

GP Surgery Enter and View Report

Cape Road Surgery - Monday 20th July 2015

3 Cape Road, Warwick, CV34 4JP

Practice Information * Information received from Surgery

Practice Manager: Iain Date
Contact Details: 01926 499988
www.caperoadsurgery.co.uk

Number of GP's	1 full time, 2 part time and 1 permanent part time locum
Number of Practice Nurses	2
Number of Healthcare Assistants	1
Number of Reception Staff	3 (and 2 admin staff)

Current Number of Patients	4700
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Opening Hours

Monday:	08:30 - 18:00 (CLOSED 12:30-13:30)	} The surgery routinely provides extended opening hours outside of the times stated
Tuesday:	08:30 - 18:00 (CLOSED 12:30-13:30)	
Wednesday:	08:30 - 18:00 (CLOSED 12:30-13:30)	
Thursday:	08:30 - 18:00 (CLOSED 12:30-13:30)	
Friday:	08:30 - 18:00 (CLOSED 12:30-13:30)	
Saturday:	Open 1 morning every fifth week	
Sunday:	CLOSED	

Services Provided/Specialist Clinics

- Antenatal and Postnatal Care
- Cervical Smears
- Childhood Immunisations
- Contraception Service
- Phlebotomy
- Travel Vaccinations and Advice
- Anticoagulation Clinic
- Child health Surveillance
- Chronic Disease Monitoring
- Family Planning
- Minor Surgery
- Smoking Cessation

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Observation Criteria	Comments		
External Building Condition	No concerns were observed with the external building condition. The surgery is clearly signposted from the main road.		
Internal Decoration	The surgery is clean and tidy and is decorated to a good standard.		
Parking arrangements, Including Provision for Disabled Visitors	There is no parking available. Blue badge holders park on double yellow lines.		
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?		✓	A private room is available if required.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		GPs call patients into their consulting rooms.
Are waiting times displayed/patients informed?	✓		Staff inform patients if surgery is running late. In December a new TV may show waiting times.
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		
Is a hearing loop installed?	✓		
Toilets Available?	✓		
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?	✓		
Are translation services available? Are they advertised?	✓		There is a list of interpreters advertised on the notice board.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		
Is there a Patient Participation Group? Is it advertised?	✓		
Are the names/photographs of GP's and staff at the surgery displayed?		✓	This will be advertised on the new TV in December.

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 26

Question One

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

Good 	Average 	Poor 
24	2	0

Additional Comments

“You can telephone on the day you want to get in. Getting an appointment is easy.”

“It takes a long time to get through in the morning. You can book online to get the GP you want.”

“Very good - you can actually book online from 8.30 am. Pre-booked appointments are possible.”

“Good because if you try to get an appointment they will get you one.”

“Second to none - excellent and you can ring at 8.30 am for help.”

“Every time I call you can always get in.”

“Brilliant - actually always get in when I want to.”

“Is fantastic really - 100 per cent satisfied.”

“You can usually get to see the doctor when you ring, especially if it is an emergency.”

“Sometimes I cannot pre-book.”

Question Two

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

Good 	Average 	Poor 
24	2	0

Additional Comments

“No problems.”
 “Some evening and occasional Saturdays is good but better to have more Saturday openings.”
 “Covers a wide span of time day and evenings.”
 “Just perfect.”
 “Open daily, always come in the mornings.”
 “You can get an evening appointment.”
 “Good enough for us.”
 “Pretty varied wide appointment system.”

Question Three

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

Good 	Average 	Poor 
11	2	6

Additional Comments

Seven people did not respond to this question.

- “Could do with a little better parking. Could do with the Council to accommodate us by letting patients use the nearby Council car park.”
- “I have a blue badge so I can park on the double yellow lines.”
- “Able to park OK.”
- “Parking is atrocious. I had to be dropped off by my husband who then went off to park far away.”
- “I park on a street nearby with 2 hour slots.”
- “Difficult to manage but I have a disabled sticker.”
- “I walk in.”
- “Parking is difficult so I walk.”
- “I just live round the corner.”
- “No parking - it’s poor.”

Question Four

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

Good 	Average 	Poor 
26	0	0

Additional Comments

“The surgery is always nice and clean.”

“I have never had any problems.”

“I am very happy - they seem to follow strict hygiene protocols.”

“Spotless toilets which are clean and maintained.”

“Excellent - always clean - no problem with it.”

“Always clean and no dust.”

“Always looks clean and tidy whenever you come, no matter how many people use it.”

