

# GP Surgery Enter and View Report

Bridge House Medical Centre - 4<sup>th</sup> July 2016

Scholars Lane, Stratford on Avon, CV37 6HE

## Practice Information \* Information received from Surgery

Practice Manager: Marie Tew

Contact Details: [marie.tew@bhmc.nhs.uk](mailto:marie.tew@bhmc.nhs.uk)

Tel: 01789 292201

Number of GPs	8
Number of Practice Nurses	3 and 1 Advanced Nurse Practitioner
Number of Healthcare Assistants	2
Number of Reception Staff	5 and 2 Dispensary staff

Current Number of Patients	9,700
----------------------------	-------

Opening Hours	
Monday:	08:00 - 18:00 (Extended hours 2 mornings per week 07:00 - 08:00)
Tuesday:	08:00 - 18:00
Wednesday:	08:00 - 18:00
Thursday:	08:00 - 18:00
Friday:	08:00 - 18:00
Saturday:	CLOSED
Sunday:	CLOSED

Services Provided/Specialist Clinics	
<ul style="list-style-type: none"><li>• Heart Disease Clinic</li><li>• Asthma Clinic</li><li>• NHS Healthcheck</li><li>• Smoking Cessation Clinic</li><li>• Counselling</li><li>• Well Man Clinic</li></ul>	<ul style="list-style-type: none"><li>• Diabetes Clinic</li><li>• Travel Health</li><li>• Care of the Elderly</li><li>• Antenatal Clinic</li><li>• Well Woman Clinic</li><li>• Flu Clinic</li></ul>

# GP Surgery Observation

Bridge House Medical Centre - 4<sup>th</sup> July 2016

Scholars Lane, Stratford on Avon, CV37 6HE

Observation Criteria	Comments		
External Building Condition	The external building is in good condition.		
Internal Decoration	Décor is good with comfortable seating in the open waiting area and a separate chair with arms for use by patients with mobility issues.		
Parking arrangements, Including Provision for Disabled Visitors	Limited number of 1 hour pay and display spaces available directly outside the surgery.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Wheelchair/pushchair ramp on entry. No internal lift so patients are seen downstairs if needed.
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?	✓		
Is there confidentiality/privacy at reception?		✓	Open reception area. We didn't observe a notice for a private room.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Nurses and GPs called patients.
Are waiting times displayed/patients informed?	✓		
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		Two children's play areas.
Is a hearing loop installed?	✓		
Toilets Available?	✓		
Hand sanitisers available?		✓	Not provided due to surgery decision.
Are there clear notice boards with up to date information displayed?	✓		Some of the boards were cluttered but were up to date.
Is the information provided available in other formats?	✓		Available on request.
Are translation services available? Are they advertised?	✓		Available but not advertised.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		
Is there a Patient Participation Group? Is it advertised?	✓		There is a PPG box in reception by the Pharmacy.
Are the names/photographs of GP's and staff at the surgery displayed?	✓		Names are on display but no photographs.

# GP Surgery Enter and View Questionnaire Results

Bridge House Medical Centre - 4<sup>th</sup> July 2016

Number of Respondents: 22

## Question One

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

Excellent	Good	Average	Poor
11	5	4	2

## Additional Comments

“Not too bad. Can’t always get an appointment as it is too busy on the phone.”

“I usually wait.”

“I have not used the online booking but it is difficult to get through on the phone.”

“Today it was good.”

“Sometimes it is hard to get through and online booking is hard to get on to.”

“It took 30 minutes to get through.”

“I go online.”

“There is a long wait to see my own GP and it is terrible over the phone.”

“It has taken forever to get through.”

“Very good.”

**Question Two**

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

Excellent	Good	Average	Poor
7	13	2	0

**Additional Comments**

“Very good.”  
 “Don’t know when they are open.”  
 “Don’t know what the hours are.” X3 replies  
 “Fine.”  
 “Suits me.”

**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
5	6	3	8

**Additional Comments**

“Parking is an issue so I often cycle.”  
 “I get my husband to drop me off.”  
 “I get a lift here.” x2 replies  
 “Parking is difficult.” x2 replies  
 “Very bad.”  
 “Parking is a nightmare.”  
 “There is limited parking space.”  
 “Poor parking.” x2 replies  
 “I walk.” x2 replies  
 “I live close by.”  
 “Terrible.”

**Question Four**

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

Excellent	Good	Average	Poor
10	11	0	1

**Additional Comments**

“Not too bad.”  
 “Great.”  
 “Magazines look tatty.”  
 “Dilapidated.”  
 “Very Good.”

**Question Five**

How would you rate your GP at the surgery?

Excellent	Good	Average	Poor
13	7	2	0

**Additional Comments**

“Depends on who you see.”  
 “Never get the same GP.”  
 “All good.”  
 “Doesn’t matter which GP you see, you still get the same level of care and treatment.”  
 “Never see the same one twice.”  
 “Hard to get in to see the ones you want to see.”  
 “Very nice.”  
 “Meet expectations.”  
 “Give good advice and listen to what I say.”  
 “Very good.”

