

GP Surgery Enter and View Report

Spa Medical Centre - 7th December 2015

81 Radford Road, Leamington Spa, CV31 1NE

Practice Information * Information received from Surgery

Practice Manager: Kam Rai

Contact Details: kam.rai@spamc.nhs.uk

Tel. 01926 421214

Number of GPs	2
Number of Practice Nurses	2
Number of Healthcare Assistants	0
Number of Reception Staff	3

Current Number of Patients	3,800
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Opening Hours		
Monday:	08:30 - 13:00	15:30 - 18:30
Tuesday:	08:30 - 13:00	15:30 - 20:40
Wednesday:	08:30 - 13:00	15:30 - 18:30
Thursday:	08:30 - 13:00	15:30 - 18:30
Friday:	08:30 - 13:00	15:30 - 18:30
Saturday:	CLOSED	
Sunday:	CLOSED	

Services Provided/Specialist Clinics

- In-house Interpreter and several staff speak Punjabi
- Well Woman Clinic
- Minor Surgery
- Child Health Surveillance
- Diabetes Clinic
- Asthma/COPD Clinic
- Travel Health
- Smoking Cessation clinic

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Very good. The Surgery is an old mid-Victorian building in good condition.		
Internal Decoration	Clean and well decorated.		
Parking arrangements, Including Provision for Disabled Visitors	On street parking with some parking spaces available at the rear of the surgery.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Ramp to main entrance with a bell for door assistance. Rear entrance can be used by arrangement.
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?		✓	Not observed.
Is there confidentiality/privacy at reception?	✓		Reception is separated by a wall from the waiting room which can create a build-up of patients in this area.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Observed both a tannoy system and GPs entering the waiting room.
Are waiting times displayed/patients informed?	✓		Yes, via the tannoy.
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		Simple puzzles are available.
Is a hearing loop installed?	✓		
Toilets Available?	✓		In the waiting room.
Hand sanitisers available?	✓		In the reception area.
Are there clear notice boards with up to date information displayed?	✓		Lots of information around the waiting room, reception and in the toilet.
Is the information provided available in other formats?		✓	Only observed English language material.
Are translation services available? Are they advertised?	✓		Hindi, Punjabi and other languages are available by arrangement.
Is signage clear and up to date?	✓		Opening times are not as per website.
Is there a comments/complaints box available?	✓		In the waiting room.
Is there a Patient Participation Group? Is it advertised?	✓		There is a real and virtual PPG but we did not observe information about them in the waiting room.
Are the names/photographs of GP's and staff at the surgery displayed?	✓		Not observed but we were advised that they are shown on the TV screen.




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 
15	8	3

Additional Comments

“I don’t agree with the phone appointment system.”
“I don’t agree with the phone first appointment system.”
“Difficult to book appointments in advance but it’s a national issue.”
“Difficult, I have to ring at 8.30am.”
“It’s very busy in the morning.”
“Too many patients and only one senior doctor.”
“Sometimes good, sometimes average.”
“Slow answering the phone.”
“Very good.”
“Very easy.”

Question Two




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

Good 	Average 	Poor 
21	5	0

Additional Comments

“Lunchtime closing is not 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 
14	10	0

Additional Comments

Two people did not respond to this question.

“Difficult sometimes to park.”

“I walk to the surgery.”

“I use the bus.”

“Hard to park.”

“Depends.”

Question Four




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

Good 	Average 	Poor 
19	7	0

Additional Comments

No additional comments.

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

Good 	Average 	Poor 
20	5	0

Additional Comments




One person did not respond to this question.

“Very good.”

“Very supportive and patient centred care provided.”

“Everyone wants to see Dr Pandya because he speaks the language.”

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

Good 	Average 	Poor 
20	5	0

Additional Comments

One person did not respond to this question.



“Very good.” (x 2)

“Good, excellent at giving injections.”

“Marvellous.”

Question Seven

How would you rate the Reception Staff at the surgery?

Good 	Average 	Poor 
19	5	0

Additional Comments




Two people did not respond to this question.

“Very good.”

“Very helpful.”

Question Eight

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

Good 	Average 	Poor 
8	14	3

Additional Comments

One person did not respond to this question.




“Sometimes 20 minutes late.”

“I have to wait a long time.”

“Depends who you see when busy.”

“Sometimes I have to wait.”

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

Good 	Average 	Poor 
19	6	0




Additional Comments

One person did not respond to this question.

“All very good here.”

“You can say which hospitals you want to go to.”

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

Good 	Average 	Poor 
20	5	0

Additional Comments

One person did not respond to this question.

“Too many patients.”

“Great.”

“Very good.”

Other Comments Received

“Dr Pandya is a very nice person. Very hard to contact because he knows a lot of languages and I want to pass on my appreciation to him because he listens and tells it to people in their own language.”

“Gentleman has tried to get through several time this morning to make an appointment but couldn't. He has waited to be rung back by a doctor but this didn't happen. So he got a taxi and arrived at 9.45am and is prepared to wait to be 'fitted in'.”

“All excellent here.”

“Could open at lunchtimes, however well-functioning surgery otherwise.”

“Good practice, everyone professional.”

“When I ring up to make an appointment I have to speak to doctor and he decides if he wants to see me or not. If he doesn't see me I have no choice.”

Recommendations

This is a busy surgery with a good atmosphere from the patients. Many got involved with our visit and assisted us with the patient questionnaire by translating questions to other patients.

There are two GPs, one speaks two languages and the other does not. As a result, many want to visit the GP who speaks their language and this inevitably leads to a delay for some patients. The surgery recognises that there is a problem, however, finding a solution is not easy.

Recommendations are as follows:

- The Surgery to update external signage to show correct opening hours as they currently differ from the opening time on the website.
- PPG group members/newsletters/minutes to be displayed in the waiting room for other patients to be able to access.
- 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.

Surgery Response

Response by Kam Rai, Practice Manager

The information regarding our PPG is displayed in the waiting room on a board showing dates of next meeting and the minutes of last meeting. This information plus staff pictures are also on our website.

The reason we have no literature in Punjabi is that our patients cannot read Punjabi either. But the nurses and doctors during consultation ask the patient if they can read another language and print out the literature for them in a preferred language.

Date of Enter and View Visit	7 th December 2015
Authorised Representatives	Deb Smith Len Mackin
Report Published	19 th January 2016