

GP Surgery Enter and View Report

Satis House Medical Practice - 29th March 2017

10 Birmingham Road, Water Orton, B46 1TH

Practice Information * Information received from Surgery

Practice Manager: Emma Douglas / Fiona Edwards

Contact Details: e.douglas1@nhs.net / fiona.edwards6@nhs.net

Tel: 0121 7767572

Number of GPs	2 permanent 1 locum
Number of Practice Nurses	2
Number of Healthcare Assistants	1
Number of Reception Staff	4 receptionists, 1 secretary

Current Number of Patients	3700
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Opening Hours	Premises Open	Surgery Times - Dr Kaul and Dr Ghosh
Monday:	08:00 - 18:30	09:30 - 11:30 / 15:00 - 17:00
Tuesday:	08:00 - 18:30	09:30 - 11:30 / 15:00 - 17:00
Wednesday:	08:00 - 18:30	09:30 - 11:30 / 13:45 - 15:45
Thursday:	08:00 - 18:30	LOCUM COVER
Friday:	08:00 - 18:30	09:30 - 11:30 / 15:00 - 17:00
Saturday:	CLOSED	
Sunday:	CLOSED	

Services Provided/Specialist Clinics

- Asthma Clinic
- Diabetes Clinic
- Cervical Smear Tests
- AAA screening
- Physiotherapy
- Phlebotomy
- IAPT
- Minor Surgery
- Cryotherapy
- Child Immunisations
- Holiday vaccinations
- Steroid Injections
- Respiratory nurse - COPD
- Smoking cessation Clinic
- Health checks
- Midwife
- Family Planning Clinic

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Purpose built surgery, all on one level in good condition.		
Internal Decoration	Neutral décor in need of refreshing. Bench seating in waiting room.		
Parking arrangements, Including Provision for Disabled Visitors	Car park with around 15 spaces including one demarked disabled bay.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		
Clear guidance on how to inform the surgery of your arrival?	✓		Reception is immediately through the door.
Electronic check-in in waiting room?		✓	
Is there confidentiality/privacy at reception?		✓	Waiting room is separate to reception. Patients can ask to use a private room.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Electronic display in waiting room - beeps/displays name of next patient.
Are waiting times displayed/patients informed?		✓	Receptionists only say if there is a wait due to emergencies.
Is online booking advertised?	✓		Yes - currently low take up.
Is the waiting room child friendly?	✓		Children's books are available.
Is a hearing loop installed?	✓		Clearly signed.
Toilets Available?	✓		2 toilets including a disabled one which were clean and clearly signposted.
Hand sanitisers available?	✓		By reception.
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?		✓	No demand at present but surgery will look at it if demand arises.
Are translation services available? Are they advertised?	✓		Available - not advertised but are offered to patients that need them.
Is signage clear and up to date?	✓		All doors are signed clearly.
Is there a comments/complaints box available?	✓		Patients are asked to use the repeat prescriptions box for comments slips.
Is there a Patient Participation Group? Is it advertised?	✓		Minutes are available on a notice board. This is an active PPG group.
Are the names/photographs of GP's and staff at the surgery displayed?	✓		Names are on GP doors but not listed in the waiting room.

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 13

Question One

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

Excellent	Good	Average	Poor
2	2	5	4

Additional Comments

“Must call first thing to get appointment that day.”

“Difficult to get a routine appointment - pre-bookable appointments are only available for a month ahead. Hard to get through at 8am. Good if you need an emergency appointment.”

“You have to turn up at 8am to get an appointment on the day. It is difficult to book ahead.”

“Sometimes difficult to get appointments but can usually get one if you phone on the day.”

“Difficult - hard to get appointments.”

“Appointment booking is ridiculous. Often had to queue outside before 8am to secure an appointment.”

Question Two

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

Excellent	Good	Average	Poor
3	3	4	1

Additional Comments

Two people did not respond to this question.

“No late nights are offered.”

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
7	4	1	1

Additional Comments

“Would like lighting in the car park for patient and staff safety.”
 “Excellent.”
 “Only one bus service an hour.”

Question Four

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

Excellent	Good	Average	Poor
7	2	0	2

Additional Comments

Two people did not respond to this question.

“Needs redecorating.”
 “Tatty - hasn’t changed in 10 years.”

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

Excellent	Good	Average	Poor
4	2	5	1

Additional Comments

One person did not respond to this question.

“GP is excellent - I always see her.”

“GP is excellent. There are too many locums.”

