

GP Surgery Enter and View Report

Pear Tree Surgery - 12th October 2015

28 Meadow Close, Kingsbury, B78 2NR

Practice Information * Information received from Surgery

Practice Manager: Amanda Byrne

Contact Details: abyrne@nhs.net

Telephone: 01827 871869

Number of GPs	3 Partners and 5 Salaried
Number of Practice Nurses	4
Number of Healthcare Assistants	0
Number of Reception Staff	12 (a mixture of admin and dispensers are included)

Current Number of Patients	10,500
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Opening Hours	
Monday:	08:00 - 18:30
Tuesday:	08:00 - 18:30
Wednesday:	08:00 - 18:30
Thursday:	08:00 - 18:30
Friday:	08:00 - 18:30
Saturday:	08:15 - 12:15 Pre-booked appointments only available at Hurley branch
Sunday:	CLOSED

Services Provided/Specialist Clinics	
<ul style="list-style-type: none">• Travel Health• Maternity Clinic• Diabetes Clinic• Asthma Clinic• Phlebotomy• Cervical Smear Tests• Child Immunisation• Smoking Cessation• Family Planning	<ul style="list-style-type: none">• Minor Surgery• Postnatal Clinic• COPD Clinic• Anticoagulant/Warfarin• Heart Disease Clinic• Flu Clinic• Counselling• Minor Injuries• HRT Clinic

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Purpose built in 1989, extended in 2006. Good condition.		
Internal Decoration	Reasonable condition, although some signs of wear and tear.		
Parking arrangements, Including Provision for Disabled Visitors	Surgery car park. One disabled space for patients (markings are worn). Separate staff car park and nearby free Council car park.		
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?		✓	
Is there confidentiality/privacy at reception?	✓		Private room available if required.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Mix of intercom and collection from waiting room.
Are waiting times displayed/patients informed?		✓	Receptionists inform of any delays.
Is online booking advertised?	✓		On the website and notices.
Is the waiting room child friendly?	✓		Separate children's area.
Is a hearing loop installed?		✓	Electronic alert on patient's record if hearing problems.
Toilets Available?	✓		
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?		✓	If requested it would be sourced.
Are translation services available? Are they advertised?	✓		
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		In the foyer as well as the Friends and Family Test.
Is there a Patient Participation Group? Is it advertised?	✓		It has its own adverts in the waiting area.
Are the names/photographs of GP's and staff at the surgery displayed?	✓		Names only.

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 46

Question One

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

Good 	Average 	Poor 
20	19	7

Additional Comments

“Once you can get through, trying for an hour to get a repeat prescription.”
“Lost without the walk in service.”
“Wait too long but the walk in is good.”
“It takes too long to get an appointment.”
“Difficulty getting an appointment via the phone.”
“Morning Surgery at Hurley not available.”
“Could do with improvement, more weekends and home visits.”
“Sometimes awkward getting an appointment. Wait quite a long time.”
“For specific doctor you have to wait.”
“Good internet.”
“Not easy.”
“Telephone keeps you hanging on and then the call finishes.”
“Sometimes wait for appointment, usually average.”
“Could be better, pretty good to us.”

Question Two

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

Good 	Average 	Poor 
38	8	0

Additional Comments

“Could be an issue.”
 “Working, not able to get one.”
 “Company would like me to get a Friday afternoon appointment.”
 “I would like More Saturdays.”
 “Different if working.”

Question Three

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

Good 	Average 	Poor 
33	9	3

Additional Comments

One person did not respond to this question.

“Public transport is an issue and there is no walk in at Hurley.”
 “More parking needed.”
 “Public transport is dire, can take 3 hours for a trip to the Doctors.”
 “Parking can be a problem.”
 “Larger car park needed but good access with the ramp.”
 “Depends on time of day.”
 “Varies.”
 “Not much parking.”
 “Bit difficult, not enough spaces.”

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

Good 	Average 	Poor 
45	1	0

Additional Comments

No comments.

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

Good 	Average 	Poor 
43	2	0

Additional Comments

One person did not respond to this question.

“Fantastic.”
“Usually keep to one.”
“Some of them.”
“Not all of them.”
“Excellent.”

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

Good 	Average 	Poor 
41	0	0

Additional Comments

Five people did not respond to this question.

No comments.

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

Good 	Average 	Poor 
33	11	2

Additional Comments

“Some not good- snooty- blocking access to doctor.”
 “They get the brunt of everything.”
 “Felt the reception staff would have made me rebook as I arrived late if you had not been here.”
 “Couple of issues.”
 “Polite.”
 “Generally good.”
 “Very good.”

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

Good 	Average 	Poor 
21	20	4

Additional Comments

“Sometimes good, sometimes not.”
 “Few minutes late.”
 “Always late, have to wait.”
 “You have to wait.”
 “I sometimes wait.”
 “Waited an hour once.”
 “Can vary, depends how busy they are.”
 “Sometimes a long wait.”
 “Sometimes you can wait an hour.”

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

Good 	Average 	Poor 
43	3	0

Additional Comments

“Good - I leave it up to them.”

Question Ten

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

Good 	Average 	Poor 
44	2	0

Additional Comments

“Has improved.”
“I have nothing to compare it with.”

Other Comments Received

“It is good that it is a teaching practice.”
“Is it possible to provide a drinks machine? There can be long waits if you come to a walk in clinic. Equally it can be a long trip if you come by public transport.”
“Investigate using text reminders.”
“I would like continuity of GPs.”
“Can only use the online booking with a specific doctor.”
“Difficulty with phone in system.”
“There is a delay from contact to appointment.”
“Getting repeat prescription over the phone is not easy. Not everyone can use the online service, especially older patients.”
“Poor telephone answering at any time of day.”
“Auto cut-off at holding!” (Telephones)
“Need to instigate a walk in clinic at Hurley (open surgery) even if it is only one or two days a week.”
“I like the walk in.”
“It’s more difficult to see a specific doctor.”
“My needs are always catered for.”
“Staff in all areas are very friendly and accommodating.”
“Welcome pack for new patients is a good idea.”

Recommendations

- The Surgery look into the concerns raised by the patients in respect of the appointment booking system, including the telephone hold system. One solution to reducing phone traffic could be to maximise the use of online appointments.
- The Surgery provide a comments box for patients in addition to the Friends and Family test.
- The Surgery to renew disabled parking bay demarcations to ensure that it is clearly visible.

Surgery Response

No additional response from the Surgery.

Date of Enter and View Visit	12 th October 2015
Authorised Representatives	Sue Tulip Diane Stobbs
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