

GP Surgery Enter and View Report

Spring Hill Medical Centre - 13th February 2017

Phil Collins Way, Spring Hill, Arley, CV7 8FD

Practice Information * Information received from Surgery

Practice Manager: Chrissie Jones

Contact Details: 01676 540395

christine.jones@springhillmc.nhs.uk

Number of GPs	4 + 1 GP registrar
Number of Practice Nurses	3
Number of Healthcare Assistants	1.5
Number of Reception Staff	7 (part time)

Current Number of Patients	10,200
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Opening Hours Monday: 8.30 -12.30 13.30 - 18.30 Tuesday: 8.30 -12.30 13.30 - 18.30 Wednesday: 8.30 -12.30 13.30 - 18.30 Thursday: 8.30 -12.30 13.30 - 18.30 Friday: 8.30 -12.30 13.30 - 18.30 Saturday: Closed Sunday: Closed	Surgery offers one early AM working appointments one morning per week and evening opening 3 times per week.
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Services Provided/Specialist Clinics <ul style="list-style-type: none">• Vasectomy clinic• Diabetes clinic• Phlebotomy• Training for student GPs/Nurses• Youth Worker 'drop-in session'• Proposal for Guidepost Carers evening• Mental Health specialism• Learning disabilities specialism• Skin clinic• Citizens Advice Clinic on Mondays• AgeUK social prescribing service

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	This is a new build (2012) and conforms to current accessibility legislation		
Internal Decoration	Bright and clean. Furniture and fittings in good order.		
Parking arrangements, Including Provision for Disabled Visitors	The surgery has an extensive car park with free parking, there are disabled bays and on-street parking nearby.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Auto door opening. Wheelchair available
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?		X	Fittings in place, awaiting PPG agreement to purchase
Is there confidentiality/privacy at reception?	✓		A room is available on request
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		TV system with audio in waiting room
Are waiting times displayed/patients informed?	✓		On a board behind reception but this was not updated during our visit.
Is online booking advertised?	✓		There is a new system in place
Is the waiting room child friendly?	✓		
Is a hearing loop installed?	✓		This is advertised
Toilets Available?	✓		1 uni-sex toilet, 1 with disabled access and a baby changing room
Hand sanitisers available?	✓		3 available on the reception desks
Are there clear notice boards with up to date information displayed?	✓		Boards include community information
Is the information provided available in other formats?	✓		Available upon request. The 'Big Word' translation system is available
Are translation services available? Are they advertised?	✓		Available upon request
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		There is a suggestion box available, however it is rather hidden
Is there a Patient Participation Group? Is it advertised?	✓		Information displayed in waiting area
Are the names/photographs of GP's and staff at the surgery displayed?	✓		GP names only but no photos

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 36

Question One

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

Excellent	Good	Average	Poor
8	24	2	2

Additional Comments

“It’s hard to get in for an appointment and see who you want to see.”
“Took over 30 minutes to get through on the phone this morning.”
“You have to call on the day now.”
“Trying to get an appointment - could be over an hour.”
“Can’t book ahead, I have to book on the day - it’s inflexible.”
“There are too many options on the phone and too much information, it’s ridiculous.”
“I have used the online system but there are no appointments, I can’t book in advance. So I turn up and sit and wait for hours.”
“Difficult to get an appointment.”
“I have never seen appointments online and everyone is phoning in, it’s difficult to get an appointment.”
“Long time to wait on the phone.”
“It’s not great now that they have changed it.”
“Not able to get through.”
“Can’t get through, it’s disgusting 8.00 -8.35. Found it easier to walk down and make an appointment.”
“Very poor took a fortnight to see a doctor.”
“I go online.”

Question Two

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

Excellent	Good	Average	Poor
8	24	2	2

Additional Comments

“Longer opening times and weekend opening would help”
 “Why does there have to be a lunch break?”
 “I’ve just noticed that they are open until 6pm”
 “Could be better”
 “I work 9-5 Cannot get here late night or early AM”

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	22	5	1

Additional Comments

One person did not respond to this question.

“Parking is very busy on Mondays”
 “I always get a lift”
 “Busy, I had to park on road”
 “Depends on who you see”
 “Came by taxi”

Question Four

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

Excellent	Good	Average	Poor
24	12	0	0

Additional Comments

No additional comments.

