

# GP Surgery Enter and View Report

Rother House Medical Centre - 26<sup>th</sup> October 2015

Alcester Road, Stratford-Upon-Avon, CV37 6PP

## Practice Information \* Information received from Surgery

Practice Manager: Tom Ganner

Contact Details: [tom.ganner@rothermc.nhs.uk](mailto:tom.ganner@rothermc.nhs.uk)

Number of GPs	8 Partners, 3 Non-Principal GPs and 3 Registrars
Number of Practice Nurses	5 (+ 1 who does INR clinics only)
Number of Healthcare Assistants	3 (+ 2 Phlebotomists)
Number of Reception Staff	8 Reception Staff and 3 Apprentices (Reception staff also share admin duties)

Current Number of Patients	13,457 (staff also look after the Nicol Unit at Stratford Hospital)
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<b>Opening Hours</b>	
Monday:	08:30 - 18:30 (Commuter Clinic pre-booked only until 20:00)
Tuesday:	08:30 - 18:30
Wednesday:	08:30 - 18:30
Thursday:	08:30 - 18:30 (Commuter Clinic pre-booked only until 20:00)
Friday:	08:30 - 18:30
Saturday:	Alternate Saturday mornings (pre-booked only)
Sunday:	CLOSED

<b>Services Provided/Specialist Clinics</b>
<ul style="list-style-type: none"><li>• Family planning</li><li>• Smear Test</li><li>• General Clinic</li><li>• Diabetes Clinic</li><li>• Asthma and COPD Clinics</li><li>• Stop Smoking Clinic</li><li>• Foreign Travel Clinic</li><li>• Child Immunisation</li><li>• Flu/Pneumonia Immunisation</li><li>• Ear Syringing</li><li>• Suture Removal</li><li>• Dressing/Wound Care/Minor Injuries</li><li>• Urine Testing</li><li>• New Patient Screening</li><li>• Warfarin Clinic</li><li>• Over 75 Checks</li><li>• Annual Reviews</li><li>• Exercise Referral Programme</li><li>• Joint Injection Clinic</li><li>• Minor Surgery</li><li>• Cryotherapy Clinic</li><li>• Midwife-run Antenatal Clinic</li><li>• Abdominal Aortic Aneurism Screening</li><li>• Echocardiogram</li><li>• Citizen Advice Bureau Drop-In</li><li>• Discharge to Access in care homes</li></ul>

# GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Extended purpose built building sharing a site with a pharmacy and a clinic. Currently partially boarded off from road due to nearby building works but well signposted.		
Internal Decoration	Clean, functional and light. On site dispensary in addition to neighbouring pharmacy.		
Parking arrangements, Including Provision for Disabled Visitors	Pay and display car park for patients (50 pence for 45 minutes), bike parking, drop off point and 2 disabled parking spaces.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Automatic doors at reception.
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?	✓		
Is there confidentiality/privacy at reception?	✓		Notice on wall advising confidentiality available.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Mix of tannoy system and collection by staff from waiting room.
Are waiting times displayed/patients informed?		✓	
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		Small play area.
Is a hearing loop installed?	✓		
Toilets Available?	✓		
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		No specific PPG notice board.
Is the information provided available in other formats?		✓	
Are translation services available? Are they advertised?	✓		Translators can be booked if required.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		Family and Friends Test and Feedback Forms available.
Is there a Patient Participation Group? Is it advertised?	✓		Small notice on board and details on television screen.
Are the names/photographs of GP's and staff at the surgery displayed?			Names in entrance area of Surgery.

# GP Surgery Enter and View Questionnaire Results

Name of Surgery - 26<sup>th</sup> October 2015

Number of Respondents: 37

## Question One

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

Good 	Average 	Poor 
23	11	3

## Additional Comments

“Very good.”

“Getting through on the phone is a big problem any time.”

“Good - might have to wait a bit.”

“Very good.”

“Takes a while to get through.”

“It took 25 minutes to make an appointment this morning.”

“You have to wait until the morning of the appointment to book and then to get an appointment is difficult. Online booking is also difficult if you want a specific GP. You also have to wait 2-3 weeks.”

“Ok.”

“Not good on the phone. Better if you come in. to book.”

“Just difficult to get through.”

“Difficult to get through.”

“Difficult to get pre-booked appointments.”

“Very good.”

“It’s difficult ringing early in the morning.”

“I like the booking system and I like the text message reminder.”

“The electronic check-in never works for me.”

“Online booking is poor. You have to have a different login for each member of your family and then when you log in the GP is not available so you end up calling anyway.”

“I don’t like that you can’t make an appointment without calling in the morning. I was lucky this morning to get one.”

Question Two

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

Good 	Average 	Poor 
34	2	0

Additional Comments

One person did not answer this question.