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

Excellent	Good	Average	Poor
16	5	0	0

**Additional Comments**

One person did not respond to this question.

“Very nice.”  
“Above average.”  
“Very good.”

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

Excellent	Good	Average	Poor
11	11	0	0

**Additional Comments**

“Depends who is on and the pressure they are under. They are normally very good and accommodating.”  
“Depends who you get.”  
“Really helpful.”  
“Helpful.”  
“Really nice.”  
“Find that the telephone “holding” information is not necessary and is too long.”  
“Some can be good.”  
“Bit haughty at times.”  
“Recently better.”  
“Slightly hostile.”  
“Generally good.”  
“Very kind.”  
“Willing to help.”

**Question Eight**  
How would you rate the punctuality of appointments at the surgery?

Excellent	Good	Average	Poor
3	15	3	1

**Additional Comments**

“Sometimes good, sometimes bad.”  
 “Can be 1 hour late! No notification on the booking in screen and the Receptionists are not notifying us.”  
 “Depends on their workload.”  
 “Always fine - emergencies do happen from time to time.”  
 “Never waited more than 1 minute.”  
 “Can be 10 minutes but this is acceptable.”  
 “Varies according to how busy the surgery is.”  
 “Always late.”  
 “I’m only here twice a year.”  
 “They fail to hit the time.”  
 “My GP is spot on.”  
 “Varies.”

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

Excellent	Good	Average	Poor
12	8	2	0

**Additional Comments**

“Sometimes.”  
 “If we see someone new they spend time looking at the computer and keep having to go through it all.”  
 “Don’t always feel that I can say what I want and feel pushed into a decision.”  
 “I should ask more questions.”  
 “I ask questions.”

Question Ten

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

Excellent	Good	Average	Poor
13	6	3	0

Additional Comments

“Lovely surgery. If I have a problem they are very good.”  
“Really good. No issues.”

Other Comments Received

“Hard to see the same GP twice. Have to wait a long time to see a specific GP but they will telephone back to discuss issues.”  
“Be easier to register online and be emailed with a password.”  
“Waiting to collect a prescription takes a very long time and sometimes you can’t get hold of anyone - a bell system would be good to notify that someone is waiting.”

We spoke to a member of the PPG who is a virtual member and receives all their information online. “I get an e-newsletter and I don’t have to attend physical meetings as it is all done online. The PPG seems to be working ok.”

**Recommendations**

- 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.
- Ensure that patients are better informed of opening hours and the extended hours that the surgery currently offer.
- 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.

## Surgery Response

Response by Marie Tew, Practice Manager

### **Opening times response:**

We were disappointed that patients feel that they did not know what the opening times are. They are displayed in the entrance to the premises, on the TV screens, on surgery leaflets throughout reception. They are also on the practice leaflet, the practice website and also on NHS choices website. Patients ringing into the surgery would be able to hear the opening times on the introductory phone message too. Given the number of ways we currently advertise our opening hours we are at a loss as to how we could improve this.

### **Seeing a particular doctor:**

Patients can request an appointment with any doctor. However some doctors have more patients who wish to see them than others and therefore have a longer waiting time. We always offer patients appointments to be seen on the day if necessary and have routine appointments available for up to one month with all doctors. We have a range of time our appointments are available including early mornings, lunch times and evenings. These are all available to book on line too so online access patients have the option to view the full range of surgery appointments.

### **Waiting to be seen:**

It is very unusual for a doctor or nurse to run as much as an hour behind. We do our best to keep patients informed of a delay and offer to rebook patients who cannot wait. Our waiting times audits demonstrate quite prompt calling of patients and indeed when PPG have been present in the waiting area, they comment that patients are so quickly called in they do not always get a chance to catch them. Our self check in screen does advise of a delay but sometimes patients arrive quite early for their appointments and may include this wait in the “waiting experience”. If a patient feels they have been waiting for a long time, we always encourage them to check with reception.

### **Telephone wait:**

Like all practices we experience a high volume of calls early in the morning. Past campaigns to ask patients who require afternoon appointments to call later in the morning have not been successful, as understandably they want to get on with their day, knowing what time they have an appointment for. We have been

marketing our online appointments with the support of the PPG since September 2015 but the uptake has been quite slow. More recently, having closed the telephone prescription line due to patient safety issues, we have had an increase in online registrations. The PPG have also kindly agreed to support further promotion of online access by sending a member every two weeks to talk directly to patients about online access as our posters, leaflets and tv screens do not appear to have hit the mark. We also have an excellent help booklet written by a PPG member to help patients with step by step set up for online access, which is also available on our website. We hope that patients will have a more positive experience of appointment booking by using the full range of our services including online, face to face and by telephone.

Date of Enter and View Visit	4 <sup>th</sup> July 2016
Authorised Representatives	Lianne Burton Len Mackin
Report Published	6 <sup>th</sup> October 2016

### Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users, their relatives and staff, only an account of what was observed and contributed at the time of our visit.