

GP Surgery Enter and View Report

Little Thatch - 27th April 2017

Warwick Road, Kineton, CV35 0HN

Practice Information * Information received from Surgery

Practice Manager: Deborah Haycock

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Number of GPs	1 per day at the Little Thatch practice (7 partners and 2 salaried GPs at Hastings House main practice)
Number of Practice Nurses	1
Number of Healthcare Assistants	1 and 1 Phlebotomist
Number of Reception Staff	2 (from a team of 36 across both sites)

Current Number of Patients	11,100 (covers Wellesbourne Hastings House practice also)
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Opening Hours	
Monday:	8:00 am to 6:30 pm
Tuesday:	8:00 am to 6:30 pm
Wednesday:	8:00 am to 6:30 pm
Thursday:	8:00 am to 12:30 pm
Friday:	8:00 am to 6:30 pm
Saturday:	Closed
Sunday:	Closed

Services Provided/Specialist Clinics	
<ul style="list-style-type: none">• Antenatal• Child Development• Baby Immunisation• Asthma Clinic• Diabetic Clinic• Well Person Checks• Minor Surgery• Holiday Vaccinations• Community Nurse	<ul style="list-style-type: none">• Family Planning Services• Cervical Cytology• HRT Checks• Specialist Drugs Monitoring• Influenza Vaccination• Midwife• Over 75's - community elderly service with Shipston

Note: Some of these services are provided at the main surgery at Hastings House

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Good		
Internal Decoration	Good - recently painted		
Parking arrangements, Including Provision for Disabled Visitors	No surgery car park - roadside parking only		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?		✓	External doors not automatic & quite heavy. Some concern about wheelchair or pushchair users & slightly infirm people having difficulty manouvering through the doors.
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?		✓	
Is there confidentiality/privacy at reception?	✓		If requested, receptionist would take patient into corridor alongside reception area.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		GPs and nursing staff call for patients from the waiting area personally.
Are waiting times displayed/patients informed?		✓	Patients in the waiting room are advised by the GP / Nurse if they are running late.
Is online booking advertised?		✓	Repeat online prescriptions and telephone appointments are advertised. Appointments are not advertised.
Is the waiting room child friendly?	✓		Some books provided in a very small area.
Is a hearing loop installed?	✓		
Toilets Available?	✓		Exceptional high standard of facilities in relation to size of the practice.
Hand sanitisers available?		✓	Only on request.
Are there clear notice boards with up to date information displayed?	✓		Some leaflets were out of date. Practice manager was informed.
Is the information provided available in other formats?	✓		If required. Very low demand.
Are translation services available? Are they advertised?	✓		If required. Very low demand.
Is signage clear and up to date?	✓		Signs on front door obscure view into reception, which refer to changes made in January 2017.
Is there a comments/complaints box available?		✓	Comments card and box available and complaints procedure displayed but not box for comments / complaints.
Is there a Patient Participation Group? Is it advertised?	✓		Not advertised
Are the names/photographs of GP's and staff at the surgery displayed?		✓	Available on website only.

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 23

Question One

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

Excellent	Good	Average	Poor
7	10	5	1

Additional Comments

"For children - excellent."
 "Quicker appointments are available but you have to wait if you want to see a specific GP."
 "O.K."
 "Up to date, don't have to wait long. Hate Wellesbourne and only go if I have to."
 "Alright."
 "Out of turn."
 "Book 4 weeks ahead. Need regular appointments - same GP."
 "Better now with extended hours - open every day."
 "Can't get appointment with GP for 6 weeks."

Question Two

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

Excellent	Good	Average	Poor
4	17	2	0

Additional Comments

"Recently altered and now Good."
 "Thursdays!"
 "I don't expect the GP to be open in the middle of the night."
 "Should be longer, difficult if you are working."
 "I'm retired and been with the surgery since 1975."

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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
2	5	4	6

Additional Comments

6 people walk and did not answer this question.

“Parking is a bit tricky.”
 “If walking ok - otherwise a bit difficult”
 “Parking!”
 “Parking - not good.”
 “Difficult, particularly at school times.”
 “Appalling - not surgery’s fault.”
 “Live along the road”
 “Never had a problem - drives.”
 “Walk - Wellesbourne difficult.”
 “Need to park and walk.”