“I would prefer weekends as well because of a health condition which means I have to come to the Surgery three times a week.”

“Would like the Surgery to be open at weekends.”

“Quite good.”

“I would like more weekends and evenings.”

Question Three

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

Good 	Average 	Poor 
22	10	5

Additional Comments

“Parking is difficult a lot of the time. The parking at the branch surgery is better.”

“Good - I walk.”

“Parked at Morrisons.”

“Annoying having to pay for parking.”

“Don’t like having to pay for parking.”

“No problem.”

“A lot better now.”

“Parking is appalling and having to pay is difficult especially if you have been ill and haven’t been out to get any change.”

“Difficult to get a parking space and I don’t like paying.”

“Not enough room for parking.”

“Hard to park and walking is difficult with children.”

“Ok.”

“The bus stop is too far away to walk with mobility issues.”

“Poor - you have to pay.”

“People park and go into town. Could be monitored better.”

“Good - I walk.”

“Hard to park.”

“I use voluntary transport which is very good.”

“The car park is often full.”

“The parking is not great and is expensive. I come by bike because of this.”

“I often struggle to get parking. No child parking space. Had to take child out and then park one time.”

“Can be a problem.”

**Question Four**

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

Good 	Average 	Poor 
36	1	0

**Additional Comments**

“Very clean.”  
 “Very good.” (x 4)  
 “Excellent.”  
 “Very clean.”

**Question Five**

How would you rate your GP at the surgery?

Good 	Average 	Poor 
34	2	0

**Additional Comments**

One person did not answer this question.

“Very good.” (x 4)  
 “Great.”  
 “Depends on who you get.”  
 “Mixed - one GP missed major issues with wife.”  
 “Excellent.”  
 “Majority are good.”  
 “Very nice.”  
 “More than happy.”  
 “Most are alright.”  
 “I don’t always get to see the same GP. Can be good to see another GP with other ideas.”  
 “I rarely see the same GP and they often ask what I think I should do rather than telling me my options.”

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

Good 	Average 	Poor 
32	1	0

**Additional Comments**

Four people did not answer this question.

- “Very nice.”
- “Very good.” (x 3)
- “Excellent.” (x 2)
- “Amazing.”
- “They were better before.”
- “Great.”
- “Fantastic.”

Question Seven

How would you rate the Reception Staff at the surgery?

Good 	Average 	Poor 
33	2	0

Additional Comments

Two people did not answer this question.

“Mixed - one or two a bit abrupt.”

“Very helpful.”

“Very good.” (x 2)

“Excellent.” (x 3)

“Average to poor in terms of helpfulness.”

“Friendly.”

“Very nice.” (x 2)

“Always good.”

“Lovely.”

“Very friendly and helpful.”

“Not good on the phone.”

Question Eight

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

Good 	Average 	Poor 
17	15	1

Additional Comments

Four people did not answer this question.

“If they are running over you know that the patient is being cared for - that’s a plus.”

“Average - never more than 10-15 minutes late.”

“They don’t communicate if they are running late.”

“Can be lucky or unlucky.”

“Varied.”

“Average to poor. Have to be on time because worried about parking.”

“Always waiting.”

“Sometimes have to wait, sometime not.”

“I sometimes have to wait.”

“Pretty good.”

“I understand the need to wait because they are giving patients time to talk when it is needed.”

“Average - sometimes 20-30 minutes late. It varies.”

“I understand if the doctor runs over because the previous patient needed it.”

“They are what you would expect.”

“The punctuality of GPs is terrible - I waited nearly an hour and the delay was not communicated - but nurses are fantastic.”

“Normally pretty good.”

**Question Nine**

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

Good 	Average 	Poor 
31	2	0

**Additional Comments**

Four people did not answer this question.

“They listen and hear what you say.”

“Very good.” (x 2)

**Question Ten**

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

Good 	Average 	Poor 
33	1	0

**Additional Comments**

Three people did not answer this question.

“Very good.” (x 4)

“Excellent.”

“Good now renovated.”

“Fairly good.”

“Pretty good. A lot better than it was.”

“Best I’ve ever known.”

“Never had any complaints. I like the branch Surgery and the pharmacy on site.”

“Can’t fault it. I’ve not yet met a doctor I don’t get on with.”

## Other Comments Received

“People are using the branch surgery so that they can go shopping at Waitrose rather than because they live that side of the river. Receptionists could look at patient’s addresses when booking to see if they could use the main surgery instead. Parking is also better at the branch surgery and that is another reason people go there.”

“Bigger car park would be good.”

“Electronic doors at reception open for no reason - needs looking at - draughty.”

“Electronic doors at reception let in a draught. Only one door needs to open at a time. Could have a button to press if both doors are needed to open for accessibility.”

