

# GP Surgery Enter and View Report

Atherstone Surgery - 13<sup>th</sup> July 2016

1 Ratcliffe Road, Atherstone, CV9 1EU

## Practice Information \* Information received from Surgery

Practice Manager: Karen Clarke

Contact Details: karen.clarke@gp-m84019.nhs.uk

Tel: 01827 713664

Number of GPs	9
Number of Practice Nurses	5 and 1 Nurse Practitioner
Number of Healthcare Assistants	3
Number of Reception Staff	26 and 3 Dispensers

Current Number of Patients	15500
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Opening Hours	
Monday:	08:00 - 17:30
Tuesday:	08:00 - 17:30
Wednesday:	08:00 - 17:30
Thursday:	08:00 - 17:30
Friday:	08:00 - 17:30
Saturday:	CLOSED
Sunday:	CLOSED

Services Provided/Specialist Clinics	
<ul style="list-style-type: none"><li>• Asthma Clinic</li><li>• Cancer Care Reviews</li><li>• Child Immunisations</li><li>• COPD Clinic</li><li>• Cytology</li><li>• Dementia Reviews</li><li>• Prevention of CVD/Risk Management Health Checks</li><li>• Diabetes Clinic</li><li>• Dispensing Practice</li><li>• Epilepsy Reviews</li><li>• Child Development Checks</li></ul>	<ul style="list-style-type: none"><li>• Hypertension</li><li>• Family Planning</li><li>• Learning Disability Checks</li><li>• Minor Injuries/Ailments</li><li>• Minor Surgery</li><li>• New Patient Check Up</li><li>• Pharmacy On Site</li><li>• Research Practice</li><li>• Smoking Cessation</li><li>• Travel Vaccinations</li><li>• Yellow Fever Centre</li></ul>

# GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	The surgery is a purpose built (in 1991) surgery which houses the surgery and pharmacy.		
Internal Decoration	The communal areas of the surgery were clean and functional. The carpet throughout was stained in numerous places.		
Parking arrangements, Including Provision for Disabled Visitors	There are 40 parking spaces and 3 marked disabled bays.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		On one level with automatic doors.
Clear guidance on how to inform the surgery of your arrival?		✓	No signage to indicate however reception is obvious with an electronic check in point visible.
Electronic check-in in waiting room?	✓		Appeared to be unused by majority of patients.
Is there confidentiality/privacy at reception?		✓	Clearer signage required advertising private room is available.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		GP's enter the waiting room to collect patients.
Are waiting times displayed/patients informed?		✓	Not displayed. We received conflicting reports from patients that this happened.
Is online booking advertised?		✓	Currently not available at the surgery.
Is the waiting room child friendly?	✓		Good seating with no sharp edges. No toys observed. Some books available.
Is a hearing loop installed?	✓		No sign was visible during the visit.
Toilets Available?	✓		Two toilets including one with disabled access.
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?		✓	Information was found to be out of date and overlapping on some boards.
Is the information provided available in other formats?		✓	One poster in another language but no additional leaflets available.
Are translation services available? Are they advertised?	✓		
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?		✓	Box was removed due to abuse. Friends and Family Test on electronic check in.
Is there a Patient Participation Group? Is it advertised?	✓		Own board in reception.
Are the names/photographs of GP's and staff at the surgery displayed?	✓		Names displayed but no photographs.

# GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 41

## Question One

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

Excellent	Good	Average	Poor
10	16	10	5

## Additional Comments

"Difficult to get an appointment same week. It's usually the next week".  
 "Can't get many pre bookable appointments. Have to come in to open surgery".  
 "Quite good".  
 "Telephone system is good but getting in with the GP is horrendous".  
 "Automated system is good".  
 "Not easy on phone, I prefer to come in. Good once you are here".  
 "Never had any problems".  
 "Difficult to speak to an actual person, difficult to get an appointment".  
 "Can never get in, overstretched".  
 "Last 4 times I have had to wait for an appointment. 17 days wait for this appointment. Do use open surgery but find it difficult to get here. I do prefer to see my own GP".  
 "Very poor. I thought I had an appointment at a specific time but not booked in".  
 "Two week wait. Just have to come to open surgery".  
 "Difficult to get through and have to wait two weeks for appointment".  
 "Long wait to see own GP".  
 "Problem is getting through and then getting an appointment".  
 "Have to get here early for open surgery".  
 "Difficult to get in with your own GP".  
 "Easy to get through".  
 "Brilliant automated system but can't book with my own GP".  
 "Never had a problem getting an appointment".

**Question Two**

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

Excellent	Good	Average	Poor
7	28	4	0

**Additional Comments**

2 people did not respond to this question.

- “Close at 4/5pm. GP is only part time”.
- “Should be extended hours”.
- “Evenings would be good”.
- “Could be a bit more flexible”.
- “Would like evening/weekend appointments”.

**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
9	8	13	11

**Additional Comments**

- “Parking can be an issue at open surgery”.
- “Parking can be a bit of a problem”.
- “Shocking. Parking is an issue”.
- “Parking is bad. I tend to walk”.
- “The patient/staff parking isn’t clear”
- “Bus stops right outside”.
- “Parking is a nightmare”.
- “Parking is difficult”.

