

GP Surgery Enter and View Report

Harbury Surgery - 5th November 2015

Mill Street, Harbury, CV33 9HR

Practice Information * Information received from Surgery

Practice Manager: Asim Arif

Contact Details: asim.arif@harburysurgery.nhs.uk

Tel: 01926 612232

Number of GPs	2 Partners and 3 Salaried (working between two sites).
Number of Practice Nurses	1 Nurse Practitioner and 2 Practice Nurses.
Number of Healthcare Assistants	1 Phlebotomist.
Number of Reception Staff	6 part-time (split between two sites).

Current Number of Patients	5827
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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	

Services Provided/Specialist Clinics
<ul style="list-style-type: none">• Child Health Clinic• Minor Surgery• Health Screening• Travel Immunisation• Child Vaccination• Diabetic Review• Contraceptive Service• NHS Health Checks• NHS Over 75s Health Review• Antenatal Clinic• Cervical Smear Screening• Flu Vaccination• Phlebotomist• Asthma Review• COPD Review• New Patient Check• Wound Management

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Purpose built surgery in a good condition.		
Internal Decoration	Observed to be in a good condition.		
Parking arrangements, Including Provision for Disabled Visitors	Small dedicated surgery car park with approx. 10 spaces and some nearby on-street parking.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		
Clear guidance on how to inform the surgery of your arrival?	✓		A reminder to report to reception in waiting area.
Electronic check-in in waiting room?	✓		
Is there confidentiality/privacy at reception?	✓		Reception separate to waiting area. Also use of room behind reception.
Are Reception Staff approachable and friendly?	✓		Received a polite reception on arrival.
Is there a call system for appointments?	✓		GPs collect patients from waiting area personally.
Are waiting times displayed/patients informed?	✓		On a board in the waiting room.
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		
Is a hearing loop installed?	✓		
Toilets Available?	✓		Observed to be in an excellent condition.
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?	✓		
Are translation services available? Are they advertised?	✓		Use of internet for translation. This is advertised in the waiting area.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		Friends and Family test and suggestions box.
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: 40

Question One

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

Good 	Average 	Poor 
33	7	0

Additional Comments

“Can always get an appointment.”

“Can book online and through the phone. Not always when you want them.”

“Will be better when I am registered online. Sometimes have had to wait a week for an appointment.”

“Sometimes it is a job to get an appointment at Bishops Itchington. Alternative at Harbury is always available. Emergency appointments available. Can get someone on the phone.”

“Not quite as you’d like.”

“Check in system is helping. More often than not I can be seen very quickly.”

“Sometimes can’t get through on the phone.”

“Never had any problems.”

“Difficult to get through, particularly in the morning.”




“I have been waiting for two weeks for an appointment.”

“Hard to get an appointment, generally.”

“Very good.”

Question Two

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




Good 	Average 	Poor 
30	10	0

Additional Comments

"I'm retired - not worried about weekend opening."
 "I use 111 when surgery not available."
 "Can always work around current hours. Having two surgeries is very helpful."
 "Retired, so fine."
 "A weekend surgery would be helpful."
 "Should be some hours at weekends."
 "Opening in evenings every day would be an improvement."
 "Saturday morning availability should be in place. Need more partners and longer hours from GPs. A doctor should be on call at the weekend."
 "Out of working hours would be useful. Bishops Itchington to open more hours - would be better than having to come to Harbury surgery."
 "Suits us."
 "Closed for lunch and would like more flexibility."
 "Not a problem - now retired. Some weekend cover would be nice."
 "No evening and weekends (for workers)."
 "Open later into the evening would be good."
 "We are working parent so would like to see evenings and weekends."

Question Three

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

Good 	Average 	Poor 
28	10	1

Additional Comments

One person did not respond to this question.

“Low number of parking spaces - larger premises?”

“Street parking and car park available.”

“Can walk to other premises.”

“Parking can be an issue.”

“Bigger car park would be good - not much space at Bishops Itchington.”

“Sometimes can get clogged with cars.”

“By foot or by care are the only options - no public transport and parking can be a problem.”

“OK - useful having road parking.”

“Steep and slippery - especially with little children.”

“There is a parking issue but not sure of solution because the site is limited. I know the practice works with neighbours to alleviate problems.”




“Normally use Bishops Itchington practice, parking at Harbury sometimes a pain.”

“I can walk in.”

“I walk here.”

Question Four

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




Good 	Average 	Poor 
39	1	0

Additional Comments

“Effort goes in to keep it clean and tidy. Good children’s area.”

“Excellent.”

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

Good 	Average 	Poor 
34	5	0

Additional Comments

One person did not respond to this question.

“Dr. Panting is excellent.”

“Very good.”

“Happy to see them all. Never feel rushed. Try to see same doctor for a single condition.”

“Referrals as requested. Have seen three doctors - all very good.”

“Hospital referrals and Dr. Panting has been excellent.”

“Sometimes have been made to feel a nuisance.”

“I like them.”

“Excellent.”




“Exceptional - go out of their way to help. Care offered is excellent and when my parents died I had letters of condolence. Goes for nursing staff too.”

