

GP Surgery Enter and View Report

Lapworth Surgery - 1st June 2015

Old Warwick Road, Lapworth, B94 6LH

Practice Information * Information received from Surgery

Practice Manager: Julie Briney

Contact Details: 01564 783983

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Number of GP's	2
Number of Practice Nurses	1
Number of Healthcare Assistants	1 (on Thursdays)
Number of Reception Staff	5 (part time)

Current Number of Patients	2500
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Opening Hours

Monday:	08:30-13:00	14:00-18:30
Tuesday:	08:30-13:00	14:00-16:30
Wednesday:	08:30-13:00	14:00-18:30
Thursday:	08:30-13:00	14:00-16:30
Friday:	08:30-13:00	14:00-18:30
Saturday:	CLOSED	
Sunday:	CLOSED	

Services Provided/Specialist Clinics

- Asthma Clinic
- Child Health Surveillance
- Mammography
- Cervical Smears
- INR Testing
- Health Checks
- On-site dispensary
- COPD Clinic
- Childhood Vaccinations/ Immunisations
- Minor Surgery
- Family Planning Clinic
- Maternity Services

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Observation Criteria	Comments		
External Building Condition	No concerns were observed with the external building condition.		
Internal Decoration	The internal decoration is good.		
Parking arrangements, Including Provision for Disabled Visitors	There is a car park which includes 2 disabled bays.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?	✓		This wasn't working on the day.
Is there confidentiality/privacy at reception?		✓	Receptionists will take patients to one side if necessary.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?		✓	Doctors collect patients.
Are waiting times displayed/patients informed?		✓	
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		
Is a hearing loop installed?	✓		
Toilets Available?	✓		
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		There were patient folders in the waiting room containing relevant information.
Is the information provided available in other formats?			
Are translation services available? Are they advertised?	✓		
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		
Is there a Patient Participation Group? Is it advertised?	✓		
Are the names/photographs of GP's and staff at the surgery displayed?	✓		

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 35

Question One

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

Good 	Average 	Poor 
34	1	0

Additional Comments

“I’ve not used the online facility.”

“The surgery will always accommodate an urgent need to be seen.”

“I usually book on the internet.”

“I ring in the morning.”

“It is easy to do online and easy to request prescriptions.”

“No problems.”

“How many surgeries can you ring at 8:30 and get an appointment for 10:30?”

“I managed to get an appointment straight away.”

“Good, quick and helpful.”

“I can always get an appointment at short notice.”

Question Two

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

Good 	Average 	Poor 
25	10	0

Additional Comments

“Weekend opening hours would help.”
 “No weekends.”
 “Longer opening hours and earlier appointments.”
 “What about Saturday mornings? Weekends are a bad time to be ill in my experience.”
 “Always accessible.”
 “Not always sure which doctor is available on which day.”

Question Three

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

Good 	Average 	Poor 
30	5	0

Additional Comments

“No public transport.”
 “Struggle to park sometimes.”
 “Limited spaces.”
 “Excellent.”
 “Sometimes the car park is full.”

Question Four

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

Good 	Average 	Poor 
35	0	0

Additional Comments

“Excellent.”
“Very good.”

Question Five

How would you rate your GP at the surgery?

Good 	Average 	Poor 
32	2	0

Additional Comments

One person did not respond to this question.
 “Excellent, they always have time for you.”
 “Personally, my family and I have always had excellent treatment. Holistic whole person/body approach.”
 “Very good.”
 “Different to previous GPs. Good to have a permanent doctor.”
 “Very nice.”
 “Brilliant.”
 “Our GPs are fab.”

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

Good 	Average 	Poor 
31	0	1

Additional Comments

Three people did not respond to this question.
 “She’s lovely.”
 “No nurse is available during term holidays.”
 “Some of the best.”

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

Good 	Average 	Poor 
34	1	0

Additional Comments

“Excellent, they are prepared to go the extra mile.”
 “Very friendly, courteous and professional.”
 “Always very accommodating.”
 “Very good.”
 “Very kind.”
 “Brilliant.”
 “Wonderful.”

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

Good 	Average 	Poor 
20	12	1

Additional Comments

Two people did not respond to this question.
 “It varies a bit.”
 “10 minutes is the average wait.”
 “Not a problem due to the time taken by the doctor.”
 “It can vary a little bit but generally within 10-15 minutes.”
 “There is the odd time when they are running late.”
 “Good on the whole, patients who require a longer appointment can book a double appointment.”

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

Good 	Average 	Poor 
32	2	0

Additional Comments

One person did not respond to this question.
 “I’m opinionated and sometimes I feel things have been taken out of my hands.”
 “I would ask.”
 “The follow up is not always clear i.e. on what is happening next.”
 “There is always full and frank discussions.”

Question Ten

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

Good 	Average 	Poor 
34	0	0

Additional Comments

One person did not respond to this question.

“Excellent, the surgery treats the patient as a person not a number.”

“I am very fortunate to have such a good practice.”

“I rang at 9:00 this morning and got an appointment for 12:10!!”

“I am satisfied with the communication of information from consultant to doctor to me but I would like to be contacted when reports arrive.”

Other Comments Received

“I have been with this practise for many years and with the previous GPs. My family and I have always had excellent service and the GPs know your background, history etc. and are aware of any family circumstances that may affect ones physical/mental state.”

“I am very pleased with the service I’ve received in tough times.”

“Generally we are pleased with the service we get.”

“I’ve been to a lot of other surgeries, this one is fantastic.”

“Very lucky here.”

“Couldn’t ask for better.”

“A brilliant personal service but short of another GP.”

“Very fortunate to have this surgery. Online booking great. You get a text to remind you that you have an appointment.”

“I have been a patient at Lapworth surgery for 20 years and have been very well looked after during all that time. We are lucky to have this surgery and pharmacy.”

“I have been registered at a few surgeries and this one has been the best by far. Very helpful, quick and have an interest in you as a patient rather than a number.”

Recommendations

- 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.

Surgery Response

No additional response given.

Date of Enter and View Visit	1st June 2015
Authorised Representatives	Jackie Prestwich Alison Wickens
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