

Beech Tree Medical Practice - Original visit: 2<sup>nd</sup> December 2015  
Rugby Health and Wellbeing Centre, Drover Close, Rugby, CV21  
3HX

## Practice Information \* Information received from Surgery

Practice Manager: Cheryl Herbert

Contact Details: 01788 561319

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## Recommendations:

### Recommendation 1:

The Surgery look into the concerns raised by the patients in respect of the appointment booking system. One solution to this could be maximising the use of online appointment booking to reduce the amount of telephone traffic.

Has this recommendation been met? Yes  No

### Comments:

All appointments are pre-bookable online. However, 24 hour appointments still require the patient to telephone or visit the surgery in order to book.

Surgery state that their 'online live status' is 11% (Signed up for online booking)

**Recommendation 2:**

Surgery ensure that any delays to patient's appointments are consistently communicated by reception staff on arrival.

Has this recommendation been met? Yes  No

**Comments:**

Receptionist will inform patients if there are delays and this will be based on the numbers waiting to see the GP.

**Recommendation 3:**

It is recommended that a comments/complaints box be provided in reception so that patients can feed back anonymously and confidentially.

Has this recommendation been met? Yes  No

**Comments:**

Practice manager informed us that this should be in the waiting area, however on the date of our visit we were unable to locate it.

**Recommendation 4:**

The Surgery is currently looking to recruit new people to its Patient Participation Group (PPG). Posters in reception advertised for an open evening providing an opportunity for patients to meet GPs, admin teams and the Practice Manager in an informal setting. PPGs are important to ensuring that patients have an opportunity to feed in to service delivery and therefore this work to develop the PPG is strongly encouraged. A PPG noticeboard in the reception area would also be beneficial.

Has this recommendation been met? Yes  No

**Comments:**

No Patient Participation Group information was seen in the Beech Tree waiting area. The Practice manager informed us that an event was organised to attract new members, however no one turned up from the public. There are patients who can be called up if required and these are a 'virtual' PPG group.

**Any additional comments:**

None

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Authorised Representatives	Jennie Day Len Mackin
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