

GP Surgery Enter and View Report

Croft Medical Centre - 9th September 2015

39 Mallory Road, Bishops Tachbrook, CV33 9QX

Practice Information * Information received from Surgery

Practice Manager: Karen Malecki

Contact Details: 01926 451285

karen.malecki@croftmc.nhs.uk

Number of GPs	4 GP Partners and 4 Salaried GPs (across both Croft Surgeries)
Number of Practice Nurses	1
Number of Healthcare Assistants	1 (+ Nurse on Monday mornings and Phlebotomist on Wednesdays)
Number of Reception Staff	1

Current Number of Patients	1400
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Opening Hours	
Monday:	9:00am - 13:00pm
Tuesday:	14:00pm - 17:00pm
Wednesday:	9:00am - 13:00pm
Thursday:	14:00pm - 17:00pm
Friday:	9:00am - 13:00pm
Saturday:	CLOSED
Sunday:	CLOSED

Services Provided/Specialist Clinics
<ul style="list-style-type: none">• Phlebotomy• Diabetes Clinic• Warfarin Clinic• Childhood Vaccinations• Child Health Surveillance Clinics• Dispensary• Asthma Check• Flu Clinic• Cervical Smears• Family Planning

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Observation Criteria	Comments		
External Building Condition	Older style building. No signage from the road.		
Internal Decoration	The Surgery is clean and decorated to a good standard.		
Parking arrangements, Including Provision for Disabled Visitors	7 spaces and 1 disabled space.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Requires improvement.
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?		✓	A screen is due to be trialled.
Is there confidentiality/privacy at reception?	✓		A separate room is also available.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		GPs/Nurses collect patients from waiting room.
Are waiting times displayed/patients informed?	✓		Patients informed by Receptionist.
Is online booking advertised?		✓	The Surgery looking to introduce this.
Is the waiting room child friendly?	✓		
Is a hearing loop installed?	✓		This is portable.
Toilets Available?	✓		
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?		✓	This has not been required/requested.
Are translation services available? Are they advertised?		✓	Google Translate is used by Main Surgery if required.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?		✓	There is a Family and Friends Test.
Is there a Patient Participation Group? Is it advertised?	✓		Separate Noticeboard for PPG
Are the names/photographs of GP's and staff at the surgery displayed?		✓	These are displayed at the Main Surgery.




GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 20

Question One

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


Good 	Average 	Poor 
17	2	1

Additional Comments

“It is a problem getting the person you want to see.”
“Hard getting through to the Receptionist.”
“As long as you don’t want a specific GP.”
“Very good.”
“Very helpful.”
“Very good. Can get appointments on the same day.”

Question Two




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

Good 	Average 	Poor 
16	2	2

Additional Comments

“Restricted.”
“I am healthy but I feel that this surgery should be full time.”
“I don’t know what they are.”
“Fine for me.”
“If necessary you can go across to the other main surgery.”
“You can always go to the main surgery.”
“I would suggest later appointments in the afternoon.”




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

Good 	Average 	Poor 
18	0	1

Additional Comments

One person did not respond to this question.
“The surgery needs a lift.”




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

Good 	Average 	Poor 
20	0	0

Additional Comments

“Very good.”
“Always been very good.”




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

Good 	Average 	Poor 
19	1	0

Additional Comments

“Very good.”
“Fantastic.”
“All of them very good.”
“Always very nice.”
“Cracking!”

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

Good 	Average 	Poor 
17	1	0


Additional Comments

Two people did not answer this question.

“Great.”
“Brilliant.”
“Very helpful.”
“Very friendly and helpful.”
“Provide a very good service.”
“Very good.”
“More nursing time needed.”

Question Seven

How would you rate the Reception Staff at the surgery?



Good 	Average 	Poor 
18	1	1

Additional Comments

“Need more than one.”
“Helpful.”
“Always polite.”
“Helpful.”

Question Eight




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

Good 	Average 	Poor 
13	7	0

Additional Comments

“I always have to wait 15 minutes after the appointment time, although they are running 20 minutes late today.”
“I don’t mind waiting.”
“Patients are informed of any delays.”
“I am prepared to wait.”
“I have not waited more than 20 minutes and it can be quick sometimes.”
“Sometimes it can be busy.”


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

Good 	Average 	Poor 
19	1	0

Additional Comments

“Excellent. GP gives you a really good explanation.”
“Plenty of time to spend with GP - excellent.”

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

Good 	Average 	Poor 
19	1	0

Additional Comments

“Excellent.”
“Fantastic - can’t fault it.”
“It depends on who you see.”
“Very, very good.”
“Very good, very fortunate to have this surgery.”

Other Comments Received

“It is wonderful having a Pharmacy.”

“Practice Manager is full of ideas.”

“It is difficult to get an appointment with the Nurse (eg. for a blood test) and they couldn’t offer an appointment at the main surgery.”

“Having a surgery here is wonderful.”

“I am a member of the PPG and I am really pleased that this group has been set up.”

“The Surgery involves themselves in the community (outreach).”

“This is a friendly surgery.”

“A PSA test was ignored by a GP and a cancer diagnosis was missed.”

“This is the best GP Practice I have ever been involved with.”

“We were able to book an emergency appointment and be seen without any difficulty even though we have not visited this surgery before.”

Recommendations

- The surgery advised us that they will be looking at introducing an online booking system and electronic check in. This is encouraged as a means of improving the appointment booking experience.
- The surgery to provide a comments/complaints box for patients to feedback to the surgery.
- GP photos and names are advertised at the main surgery, however, it would be useful to also provide this information at the branch surgery.

Surgery Response

Response by Karen Malecki, Practice Manager.

- The report was encouraging in so much as it reaffirmed the fact that the current service provision broadly suits the needs of the village. However, we are aware that once the additional housing arrives we will be reviewing the provision there. We are very aware of this.
- The PPG have had copies of the reports, they acknowledge with the practice the access work that is to be done and is being done - with their support.

Date of Enter and View Visit	9 th September 2015
Authorised Representatives	Lianne Burton Sally Jury
Report Published	13th November 2015