Question Five

How would you rate your GP at the surgery?

Excellent	Good	Average	Poor
15	17	3	0

Additional Comments

One person did not respond to this question.

“It depends on who you get”

“Duty doctor not great”

“I never see the same one so have to explain again”

“I have to explain again as it’s a different doctor each time”

“Depends”

“Can’t see the GP that you want to see”

“Online booking doesn’t always work”

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

Excellent	Good	Average	Poor
19	12	1	0

Additional Comments

Four people have never had a nurse appointment so did not respond to this question.

“Excellent”

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

Excellent	Good	Average	Poor
15	14	3	3

Additional Comments

One person did not respond to this question.

“Can be rude on the phone”

“They ask why I need an appointment - I don’t like this”

“They’re too busy - I’m always waiting”

“Always helpful”

“Very poor - they don’t know me”

“Sat here three hours, not considered a priority”

Question Eight

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

Excellent	Good	Average	Poor
3	18	10	5

Additional Comments

“I’ve been waiting 30 minutes now”
 “Very often not on time”
 “2 hours waiting when I had an emergency appointment”
 “Always running late”
 “I never get in on time”
 “I’ve waited hours for my appointment”
 “Not so good”
 “They’re running over time”
 “Due at 10.40 now 10.49 - they are never on time. Need an on time sign”
 “Don’t know yet”
 “Normally tell you when running late”

Question Nine

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

Excellent	Good	Average	Poor
10	21	1	2

Additional Comments

Two people did not respond to this question

“Very poor”

Question Ten

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

Excellent	Good	Average	Poor
15	21	1	2

Additional Comments

“It’s good for me but my wife has been waiting 12 months to see a specialist”
 “Everything is smooth as far as I am concerned - good service, no problems”
 “It’s just the appointment booking system - everything else is ok otherwise”

Other Comments Received

“Can’t book for an appointment in advance. I have to book it as an emergency to see a GP. I can only discuss one problem at a time”
 “I have been on the phone 20 minutes in order to get an emergency appointment. I then had to call back after 11am - it’s annoying”
 “It’s great to have a Citizens Advice session on Monday mornings”
 “Monday, hard to get through for an appointment. I had to come down to the surgery to get an appointment and sit and wait”

Recommendations

- The surgery look into the concerns raised by the patients in respect of the appointment booking system. Although the surgery has recently implemented an online booking system, there have been changes to the normal booking system and this appears to have caused problems at busy times. A ‘How To’ guide could assist with the concerns raised by patients.
- Informing patients on the day of any delays which may impact their appointment. Good practice seen at other surgeries has involved a notice board in Reception or the use of the electronic check in or TV system to notify patients of current waiting times.
- Suggestions and complaints box be easier to access by placing it in a more visible place in the waiting area.

Surgery Response

Response by Chrissie Jones, Practice Manager

1. A guide to the appointment system - In response to patient comments about access to appointments we are making changes to the current appointment system with effect from December 2016. This is a trial and feedback will be monitored and produced in order to consult with our patient participation group and any formal intentions of changes to the clinic appointment system will be communicated. The practice supplied a guide to patients via hard copies (available on reception at both sites) and on our website along with a leaflet during its early implementation in December 2016 and January 2017. Pre bookable appointments with the preferred doctor of choice are available when patients register for on line. Our "Did not attend" (DNA) rate reduced from 182 to 82 under the trial appointment system month on month. Also the practice during March / April 2017 are running a survey on how patients feel the new appointment system is working and asked to provide feedback - at this moment in time the practice have received positive comments
2. The Practice main site does have a board detailing which GPs are on and off duty and should be updated by the receptionist if there are any delays and by how much daily.
3. As well as a box - "Suggestions and complaints" are also handed and responded too via our website via share your experience email.

We were sorry to learn of some patients' experience and can appreciate their frustration. Please be assured that this is not the level of service we would wish for our patients and we take on board all comments from patients and will act upon the feedback provided.

WE WOULD ALSO LIKE TO THANK HEALTHWATCH FOR THEIR SUPPORT AND VALUE THEIR RECOMMENDATIONS.

Date of Enter and View Visit	13 th February 2017
Authorised Representatives	Len Mackin Diane Stobbs
Report Published	13 th April 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.