

GP Surgery Enter and View Report

Bidford on Avon Health Centre - 2nd November 2015

Stratford Road, Bidford on Avon, B50 4LX

Practice Information * Information received from Surgery

Practice Manager: Sarah Baker

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Number of GPs	3 Partners (2 full-time, 1 part-time) and 4 Salaried. The surgery is also a GP training practice.
Number of Practice Nurses	7
Number of Healthcare Assistants	2 part-time
Number of Reception Staff	8 part-time

Current Number of Patients	10971
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Opening Hours	
Monday:	08:30 - 18:00 (Extended hours surgery pre-booked only until 20:00)
Tuesday:	08:30 - 18:00
Wednesday:	08:30 - 18:00
Thursday:	08:30 - 18:00
Friday:	08:30 - 18:00
Saturday:	Open alternate Saturday mornings (pre-booked appointments only)
Sunday:	CLOSED

Services Provided/Specialist Clinics	
<ul style="list-style-type: none">• Smears• Ear Syringing• Dispensary• Phlebotomy• INR• Wound Care• Children Immunisation	<ul style="list-style-type: none">• Family Planning• Menopause and HRT• Chronic Disease Management• Minor Ops• Health Checks• Hearing tests• ECGs• Travel Vaccinations

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Purpose built health centre, newly built.		
Internal Decoration	Excellent decoration and high standard of cleanliness.		
Parking arrangements, Including Provision for Disabled Visitors	Large car park - ample spaces with disabled provision. Also an excellent bus service (buses every half hour). Bus timetable in reception/waiting room.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?	✓		
Is there confidentiality/privacy at reception?	✓		There is a separate room available for privacy when required.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Tannoy system - we observed that generally the clinicians collected patients from the waiting area.
Are waiting times displayed/patients informed?	✓		If there is any waiting time the Reception Staff advise the patients.
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		
Is a hearing loop installed?	✓		
Toilets Available?	✓		High standard of cleanliness, individual toilets for M / F / Disabled / Baby changing facilities.
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?	✓		The electronic booking screen is available in both English and Polish.
Are translation services available? Are they advertised?	✓		
Is signage clear and up to date?	✓		Good and clear signage.
Is there a comments/complaints box available?	✓		Use Family and Friends Test.
Is there a Patient Participation Group? Is it advertised?	✓		A very active PPG.
Are the names/photographs of GPs and staff at the surgery displayed?	✓		Names displayed.

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 58

Question One

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

Good 	Average 	Poor 
51	7	0

Additional Comments

“Telephone queuing system would be useful, waited 20 minutes to be answered.”
 “Organise the appointment, don’t ask me what is wrong with me.”
 “Takes a long time to get through phoning in the mornings.”
 “Phone first thing in the morning, hard to get through.”
 “Ring up in the morning, on the phone for a long time (waiting).”
 “Can’t get through.”
 “Difficult to get through (repeat prescription).”

Question Two

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

Good 	Average 	Poor 
54	3	1

Additional Comments

“Weekends and evenings would be useful. Not sure of the opening times.”
 “Don’t know what the opening hours are.”
 “Later evenings and Saturdays would be good.”
 “Weekends would be helpful, and Saturday mornings.”
 “No evenings and weekends.”

Question Three
How would you rate your GP surgery on the access to the surgery e.g. Parking, Public Transport Links

Good 	Average 	Poor 
58	0	0

Additional Comments

“On main bus route, appointment can be made to suit the bus timetable, buses every half an hour.”
“Long way for non-drivers.”

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

Good 	Average 	Poor 
58	0	0

Additional Comments

“Excellent”
“Very clean”

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

Good 	Average 	Poor 
52	4	0

Additional Comments

Two people did not respond to this question.
 “Always see a nurse practitioner, never allowed to see a GP.”
 “Very good.”
 “Please mention Doctors Shackley, Watters and Dale - they are fantastic.”
 “Very good.” (x2)
 “Excellent.”
 “Wonderful.”
 “I see no specific GP.”
 “All lovely.”

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

Good 	Average 	Poor 
50	4	1

Additional Comments

Three people did not respond to this question.
 “Excellent.”
 “I wanted to ask questions but was not listened to.”
 “Not enough advice (diabetes).”
 “Excellent.” (x2)
 “Dressings not good.”

Question Seven

How would you rate the Reception Staff at the surgery?

Good 	Average 	Poor 
52	4	2

Additional Comments

“Bit snappy at times - feel like I am being a ‘pain’ ringing up.”
 “Bit grumpy and nosey.”
 “Not always civil to me as a patient.”
 “Depends which one - one can be rude.”
 “Helpful.”
 “Don’t like the receptionist asking what is wrong. This is private.”
 “Asked for personal information by receptionist.” (patient didn’t like this)

Question Eight

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

Good 	Average 	Poor 
51	7	0

Additional Comments

“Quicker than old surgery but could still improve. I have never been told if there were any problems (lateness), I usually ask.”
 “This depends on doctor.”
 “Sometimes wait more than 20 minutes.”

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

Good 	Average 	Poor 
56	0	1

Additional Comments

One person did not respond to this question
 “GP does involve, nurse does not.”
 “Sometimes I feel I am ‘dismissed’, not listened to. Too rushed.”
 “Excellent care.”

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

Good 	Average 	Poor 
56	2	0

Additional Comments

“Very good, I am a satisfied customer.”
 “Excellent.”
 “Very good.”
 “Overall brilliant.”
 “Brilliant.”

Other Comments Received

“Would like to see my named doctor more frequently, rather than another doctor. If not could I see the same locum?” (continuity of care)

“Turn the Tannoy up.”

“Happy with everything.”

“Very good receptionists - especially Angela and Kate.”

“Timing of appointments - evenings better than Saturday. Would like own GP for continuity.”

“Fantastic nurses, reception, very good blood test nurse. Reception speaker system - doctors need to speak louder, as it isn't very loud. When people are talking you can't hear your name called out.”

Recommendations

- The surgery look into the volume and clarity of the tannoy system so that patients can better hear notifications.
- Currently delays in appointments are communicated by Reception Staff and the electronic check-in system. Surgery to consider introducing the use of the TV system to support communication of waiting times/delays.
- Practice Manager to discuss the potential of the PPG taking over responsibility for ensuring that information on notice boards is up to date and displayed in a user friendly format.
- The surgery to look at the concerns expressed by their patients in respect of the reception service.

Surgery Response

We invited Healthwatch to visit our surgery as part of their Surgery Enter and View Programme. The team spent time talking to patients in the waiting room on a busy Monday Morning. Verbal feedback was given to me on the day.

- As far as the tannoy system allows, we will try to improve the volume. Patients are asked to notify the receptionist on duty if they are having difficulty hearing their name.
- We will attempt to communicate any sustained unforeseen lengthy delays via the TV screen. To upload information to the TV for short delays would be cumbersome. However, consideration will be made to the utilisation of the tannoy system to communicate delays.

- Shortly after the visit and before the report was received, a scheduled Patient Participation Group meeting was held and the findings of the visit reported to the group. Discussion surrounded their involvement with the practice notice boards and the boards have since been over-hauled.
- Customer service is important to us and the comments expressed by some patients will be examined at the next reception team meeting/training.

We would like to thank Healthwatch for their time and constructive comments and also to thank the patients involved for their willingness to be interviewed.

Date of Enter and View Visit	2 November 2015
Authorised Representatives	Pamela Wilcox Ann Forster
Report Published	14 th December 2015