

Market Quarter Medical Practice - Original visit: 2nd December 2015

Rugby Health and Wellbeing Centre, Drover Close, Rugby, CV21 3HX

Practice Information * Information received from Surgery

Practice Manager: Cheryl Herbert

Contact Details: 01788 578800

cheryl.herbert@nhs.net

Recommendations:

Recommendation 1:

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.

Has this recommendation been met? Yes No

Comments:

Surgery is currently under pressure - they are a training practice, however, currently they are short of registrars. Patients still need to book on the day either by phone or personal visit. The Practice Manager told us that they are hoping to recruit two registrars in May and the Autumn.

They have an 'online' live status of 12% (numbers signed up for online booking)

Recommendation 2:

Surgery ensure that any delays to patient's appointments are consistently communicated by reception staff on arrival.

Has this recommendation been met? Yes No

Comments:

Reception staff do this based on the numbers waiting to see a GP who is running late.

Recommendation 3:

It is recommended that a comments/complaints box be provided in reception so that patients can feed back anonymously and confidentially.

Has this recommendation been met? Yes No

Comments:

Suggestion box and family and friend test are clearly visible in the waiting area.

Recommendation 4:

The PPG publish minutes of meetings on the PPG noticeboard for viewing by patients in the waiting room.

Has this recommendation been met? Yes No

Comments:

These were visible and on their own notice board.

Any additional comments:

Date of Enter and View Revisit	16 th March 2016
Authorised Representatives	Jennie Day Len Mackin
Report Published	