**Question Four**

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

Excellent	Good	Average	Poor
20	18	1	1

**Additional Comments**

1 person did not respond to this question.

“First class”.  
“Flooring is stained”.  
“Looks used”.  
“Very clean”.

**Question Five**

How would you rate your GP at the surgery?

Excellent	Good	Average	Poor
25	12	3	0

**Additional Comments**

1 person did not respond to this question.

“Very good”.  
“Very understanding”.  
“Excellent but very hard to get an appointment with”.  
“Doesn’t seem to have any time for you. They are so busy”.  
“Haven’t got time to see you. Feel like I have got to get out”.  
“Never get any results. Referrals are not done”.  
“Want them to look into things a bit further. Wait too long to refer you for more tests”.  
“I feel like I’ve been listened to”.  
“Cannot fault GP”.

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

Excellent	Good	Average	Poor
19	11	0	0

**Additional Comments**

11 people did not respond to this question.

“Really good with my little girl”.

**Question Seven**  
How would you rate the Reception Staff at the surgery?

Excellent	Good	Average	Poor
18	20	1	0

**Additional Comments**

2 people did not respond to this question.

“Very helpful”.

“Keep changing them!”.

“Very good”.

“Can work miracles”.

“Very polite”.

“Why do they ask what’s wrong with you?”

“Some are very very good”.

“Always welcoming”.

**Question Eight**

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

Excellent	Good	Average	Poor
8	17	10	4

**Additional Comments**

1 person did not respond to this question.

“Waited over an hour once. No one let me know”.

“Most of the time OK”.

“Bit behind time”.

“When come to see a GP it is average but open surgery is OK”.

“Sometimes a bit of a wait. No one tells you”.

“No one lets you know. Once a 40-minute wait”.

“Often a long wait”.

“Up to 30 minutes I’ve waited, no one told me there was a delay”.

“20 minutes waiting. No one let me know”.

“Long wait at open surgery”.

“I expect a wait but they do let me know”.

“I had a 50-minute appointment delay. I had to go and ask”.

“Rarely wait”.

“Never had a problem”.

**Question Nine**

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

Excellent	Good	Average	Poor
23	14	2	1

**Additional Comments**

1 person did not respond to this question.

“I don’t feel that I am given enough time with the GP”.

**Question Ten**

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

Excellent	Good	Average	Poor
20	16	2	0

**Additional Comments**

3 people did not respond to this question.

“Reasonably good”.

“No complaints”.

“Depends on if you can see your regular GP”.

“9/10 because of wait. Would be nice to book on the day appointments”.

“Far too many patients and not enough GP’s to see them”.

“Perfect!”

“Very good”.

**Other Comments Received**

“Pharmacy is excellent”.

“Can’t get to see my GP when I want”.

“Delay in referrals being sent. When results come back you have to ring up and make an appointment”.

“Want to be able to see own GP more - I have to explain it again to different GP’s”.

“Not enough GP’s because of new build houses”.

“Saturday surgery would be nice”.

“Evenings would be better for a lot of people”.

“It’s difficult to get here early from the villages via public transport”.

“No toys for children”.

“A TV in the waiting room would be nice”.

“Best surgery I have ever been to”.

“The receptionists were very helpful when I needed medication”.

“Pharmacy is brilliant when working full time”.

“Can get a telephone consultation if I want one”.

We spoke to Gill Davis, Chair of Atherstone Surgery PPG who confirmed that the PPG were going to start a recruitment drive for more PPG members, especially looking at encouraging younger people to get involved. Consideration would be given to advertising on the surgery website, as well as utilising this facility to notify patients of minutes of PPG meetings and any actions that arise from this.

## Recommendations

- 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.
- A review of the information on display is needed to ensure current posters are relevant and up to date.
- 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.
- A copy of the complaints procedure is displayed on notice boards within the surgery.
- PPG to consider making use of the surgery website to post minutes of meetings and use this as a tool to recruit further members.

## Surgery Response

Response by Karen Clarke, Practice Manager

- It is practice policy to inform patients of any significant delays at check in and clinics are monitored throughout the day and varies between doctors and nurses on different days depending upon the complexity and needs of each individual patient. We try very hard to accommodate everyone but sometimes this means unavoidable delays.
- The Practice understands from the feedback on the day that it is the carers notice board that is out of date - this notice board is maintained by CAVA. The Practice Manager has contacted them this week to come and update it.
- A call to our system suppliers has been made regarding on line booking being implemented.

- The complaints procedure will be displayed on our notice board.
- The PPG are very welcome to let our website administrator have information they wish to post on our website.
- We do not do extended hours as it is not financially viable to do so.
- Unfortunately we do not have any control on car parking. We have tried, on numerous occasions, to gain further parking from the council but have been unsuccessful. Public transport is obviously beyond our remit.

Date of Enter and View Visit	13 <sup>th</sup> July 2016
Authorised Representatives	Lianne Burton Michelle Williamson
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