“They differ! The good ones never seem to stay long. Listening more and referring you sooner would be improvements.”

Depends which one I see. One is dismissive, doesn't get to know me and prescribed wrong medication. The good GPs are excellent.

“Some good, some not so good.”

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

Good 	Average 	Poor 
36	3	0

Additional Comments

One person did not respond to this question.

“Smashing!”

“Excellent.”

“Really nice.”

“Carina is very good.”

“Excellent.”

“They are great.”

“Very approachable, friendly and knowledgeable.”


“Bad experience with one nurse (injections) although she is very good at other things.”

“When you have a bad experience with one, you wish they were better.”

“Pleasant.”

Question Seven

How would you rate the Reception Staff at the surgery?

Good 	Average 	Poor 
38	2	0

Additional Comments

“Always pleasant and happy to help. Don’t wait long for phone to be answered.”
 “The new team are much better - friendly, helpful and they care.”
 “Much nicer than most surgeries, ours do not act as a barrier.”
 “Brilliant. The lady at Bishops Itchington is wonderful.”
 “Likes to be asked ‘what is your name?’ not ‘what is the name?’ - standards.”
 “Always impressed they know you by name.”
 “Excellent, particularly at Bishops Itchington.”

Question Eight

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




Good 	Average 	Poor 
32	7	1

Additional Comments

“I never mind if I do have to wait but generally don’t have to wait.”
 “Sometimes late but always get time with GP as needed.”
 “Good, just have to wait if the doctors are busy - as good as it can be.”
 “Varies - not normally an issue.”
 “Meeting the midwife on the one day she is at the surgery caused me some issues as a working Mum.”
 “I expect to wait a bit.”
 “Always have to wait but I know they don’t chuck people out.”
 “Usually have to wait - up to half an hour sometimes.”
 “Would be better to get in on time - I arrive early for my appointments.”
 “Don’t mind waiting, quality of service more important.”
 “It they ran on time it would be better.”
 “Some unacceptable waiting times.”

Question Nine

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

Good 	Average 	Poor 
36	2	0

Additional Comments

Two people did not respond to this question.

“Excellent.”

“Explained very well and know what’s happening.”

“Continuity of doctor helps with this.”

“Tend to trust their judgement.”



“One GP provided a lot of support - involving me, discussing options and signposting.”

“The exception is the GP who is dismissive, not listening.”

“Not always listening - based on past experience.”

Question Ten

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

Good 	Average 	Poor 
38	2	0

Additional Comments

“Very Good.”

“Unsurpassed.”

“Excellent.”

“Brilliant.”

“Very Good.”

“Very Good - above average.”

“Good - down to GPs themselves - advice and treatment paramount.”

Other Comments Received

“Major concern - five GPs now four and massive growth in population in this area. Feel six GPs are needed.”

“If you want to see a particular GP, over the last six months, the lead time is getting longer. I would wait 10 days - sometimes can be lucky - 4 or 5 days.”

“The practice is at the heart of the community - the way the GPs operate. They are local people and if you see them in the street they say ‘Hello’. They seem keen to engage with community.”

“They take care of myself and my wife very well. Feeling looked after as we are getting older.”

“Very lucky to have a very good medical practice in good premises.”

“Can always get in and don’t have reception barriers. Overall view is very good. Recognition of room for improvement e.g. online booking and booking in system.”

“Main concern is about out of hours. I would like this organised properly.”

“Bishops Itchington - not particularly private in the reception area. I try and whisper as I don’t want to be overheard. Also, the nurses only come twice a week to Bishops Itchington - could do with more sessions from them. Harbury is always very good.”

“Slightly worried about parking - normally can walk. Recognise there is limited space.”

“Has been a little difficult getting into seeing the nurse and worried about the extra housing underway (110 houses at Bishops Itchington and lots more in Harbury). What’s happening to expand the surgery re: extra housing? The dispensary service is very useful.”

“Very happy with the service. Returned from France and find the service is as good as it was in France, which wasn’t my expectation.

“Been coming here for 37 years and never had a problem. Couldn’t want for a nicer practice.”

Recommendations

Overall, the surgery scored very highly and is providing excellent services, with most patients extremely satisfied. The PPG is currently formalising its structure and is very engaged with the practice.

Some areas for possible improvement include:

- The surgery consider providing more information about strategic plans in response to the expansion of local housing and population.
- The surgery provides a good number of notice boards. There are some themes where information about a certain subject matter is congregated. Maybe consider extending on the use of themes to cover more subjects.
- The surgery look into creating more privacy at the reception in Bishops Itchington.

Surgery Response

Response by Asim Arif, Practice Manger

In response to the comment regarding creating more privacy: “ We want you to feel safe while talking to us, so you can tell us how you’re really feeling. If you would like to speak to us in privacy please ask receptionist and receptionist will speak to you in private area. Currently, we do not have allocated private area as this is a branch surgery with limited space”.

Date of Enter and View Visit	5 th November 2015
Authorised Representatives	Gill Fletcher Pamela Wilcox
Report Published	15 th December 2015