

Arbury Medical Centre - Original visit: 26<sup>th</sup> 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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## Recommendations:

### Recommendation 1:

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.

Has this recommendation been met? Yes  No  Partially

### Comments:

We spoke to five patients about this. One patient wanted to use this service and was going to get a registration code from Reception. Three patients seemed unaware of the service. One patient used this service regularly and said it was easy to use.

The surgery only had generic NHS information about online booking and none that was specific to the surgery. More specific information is required to inform patients about the need to get a code from Reception and this might help to increase the use of this service.

**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  Partially

**Comments:**

Information was now up to date and the noticeboards were tidy.

**Recommendation 3:**

Surgery to consider fitting a bell for those who cannot get through the front door without aid.

Has this recommendation been met? Yes  No  Partially

**Comments:**

There is now an outside bell which is at a convenient height for wheelchair users.

**Recommendation 4:**

Surgery to consider installing a chair of a different height in the waiting room to accommodate those with mobility issues.

Has this recommendation been met? Yes  No  Partially

**Comments:**

The surgery waiting room now has some seats with arms which are better for those with mobility issues.

The surgery had not been made aware that the current seating had caused any problems for patients.

**Recommendation 5:**

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.

Has this recommendation been met? Yes  No  Met after revisit X

**Comments:**

This recommendation has not been met. Two of the doctors listed have retired and three new doctors are not listed.

The surgery informed us that plans are in place to update the name plate but this will require a completely new plate as the old one cannot easily be modified.

*Response from Practice Manager:*

*I have reviewed the report for accuracy and would like to point out that this is a small inaccuracy in their findings for recommendation 5 ; we have partially achieved this. The retired GP names were removed and the 2 names on the board were existing partners. However I can appreciate that 3rd current GP Partner who joined in June 2016 is yet to be listed as the supplier for the plaque can no longer supply name plates and we are sourcing a new supplier which is proving challenging.*

*The other GPs who currently are working with us are not Partners and therefore do not appear on this plaque until such time as their status changes. However I appreciate patients may not realise this and will replace the plaque temporarily with a computer generated sign.*

**Any additional comments:**

Tina Storer, Practice Manager, was on Annual Leave on the day that we visited. We spoke to one of the senior reception staff.

An innovation at the surgery is a television which shows health related information and also helps to increase security at reception.

Date of Enter and View Revisit	February 17th 2017
Authorised Representatives	Dilys Skinner Diane Stobbs
Report Published	March 23 <sup>rd</sup> 2017 <i>Updated with Practice Manager Response 13<sup>th</sup> April 2017</i>