

# GP Surgery Enter and View Report

Polesworth Surgery - 15<sup>th</sup> May 2017

High Street, Polesworth, B78 1DU

## Practice Information (Information received from Surgery)

Practice Manager: Deborah Pogorzelski

Contact Details: 01827 892893

admin.enquiries@dordonsurgery.nhs.uk

Number of GPs	6** partners & 1 salaried (2 partners are retiring this year and the practice is currently recruiting new partners)
Number of Practice Nurses	4 Practice Nurses
Number of Healthcare Assistants	0
Number of Reception Staff	4*

\* and \*\* - see Surgery Response further down in this report

Current Number of Patients	12,000 for Dordon and Polesworth combined
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<b>Opening Hours</b>	
Monday:	08:00 - 13:00
Tuesday:	13:00 - 18:00
Wednesday:	08:00 - 13:00
Thursday:	08:00 - 13:00
Friday:	08:00 - 13:00
Saturday:	CLOSED
Sunday:	CLOSED

### Services Provided/Specialist Clinics

Services are provided at both Polesworth and Dordon surgeries. Dordon has set clinics for services; Polesworth does not have set clinics. Additionally, some services will only be carried out at Dordon, e.g. minor surgery, cervical smear tests.

- Respiratory
- Heart Disease
- Diabetes Clinic
- Stroke/TIA
- Minor Surgery
- Child Immunisations
- NHS Healthcheck
- Cervical Smear
- Post Operative Care
- Smoking Cessation Clinic
- Contraceptives - Own
- HCA Clinic
- New Patient Check-up

# GP Surgery Observation

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Observation Criteria			Comments
External Building Condition			A modern Health Centre which is well maintained.
Internal Decoration			Very good with a spacious and clean waiting area. There is a good mix of comfortable chairs, including two higher chairs with arms.
Parking arrangements, Including Provision for Disabled Visitors			Two disabled spaces and limited parking with additional parking near to the Health Centre.
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Wide ramp to front door with a power assisted door.
Clear guidance on how to inform the surgery of your arrival?	✓		Surgery reception area is obvious.
Electronic check-in in waiting room?		✓	
Is there confidentiality/privacy at reception?	✓		Patients are asked to stand back at reception to allow for privacy. There is a private room available if requested.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Patients receive a numbered card on arrival and are called via a buzzer.
Are waiting times displayed/patients informed?		✓	Doctor/nurse or reception staff will let patient know if there is a long wait.
Is online booking advertised?	✓		Online booking is not available at Polesworth but is available at Dordon.
Is the waiting room child friendly?	✓		Large shared waiting room with space for pushchairs and books provided.
Is a hearing loop installed?	✓		
Toilets Available?	✓		Male, female and unisex disabled toilet
Hand sanitisers available?	✓		At reception.
Are there clear notice boards with up to date information displayed?	✓		Noticeboards are cluttered and some are for use by the Health Centre rather than the surgery.
Is the information provided available in other formats?		✓	This has never been needed.
Are translation services available? Are they advertised?		✓	Practice Manager indicated that services are accessible, but not required to date.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?		✓	Friends and family only.
Is there a Patient Participation Group? Is it advertised?	✓		An active group that meets every two months.
Are the names/photographs of GP's and staff at the surgery displayed?		✓	Available and up to date on the website

# 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?

Excellent	Good	Average	Poor
0	13	9	4

## Additional Comments

NOTE THE BOOKING SYSTEM IS ON THE DAY ONLY EXCEPT FOR APPOINTMENTS BOOKED BY THE GP WHICH CAN BE BOOKED IN ADVANCE.

“I prefer to come here.”

“It was quite easy today.”

“I have problems with the phone - it’s quicker if you come and queue in person.”

“You can’t get in half the time.”

“Sometimes good, sometimes bad, particularly if you want to see a doctor quickly and they are fully booked.”

“It’s easier to go to Dordon.”

“There are problems with the on the day system.”

“It’s rubbish - I live in the village and I don’t see why I have to go to Dordon.”

“Rubbish if you want to see a particular doctor.”

**Question Two**

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

Excellent	Good	Average	Poor
1	11	7	4

**Additional Comments**

Three people did not answer this question as they usually go to Dordon.

“They could do with more later appointments.” (x2 replies)

“They are only open half a day.” (x2 replies)

“It should be open all the time as at Dordon.”

“It should be open more - it should be run for the patient’s benefit.”

**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
4	14	4	0

**Additional Comments**

Four people did not answer this question - they were all patients who walked to the surgery.

“Very good with the volunteer service.”