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

Excellent	Good	Average	Poor
8	13	1	0

Additional Comments

1 Person did not answer.
 “Little Thatch is lovely Hastings House is a bit tired.”
 “Seems fine.”

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

Excellent	Good	Average	Poor
18	5	0	0

Additional Comments

“Always able to see the same GP every week.”
 “Pursuing court case - not down to GPs.”
 “Out of this world, especially one doctor.”
 “See same doctor who is excellent.”
 “Better than they used to be - like to come to Little Thatch if I can.”
 “All the time in the world for me.”

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

Excellent	Good	Average	Poor
15	8	0	0

Additional Comments

“Keen to get to know new nurse, previous nurse was excellent.”
 “Don’t see - blood only.”
 “Taken months to see nurse for inoculations.”

Question Seven

How would you rate the Reception Staff at the surgery?

Excellent	Good	Average	Poor
17	6	0	0

Additional Comments

“Always polite.”
“Very good.”
“Good here.”
“No complaints.”

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

Excellent	Good	Average	Poor
1	12	9	1

Additional Comments

“Can change a little and happy for other patients to have the time they need.”
 “Does slip sometimes.”
 “Sometimes have to wait - it’s the same everywhere.”
 “Can wait quite a while.”
 “Sometimes goes over.”
 “One appointment was cancelled and I then had to wait two weeks...having already waited two weeks for the original appointment.”
 “Better than hospitals.”
 “Bit late if there is an emergency.”
 “Gives people time.”
 “Call out puts everything out - always have to wait.”
 “Always running late, I expect to wait for an hour, (even had phonecall).”

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

Excellent	Good	Average	Poor
14	8	1	0

Additional Comments

“Marvellous relationship.”
 “Aware of mental health issues.”
 “Not rushed at all.”

Question Ten

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

Excellent	Good	Average	Poor
15	8	0	0

Additional Comments

"Room for improvement. Attitude has changed."
 "Staff brilliant - family place, everybody talks."
 "We are very lucky."
 "11/10"
 "We are very lucky, they will come out and see us."
 "I am very impressed with the practice."
 "Can't book online."
 "WiFi in waiting room."
 "Just Little Thatch - excellent."
 "Rather better than the other surgery - relatively new patient."
 "Call on this practice is massive - over 40 years as a patient."

Other Comments Received

“Quite different working full time and getting an appointment and if they cancel - there is not a guaranteed substitute that day. When I’ve taken time off work this is very inconvenient. It happened twice in the last year.”

“Wellesbourne (Hastings House) offers a late service on Monday, supposedly for people who work and I’ve observed people who don’t work using those appointments.”

“A lot of the problems are not the fault of the practice.”

“It is an excellent small practice.”

“Could do with a bit more space since the size of the towns of Wellesbourne and Kineton is growing.”

“They look after us well here.”

“Family community feel - Rich or Poor, they all talk. Always welcome here.”

“99% -spot on.”

Comments from conversation with practice manager:

Within the local area there is a lot of housebuilding going on. The practice is looking at possibilities to increase services at Little Thatch including: provision of an additional room by moving records to the new build premises in Wellesbourne when complete. This would allow for example the services of a Midwife to be provided locally. However, the building is listed and as such any alteration proposals will be more complex than most to implement.

The rurality of the practice does not seem to carry sufficient weight when bidding for service funding from Clinical Commissioning Groups. This causes frustration since the Practice Manager is aware of the demand for services and the impact that not meeting that demand has on the rural community.

Changes made and training for reception and administrative staff are starting to come to fruition and deliver improvements. Comments made about reception staff support at Little Thatch were all hugely complimentary.

Recommendations

- The surgery to consider making some improvements to the access arrangements via the two front doors. For example: looking at installing auto opening or maybe a bell for people using wheelchairs to ring for assistance. If the glazed door was kept free from posters this would help patients needing help with access to attract the attention of reception staff.
- Surgery to ensure that there is a consistent approach used to communicate to patients any delays to their appointments. We were told by patients that although they don't mind having to wait, as they know that their GP will give them the time they need, they would prefer the surgery to communicate how long the delay is expected to be.
- A review of the information on display is needed to ensure current posters are relevant and up to date, as well as ensuring that there are a broad range of patient information leaflets and booklets to provide good signposting to support services.

Surgery Response

The Practice Manager has advised that they have reviewed the report and have not added any further comments.

Date of Enter and View Visit	27 th April 2017
Authorised Representatives	Gill Fletcher Dilys Skinner
Report Published	31 st October 2017

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.