“The dispensary is only open at certain times of the day (one hour in the morning and one hour in the afternoon) so if you work and can’t access your phone it is difficult to get repeat prescriptions.”

“They don’t tell you if a specific doctor is running late. Could do with a system where a screen gives you an idea of how long the doctors are going to be.”

“Sometimes takes a while to get an appointment because of the number of patients. Not good for those who work.”

“You can always get an appointment now in the same week.”

“I would rather that the surgery had the machine to syringe ears that the hospital has.”

“Hard to get an appointment on the day. You have to keep ringing which is hard with children. Good to have the branch Surgery. There is free parking there.”

“They looked after me when I had cancer.”

“If I drove here parking would be an issue.”

“I feel it is a very good Surgery. Family members also come here and find it very good.”

“It’s difficult getting through on the prescription line. They often don’t pick up the phone at the times you are advised to call. I then start to panic that I am running out of medication.”

## 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 to reduce the amount of telephone traffic.
- Informing patients on the day of any delays which may impact their appointment. Good practice seen at other surgeries has involved informing patients at Reception and electronic displays.
- The Surgery better communicate options around ordering repeat prescriptions and support those who are struggling to use the telephone system to find a more suitable alternative if necessary.
- The PPG be given their own notice board in the waiting room so that patients are aware of the role of the PPG and have opportunity to review documents such as the minutes of meetings and results of surveys.
- The Surgery advertise the availability of weekend and evening 'Commuter Clinics' in the waiting room so that more patients are aware of this service.

## Surgery Response

Response by Tom Ganner, Practice Manager

We welcomed the Healthwatch visiting team and were interested to hear their recommendations. We were particularly interested to hear patient comments and have endeavoured to respond appropriately. It is difficult to always predict demand and as custodians of a public purse we do have a responsibility to ensure that resources are used efficiently whilst ensuring the best possible service to patients is maintained.

### **Phones and access:**

All GP practices have difficulties at meeting the increasing demand for access. Rother House has worked hard to re-design the way we receive calls and we now have a separate call centre situated upstairs in the building. We have been recruiting and training staff to ensure calls are answered quickly and efficiently. This process continues alongside implementation of other systems to try and improve communication with patients. For example a texting service has recently been implemented (after Healthwatch visit), and an online system continues to be rolled out. This system allows patients to book (and cancel) appointments online, order repeat prescriptions and to view medical records (including blood results). These new systems will hopefully over time reduce telephone traffic. Data security is very important with our online system and we meet all the regulatory requirements on this.

**Availability of appointments:**

Appointments are released approximately 4 weeks in advance. It is possible to book up to 4 weeks in advance both online and on the phone. We encourage book on the day only for medical issues that require more urgent medical attention. A third of our appointments are reserved for this reason. If these appointments become fully booked, we always have a duty doctor who will ring a patient with an urgent request and assess their needs. Appointments are reserved on Monday and Thursday late evenings and alternate Saturday mornings. These are for patients who have difficulty in attending at other times. We advertise this on our website, practice booklet and waiting room screen.

**Car Parking:**

Our car park is limited in terms of spaces and to help this situation all staff park off site at their own expense. Our car park is managed for the protection of staff and patients. A small charge of 50p for 45 minutes is made which pays for this management. Without this, the car park was being used by members of the public from town, Stratford College and the train station. We encourage the more able bodied to park elsewhere so that less able bodied can park within easy reach of the surgery. Despite our best intentions we have been unable to purchase additional land to expand our car park.

**Waiting room:**

We have electric doors which are calibrated to allow for a wide variety of patient need. Patient safety on access to the building is absolutely paramount. Unfortunately this does tend to lead to draughts in the waiting room and we have recently installed an electric (curtain) fan at the entrance to help with this. Unfortunately at times GP's do run late with their appointments. This is due to a variety of reasons. Our self checking in screen was previously enabled to advise patients about the amount of time they were likely to wait, however, for technical reasons this was very inaccurate and caused more problems than solutions. It was therefore disabled until a better technical solution can be found. This is work in progress. Patient expectation can also be unrealistic at times. GP appointments are 10 minutes long and there is not enough time to deal with a magnitude of medical issues within 1 slot. We encourage patients to be mindful of this fact. Occasionally medical emergencies arise which inevitably also cause delay. We are sorry if this happens.

**Patient Participation Group:**

We have a proactive patient group. They advise on many matters and this helps us shape services. We note the recommendation for a dedicated notice board and will install one in the near future. We encourage all patients to feed back to us both positively and negatively as we value and respond to all comments. This can be done via our website, from a form in the waiting room or by speaking to a member of staff.

Date of Enter and View Visit	26 <sup>th</sup> October 2015
Authorised Representatives	Deb Smith Jennifer Gilder
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