

GP Surgery Enter and View Report

Riversley Road Surgery - 9th May 2016

Riversley Road, Nuneaton, Warwickshire, CV11 5QT

Practice Information * Information received from Surgery

Practice Manager: Rebecca Egan

Contact Details: regan@nhs.net

Tel: 02476 382239

Number of GPs	2.5
Number of Practice Nurses	2 part-time
Number of Healthcare Assistants	0
Number of Reception Staff	6

Current Number of Patients	4,600
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Opening Hours		
Monday:	08:00 - 12:30	14:00 - 18:30
Tuesday:	08:00 - 12:30	14:00 - 18:30
Wednesday:	08:00 - 12:30	14:00 - 18:30
Thursday:	08:00 - 12:30	14:00 - 18:30
Friday:	08:00 - 12:30	14:00 - 18:30
Saturday:	CLOSED	
Sunday:	CLOSED	
	(Surgery has a telephone line for patients to ring when surgery is closed where they are directed to relevant services or can speak to/see Doctor or a Nurse.)	

Services Provided/Specialist Clinics	
<ul style="list-style-type: none">• Minor surgery/Injections/Incisions• Dermatology• Family planning/Coils/Implants• Child Immunisation• Travel Immunisation• 6-week Post-natal Check• Diabetes• COPD	<ul style="list-style-type: none">• Yellow Fever Vaccination Centre• End of Life Care• 60 Bed Care Home• Annual Over 60's Checks• 40 yr to 65 yr Checks• Smear Tests• Asthma• GMS Practice

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Building observed to be in a good condition.		
Internal Decoration	Clean and tidy and reconfigured for purpose.		
Parking arrangements, Including Provision for Disabled Visitors	Limited parking, no disabled spaces. Access to further spaces at adjacent pharmacy for patients who use both the surgery and pharmacy. There are two dedicated spaces for staff members.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Staff help those with mobility issues but this is not advertised
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?		✓	
Is there confidentiality/privacy at reception?	✓		There is a side room if needed but this is not advertised
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Doctors collect patients from waiting room
Are waiting times displayed/patients informed?	✓		Reception inform patients on arrival or update as necessary
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		
Is a hearing loop installed?		✓	Currently broken. New one on order
Toilets Available?	✓		
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?		✓	
Are translation services available? Are they advertised?	✓		Can be accessed. Not advertised
Is signage clear and up to date?	✓		New signage to be installed.
Is there a comments/complaints box available?	✓		Available in the waiting room
Is there a Patient Participation Group? Is it advertised?	✓		
Are the names/photographs of GP's and staff at the surgery displayed?	✓		Doctors' names are on doors. Photo board planned.

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 28

Question One

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

Excellent	Good	Average	Poor
19	6	2	1

Additional Comments

“Always get in when needed, especially for children.”

Question Two

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

Excellent	Good	Average	Poor
15	13	0	0

Additional Comments

“Satisfied.”

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
1	12	8	5

Additional Comments

Two people did not respond to this question.

“Parking is pants!!”

“Had to park on double yellow line with a blue badge.”

“I use parking spaces at the chemist.” x3 replies

“There are parking problems.”

“There is restricted parking.”

“I walk.”

Question Four

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

Excellent	Good	Average	Poor
19	9	0	0

Additional Comments

No additional comments.

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

Excellent	Good	Average	Poor
22	5	0	0

Additional Comments

One person did not respond to this question.

“I have known them for years.”

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

Excellent	Good	Average	Poor
15	5	2	0

Additional Comments

Six people did not respond to this question.

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

Excellent	Good	Average	Poor
17	10	1	0

Additional Comments

No additional comments.

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

Excellent	Good	Average	Poor
11	13	3	0

Additional Comments

“Sometimes they are late.”
“I waited an hour once.”

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

Excellent	Good	Average	Poor
20	6	0	0

Additional Comments

Two people did not respond to this question.

“I have no decision to be made.”

Question Ten

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

Excellent	Good	Average	Poor
21	5	1	0

Additional Comments

One person did not respond to this question.

“It is a bit rocky, depending on which GP you get.”

Other Comments Received

“First visit - no problems.”

“I wished there was a wider catchment area for my partner to join this surgery.”

“Really good follow-up care for child who was hospitalised.”

“I cannot fault it having had experience of other surgeries. Triage works very well.”

“I am happy. The general overview is good.”

“Efficient. Obtain things in emergency if needed. Delivery available via pharmacy.”

“I have been with the surgery since I was born. I now live in Stockingford but travel to surgery rather than change.”

“Very compassionate. Enthusiastic about what they do. They are not just doctors.”

“Really good especially Dr. J. Moved here from another practice.”

“I am partially sighted and I had difficulty manoeuvring around cars to reach the surgery.”

Recommendations

This practice operates a 21st century service without losing any of the values of a traditional family doctor. This may well be due to the fact that two of the partners are the children of the previous partners. There is a pride in the care offered and the patients show great affection for 'their' surgery. The observations below give testament.

- Difficulties obtaining correct medication for teenage patient - doctor worked on this for over an hour to help the patient find an alternative pharmacy that could supply the required medication.
- A patient in a lot of pain and waiting for doctor - patient was noticed by another doctor who took her in to save her waiting longer.

The following recommendations could help to further enhance the patient experience:

- Surgery consider advertising the availability of confidentiality at reception as well as the availability of pre-booked translation services.
- There are a selection of posters on the walls but these could be supplemented with information about the patient group - not everyone will read the brochure and charter. This could act as a recruitment tool for the patient group and give a point of contact for those who wish to raise issues or highlight good experiences.

It is also recommended that the Surgery look at sharing information with other practices regarding their triage system which has seen a reduction in no shows and provides continuity of care, as well as the results of their pilot for the EPS (electronic prescription service).

Surgery Response

We were all pleased with the report and look to rectify the points that were raised as needing improvement.

Date of Enter and View Visit	9 th May 2016
Authorised Representatives	Diane Stobbs Sue Tulip
Report Published	10 th June 2016