“The surgery access is very good though bus services are limited.”

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

Excellent	Good	Average	Poor
15	11	0	0

**Additional Comments**

There were no additional comments

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

Excellent	Good	Average	Poor
8	13	5	0

**Additional Comments**

“They are very conscientious and dedicated.”  
 “Really friendly.”  
 “There’s a couple I wouldn’t see.”  
 “My doctor’s brilliant - if I ever get to see her.”  
 “I wish they would stop keep changing them I don’t even know my own doctor.”  
 “Some are OK some aren’t - I’ve had some bad issues over family care.”  
 “It’s according to how they feel in the morning - sometimes you come in for nothing - sometimes no one listens.”

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

Excellent	Good	Average	Poor
8	12	1	0

**Additional Comments**

Five people did not answer this question as they had never seen the nurse  
There were no additional comments.

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

Excellent	Good	Average	Poor
6	16	3	1

**Additional Comments**

“They are always helpful.”  
 “They will point you in the right direction and help to solve problems they are very helpful.”  
 “They are really friendly.”  
 “Some are terrible.”  
 “Some are very nice.” (x2 replies)  
 “Just OK.”  
 “I think they could go on a course - to be more polite - they ask what you want to see the doctor for.”

**Question Eight**

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

Excellent	Good	Average	Poor
1	14	11	0

**Additional Comments**

“Nurse often runs late.”  
 “Sometimes it runs late, it is better than it was.”  
 “Sometimes I’m here for ages at other times I go straight in.”  
 “I don’t blame them for delays.”  
 “I waited 20 minutes the other day.”  
 “You expect to wait sometimes.”  
 “It depends on the doctor some will run over if needed.”  
 “I’ve never had a massive wait.”  
 “Good unless there is an emergency - they should have separate doctor for that.”

**Question Nine**

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

Excellent	Good	Average	Poor
1	20	4	1

**Additional Comments**

“There’s really nothing to discuss.”  
 “They are very approachable.”  
 “It varies between doctors.”  
 “If there’s anything wrong you can ask.”  
 “They advise you.”

Question Ten

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

Excellent	Good	Average	Poor
6	12	8	0

Additional Comments

“They are excellent on a number of points but getting an appointment is a problem.”

“Not as good as it used to be.”

“There is room for improvement on hours and telephone booking, but staff are excellent.”

Other Comments Received

“There is never enough time as a patient with complex needs who is making slow progress - I need more time with my GP.”

“I have received contradictory advice on pain relief from different doctors.”

“My granddaughter and her daughter were turned away without an appointment one day.”

“Concerning the booking system it is really difficult - would it be possible to book the night before.”

“You have to really push for an appointment - I rang Dordon and they told me that they could only offer an appointment at Polesworth.”

“We need to keep the surgery open in Polesworth - not everyone can get to Dordon.”

“No complaints the surgery does a good job - do not change what works.”

“There is a guarantee that you will see a doctor but not necessarily the doctor of your choice.”

“The surgery has improved a lot recently but I’m not sure how the system will cope with the large number of new houses that are to be built.”

“Transport between Dordon and Polesworth is poor - we need more appointments available at Polesworth.”

The PPG is an active group which meets every two months. Three members of the PPG came to meet the Healthwatch representatives. The PPG covers both Dordon and Polesworth surgeries. One of the partners and the Practise Manager attend the meetings. There are usually 8-12 patients at the meetings - but they would like to recruit a wider range of patients.



## 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 for the Polesworth branch surgery, to reduce the amount of telephone traffic.
- The surgery to make safe the small table in the waiting room which has rather sharp edges at a height which could be dangerous to small children.
- Surgery to ensure that there is a consistent approach used to communicate to patients any delays to their appointments.
- Surgery to look at advertising the Patient Participation Group more widely to recruit a wider range of patients.

## Surgery Response

\*Please note that all Reception and Dispensing staff work across both surgeries and the numbers given are the combined numbers for Dordon *and* Polesworth surgeries.

\*\*Since the visit, the number of GPs has changed. The surgery now has 5 partners and 2 salaried.

On line booking has been discussed at the Patient Participation Group, members requested to pass on the information to the group they represent and other patients. Online booking advertised on the practice website. Practice employees actively encourage patients to use on line booking service.

The table used in the waiting area has been moved into the corner and posters hung around the table edge to high light it is there.

Receptionists do inform patients if GP's running late.

Date of Enter and View Visit	15 <sup>th</sup> May 2017
Authorised Representatives	Dilys Skinner Sue Tulip
Report Published	03/08/17

### 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.