“Varies.”

“Don’t have much time for you - want you in and out.”

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

Excellent	Good	Average	Poor
5	4	0	0

Additional Comments

Four people did not respond to this question.

“Lack of a nurse every day.”

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

Excellent	Good	Average	Poor
3	5	5	0

Additional Comments

“Sometimes short staffed.”
 “Depends on the day - some days the staff are more friendly. ‘Bedside manner’ needs working on.”
 “Understaffed.”
 “Need more staff.”
 “Put on hold - don’t always say why.”

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

Excellent	Good	Average	Poor
1	5	5	1

Additional Comments

One person did not respond to this question.

“They tell you about delays at reception - keep you well informed.”
 “You have to wait for your appointment.”
 “Receptionists will inform you if there is a long wait.”
 “Not informed of a wait.”

Question Nine

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

Excellent	Good	Average	Poor
3	5	2	1

Additional Comments

Two people did not respond to this question.

“Always explain care and options.”

Question Ten

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

Excellent	Good	Average	Poor
2	3	5	2

Additional Comments

One person did not respond to this question.

No additional comments

Other Comments Received

“People can be vulnerable in the car park in mornings and evenings because there is no lighting. I worry about the staff. This has been raised at the PPG meeting but it felt like banging my head against a wall - surgery not taking on recommendations of the PPG. The new owners were not listening to the PPG.”
“Receptionists will always get you an appointment if you need it; it shows that they really do care about their patients.”

Continued

CONTINUATION

“If you had asked me 6 months ago, I was considering leaving, but there are new staff and they have made some changes and now I would say it’s excellent.”

“Not enough money to offer more appointments.”

“The surgery often takes adverse comments on social media, which can be unfounded and would be better sorted out with the practice manager.”

“Having to wait 28 days for a routine appointment. If you are elderly, having to ring up for an appointment at 8am when the surgery phone is ringing non-stop, or having to go to surgery at 8am to make sure you can get an appointment.”

“Was a cracking surgery, then it kept changing hands and went downhill: referrals were not made on time, management separated from staff - owners are the problem. Not so much care attached to it.”

“Sometimes there is only one GP at the practice, depending on the day.”

“It’s gone downhill in the past few months. The booking system is horrendous. Everyone has been abandoned. You never see the same GP twice - the GP is not always clear on your history, meaning you have to repeat yourself.”

Other Observations / Comments from ARs

- The digital display gives information to patients, as well as being the appointment calling system.
- The surgery offers a text reminder service.
- A comments box is available at the local library and school although this is not used much.
- Premises are leased from NHS property services - they must authorise changes. The surgery is restricted in what they can do to the building.
- The redecoration issue was referenced in the latest surgery newsletter, which was sent to all local houses through the local parish newsletter.

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. It was noted that some patients were not aware of the online booking system. Better promotion of this could help to reduce telephone traffic.
- Surgery to look at making waiting times more visible to the patient group. Informing patients on the day of any delays which may impact their appointment. Good practice seen at other surgeries has involved either a notice board in Reception or the use of the electronic appointment screen to notify patients of current waiting times.

Continued

CONTINUATION

- The Surgery to update internal décor including the waiting room and to consider installing a chair of a different height in the waiting room to accommodate those with mobility issues.
- Translation services are currently not advertised. Surgery to advertise this service.
- Surgery to consider concerns raised by patients about lighting for the car park, and see if installation of exterior lighting is possible.

Surgery Response

Response from Practice Manager Emma Douglas:

Following on from your recommendations.

- The appointment system is constantly under review by myself & Fiona [joint Practice Managers] and addressed with the PPG on how we can work better. We are actively promoting the online registration service as this is a requirement by NHS England and we have asked the ladies on reception to offer it to any patient they deal with.
- I take on board your recommendations regarding keeping the patients informed of any waiting times which we do do if ever there was a major delay with a clinic due to any unforeseen circumstances out of our control.
- Surgery Decor - The surgery is overseen and maintained by NHS property services and as a practice we are not allowed to add/remove any facilities [ie/ lighting & decor]. I have asked them to come and do a risk assessment of the car park and the lighting in the remote area's as we do have lighting around the building it self.
- Translation service - We are now advertising the services we offer for a translator.

Date of Enter and View Visit	29/03/2017
Authorised Representatives	Jennie Day Robyn Dorling
Report Published	02/05/2017

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users, their relatives and staff, only an account of what was observed and contributed at the time of our visit.