excellent	Good	Average	Poor
3	11	6	10

Additional Comments

"It is hard work. Sometimes I have to wait 20 minutes on the phone."
 "Sometimes I have to wait 10 minutes to get through."
 "There is queuing outside and online, as appointments have gone very quickly."
 "Sometimes I wait for 45 minutes and no appointments."
 "I need to come in person as I cannot get through on phone."
 "Telephone problems."
 "It is very difficult to get an appointment."
 "It could be better. I use the on-line system."
 "It takes ages to get through, I did not know about online booking."
 "Hard to get through on the telephone! I didn't know about online booking."
 "There are telephone problems so I end up visiting."

Question Two

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

Excellent	Good	Average	Poor
3	25	2	

Additional Comments

"Not so good for workers."

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
6	18	6	0

Additional Comments

“I park in the club and walk through.” x2 replies
 “It is alright.”
 “I parked up the road today.”
 “I walk.”

Question Four

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

Excellent	Good	Average	Poor
9	19	2	0

Additional Comments

No additional comments received.

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

Excellent	Good	Average	Poor
14	13	2	1

Additional Comments

“It depends who you get.”
 “First class.”
 “I had some bad experiences with a couple of GPs.”
 “Except for one who I won’t see again.”
 “One not liked.”
 “Very good!”
 “Lack of continuity.”

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

Excellent	Good	Average	Poor
19	10	0	0

Additional Comments

One person did not respond to this question.
 “Not a lot to do with the Nurse.”

Question Seven

How would you rate the Reception Staff at the surgery?

Excellent	Good	Average	Poor
12	12	5	1

Additional Comments

“Most are normally pleasant.”

“Depends who you get”

“If you can get past them you see a doctor!”

“Security! Gatekeepers. They should not ask why you need an appointment.”

Question Eight

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

Excellent	Good	Average	Poor
2	17	9	1

Additional Comments

One person did not respond to this question.

“Odd times.”

“Sometimes a wait is to be expected.”

“Today I have been told it will be 15 minutes late.”

“Sometimes they are late.”

“Some waits but this is understandable.”

“Not told they were running late on arrival.”

Question Nine

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

Excellent	Good	Average	Poor
9	16	2	3

Additional Comments

“I have been told nothing yet.”
 “Struggling with shared care.”
 “Definitely not involved. Instructs - no choices given, then if they say come back you cannot get an appointment.”
 “Depends which doctor.”
 “Doctor tells you rather than asks you.”

Question Ten

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

Excellent	Good	Average	Poor
9	19	1	1

Additional Comments

No additional comments received.

Other Comments Received

“I have been with the practice since I was two, I would have voted with my feet if I was not happy.”

“They do a good job in difficult circumstances.”

“Online system is brilliant.”

“Extra clinics is good.”

“A home visit for terminally ill patient could not be arranged.”

“Blood testing is good.”

“Home visits are a struggle.”

“I ended up ringing in from two phones and a mobile!”

We observed that there were 12 people waiting at the door at 8.00am the morning of our visit in order to get an appointment.

Recommendations

- Surgery to look at concerns raised in regard to the appointment booking system. It was noted that some patients were not aware of the online booking system. Better promotion of this could help to reduce phone traffic. Although there was a poster on display some patients did not recognise that online booking was available at the surgery. An in-house poster might prove to be more effective. Perhaps the patient group could also help with awareness raising.
- A review of the information on display is needed to ensure current posters are relevant and up to date.
- Surgery to consider fitting a bell for those who cannot get through the front door without aid.
- Surgery to consider installing a chair of a different height in the waiting room to accommodate those with mobility issues.
- Care should be taken to ensure that the patients are kept up-to-date on all changes underway in regard to Partners at the Surgery. The name plate of a retired Partner was removed while we were there as was the plaque which erroneously advertised that the practice is a teaching practice.

Surgery Response

No additional response was given.

Date of Enter and View Visit	26 th May 2016
Authorised Representatives	Diane Stobbs Sue Tulip
Report Published	8 th July 2016