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

Good 	Average 	Poor 
26	0	0

Additional Comments

“Very kind, can talk to her about anything, very nice - she listens.”
 “Generally fine, always friendly. Usually can get to see the one you want to see.”
 “None that I wouldn’t want to see. Prefer some more than others. Always very good offering follow-ups.”
 “Very good, happy to be at this surgery.”
 “Excellent, go the extra mile. The morning I got out of hospital the doctor visited me. She even rang the ward to see how I was.”
 “Don’t like the locums but our regular GP is brilliant.”
 “They are all good including the locums. All very efficient, won’t fob you off.”
 “110 per cent satisfied with the doctors.”
 “Excellent, exceptionally good, if they are not sure you are sent to a consultant.”
 “Pleased that I am a patient here. Can phone and speak to a doctor, they always try and fit you in. Have never been refused a home visit or doctor will ring back.”

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

Good 	Average 	Poor 
22	2	0

Additional Comments

Two people did not respond to this question.

“Very organised, on time. I attend the asthma clinic and have my bloods checked as well.”

“Friendly, open and professional.”

“Brilliant, friendly approach and professional. Help people give up smoking.”

“Very good, happy to be at this surgery.”

“Excellent, friendly. Know you by name, can have a chat with them.”

“Fantastic.”

“No problems at all, went to trouble of getting me a different flu jab.”

Question Seven

How would you rate the Reception Staff at the surgery?

Good 	Average 	Poor 
23	3	0

Additional Comments

“Very nice, keep place well. Seem to know what to do and can organise having your blood taken. Much better than the other surgery I used to attend.”

“Brilliant.”

“Depends on who you get. Occasionally someone is off-hand, but not all of them.”

“Excellent, cannot fault them. Always pleasant and cheerful. Will try to fit you in for an appointment or to arrange for a doctor to ring you up in half an hour.”

“Very nice people, always willing to help, always try to fit you in if not same day then ASAP.”

“Excellent - any issues or problems then I would be the first to speak out.”

“Very good, brilliant. Always sort you out for an appointment and will pre-book an appointment if you need one.”

“Excellent, they go all the way out to assist you above and beyond their duty. That’s how they are.”

“Very good. Everything 100 per cent satisfied. They take care of you.”

“They apologise when they cannot get you an appointment. Very accommodating.”

“Helpful and friendly.”

Question Eight

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

Good 	Average 	Poor 
16	10	0

Additional Comments

“Some days the doctors are a little bit behind, especially if there is an emergency. You have to accept it. The doctors cannot just push them out of the door.”

“Average, sometimes you have to wait for an hour, but that’s not typical.”

“Only problem is if there is an emergency, otherwise it is OK.”

“Rare if you have to wait a long time.”

“Have to be patient but on the whole I don’t have to cause trouble.”

“Only now and again, I appreciate why the surgery might be slow dealing with other people.”

“People are respected, patients are informed if surgery is running late and they apologise.”

“Cannot help it if someone needs more.”

“Not always on time. It doesn’t bother me - you get a thorough appointment even when running late.”

Question Nine

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

Good 	Average 	Poor 
20	6	0

Additional Comments

“Doctor invited me to come and discuss my treatment. I like one to one and I feel empowered.”

“Sometimes some things need explanation. It depends on the doctor or the illness and what the problem is and reason for investigation e.g. blood tests.”

“The surgery is always ready to discuss my care. You really feel you have a say, can give your opinions and discuss how you would like to proceed with your care.”

“I value their advice and am guided by their care.”

“GP involves me in decisions always and always asks for feedback.”

“Sends you for blood tests, tests blood pressure, looks into it and gives an opinion.”

“Good for my mum who has dementia.”

“Involved in decisions about your care. Informs you of all the opportunities open to you.”

“Doctors consult with you, explain very well, always answer your questions and are straightforward, no beating about the bush.”

“I do not have full confidence, the surgery did not chase a referral.”

“I would be happy if they explained to me.”

Question Ten

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

Good 	Average 	Poor 
25	1	0

Additional Comments

“Very good, I cannot say any more. Always very good for my husband who has chronic lung disease.”

“Right for the patient, generally very good.”

“Excellent. Happy that me and my family are patients at this surgery.”

“Happy about the surgery, they have been absolutely very good to me and looked after me when I was very ill.”

Other Comments Received

“This is a very good practice, I cannot fault the surgery - absolutely A1. I was going to move but decided against it because I didn’t want to find a new doctor.”

“The whole lot are excellent. I am pleased we came to this surgery when we moved into the area.”

Recommendations

In response to comments made about punctuality of appointments, the surgery already informs patients on the day of any delays. The surgery will also be installing a TV in December which will take the place of a notice board and will support the communication of waiting times.

Additionally, the TV will provide information about the surgery, the staff and the services offered. Health information on screen will be targeted according to the time of the year, for example flu and hayfever.

Surgery Response

No additional response from the surgery.

Date of Enter and View Visit	20 th July 2015
Authorised Representatives	Viv Gaster Jarina Rashid-Porter
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