

GP Surgery Enter and View Report

The Pool Medical Centre - 13th April 2015

Pool Road, Studley, B80 7QU

Practice Information * Information received from Surgery

Practice Manager: Jo Malpass

Contact Details: 01527 853671

Number of GP's	6
Number of Practice Nurses	3
Number of Healthcare Assistants	1
Number of Reception Staff	7

Current Number of Patients	6700
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Opening Hours

Monday: 08:30 - 18:30

Tuesday: 08:30 - 18:30

Wednesday: 07:30 - 18:30

Thursday: 08:30 - 18:30

Friday: 08:30 - 18:30

Saturday: CLOSED

Sunday: CLOSED

Services Provided/Specialist Clinics

- Blood Tests
- Health Promotion
- Well Person Screening
- Family Planning Clinic
- Travel Immunisation and Advice
- Diabetes Clinic
- Asthma and COPD Clinic
- Cardiac Clinic
- Baby Clinic

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Observation Criteria	Comments		
External Building Condition	Purpose built surgery. No concerns observed. Pharmacy attached.		
Internal Decoration	Clean and decorated to a good standard.		
Parking arrangements, Including Provision for Disabled Visitors	Parking with disabled spaces at front of surgery. Also District Council car park close by.		
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?		✓	Private room available on request
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Tannoy system in place but hard to hear, especially for those with hearing impairments
Are waiting times displayed/patients informed?	✓		Not displayed
Is Patient Access advertised?	✓		
Is the waiting room child friendly?	✓		
Is a hearing loop installed?	✓		Yes, not advertised
Toilets Available?	✓		
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?	✓		Patients advised at registration that other formats available.
Are translation services available? Are they advertised?	✓		Patients advised at registration of translation services available.
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?	✓		Names but no photographs are displayed.

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 37

Question One

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

Good 	Average 	Poor 
26	8	3

Additional Comments

“Don’t like calls to go via triage nurse, just want to see GP. Had to wait too long for GP appointment.”

“Almost impossible to get a GP appointment.”

“Difficult to get through on phone, especially if urgent.”

“Have to wait for a specific GP - but it is worth waiting.”

“Can’t always get an appointment with the GP you want.”

“Waiting to see specific GP.”

“Unable to get an appointment in advance for ongoing care, for example family planning.”

“Varies depending on receptionist.”

“Not enough evening or early morning for workers. Evening slots often booked for up to three weeks.”

“Usually want one week for an appointment.”

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

Good 	Average 	Poor 
33	3	1

Additional Comments

“Only one late night.”
 “More late nights and Saturday morning.”
 “Not enough evening or early morning appointments for workers.”
 “Evening slots often booked for up to three weeks.”
 “Longer surgery hours needed.”
 “Thursday afternoon closure is annoying.”
 “Extended times very helpful.”

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

Good 	Average 	Poor 
36	1	0

Additional Comments

“School time little or no parking”.

Question Four

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

Good 	Average 	Poor 
37	0	0

Additional Comments

No additional comments

Question Five

How would you rate your GP at the surgery?

Good 	Average 	Poor 
34	3	0

Additional Comments

“Very helpful.”
 “Don’t always seem to have time to discuss.”
 “One doctor rather flippant.”
 “Excellent.”
 “Very good.”
 “I wait for my doctor of choice.”
 “Very good.”

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

Good 	Average 	Poor 
36	0	0

Additional Comments

One person did not respond to this question.
 “Very good with children.”
 “Very good at their job.”
 “Very good.”
 “Excellent.”

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

Good 	Average 	Poor 
34	3	0

Additional Comments

“Varies who is on.”
 “Can be rude and invasive about appointment.”
 “Very helpful.”
 “Excellent.”

Question Eight

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

Good 	Average 	Poor 
19	15	3

Additional Comments

“Difficult with children if appointment delayed. Want to know how long wait is.”
 “Varies.”
 “Rarely on time.”
 “Approx. 20 minutes wait at least.”
 “No waiting time advertised on electronic check in.”
 “Sometimes over 20 minutes late.”
 “Varies with which doctor you see.”
 “No communication about the long wait.”
 “Varies with time of day.”
 “Waiting time is long.”
 “Can be long waits, reception do not advise.”
 “I ask reception when I’m waiting too long.”
 “Rubbish. For example, I have had to wait one hour, five minutes after appointment time. Receptionists are not advising of waiting times. Are the receptionists being advised by GPs?”
 “Has improved in last 12 months, thanks.”
 “Some patients need longer.”
 “Have to wait sometimes but can see there is a good reason.”

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

Good 	Average 	Poor 
32	5	0

Additional Comments

“No complaints.”
“Good support.”
“Poor when wanting results, some receptionists are just rude.”

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

Good 	Average 	Poor 
36	1	0

Additional Comments

“Excellent.”
“Holistic.”
“Sometimes not listening before diagnosing.”
“GPs and staff listen.”
“Didn’t listen to me.”

Other Comments Received

“Nurses are fantastic.”
 “Surgery linked to pharmacy is excellent.”
 “Dr Walker is very personable.”
 “Good continuity of care.”
 “Would like advice from reception if running late.”
 “Increase period of time between patients.”

Recommendations

- The surgery to develop a consistent approach in regard to 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 to notify patients of current waiting times. The surgery is currently working with their patient representative groups on this and it is recommended that this continue.
- 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.

Date of Enter and View Visit	Monday 13 th April 2015
Authorised Representatives	Pamela Wilcox Sheila Wood
Report Published	