

ENTER AND VIEW VISIT REPORT

Croft Medical Centre 4th December 2018

Part of Healthwatch Solihull's remit is to carry out Enter and View visits. Healthwatch Solihull's Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Solihull's Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Solihull's safeguarding policy, the service manager will be informed, and the visit will end. The Local Authority Safeguarding team will also be informed.

GP Surgery – Croft Medical Centre

Service Address: Croft Medical Centre, 1 Pomeroy Way, Chelmsley Wood , Birmingham, West Midlands, B37 7WB

Acknowledgements

Healthwatch Solihull would like to thank the Practice staff and the patients for their co-operation during the visit.

Disclaimer

Please note that this report relates to findings observed during our visit made on Tuesday 4th December 2018. The report does not claim to be representative of all patients, only of those who contributed within the restricted time available.

Authorised Representatives

Nicola Standen
Jenny Marsh

Who we share the report with

This report and its findings will be shared with Croft Medical Centre, the Care Quality Commission (CQC), Solihull MBC, Birmingham and Solihull Clinical Commissioning Group (CGG) and Healthwatch England. The report will also be published on the Healthwatch Solihull website (www.healthwatchsolihull.org.uk).

Background

Croft Medical Centre, located within North Solihull, has a practice list of 11 621 patients (Source: <https://www.nhs.uk/Services/gp/Overview/DefaultView.aspx?id=36931>).

The Medical Centre's Consulting times are Mondays to Fridays 08.30 -12.30 and 15:00 - 18:30 and the Surgery's general opening times are Mondays to Fridays 08.00-18.30.

The Medical Centre also offers extended opening hours for appointments. Extended opening hours appointments are coordinated through a hub of 10 local GP Surgeries located in North Solihull. Appointments are held at Bosworth Medical Centre, located 1.5.miles from Croft Medical Centre, between 6.30pm - 8.00pm each weekday, 9.00am -12.00am on Saturdays and 09.00am -11.00am on Sundays.

The Medical Centre's website explains that extended hours appointments are available with a range of clinicians and can be booked up to a week in advance. Appointments are "mainly for patients with long term medical conditions who, due to commitments such as work or care of the elderly or disabled, cannot attend routine follow-up appointments during normal surgery hours" (Source: <http://www.craigcroftmedicalcentre.co.uk/page1.aspx?p=3&t=1>)

Purpose of our visit

Healthwatch Solihull visited Croft Medical Centre on Tuesday 4th December 2018. This was a follow-up to our previous Enter and View visit that took place in January 2018 (to see our previous report please visit our website - www.healthwatchsolihull.org.uk).

However, Healthwatch Solihull in their role of gathering intelligence from people living in the Solihull Borough regarding their experiences of local health and social care services, has continued to receive poor feedback from patients of Croft Medical Centre especially in relation to getting through on the phone and ease of getting an appointment. In addition, the most recent CQC report (January 2018) whilst rating the Surgery as 'good' across areas of 'safety', 'effectiveness', 'caring' and being 'well-led', the 'responsiveness' of the Medical Centre was identified as 'requiring improvement' with getting through on the telephone and making pre-booked appointments being identified as key issues.

Given the above, the purpose of our visit was to explore any actions the Medical Centre had taken in response to the recommendations identified in our previous report and to explore first hand with patients present on the day of our visit, their experiences of the Surgery.

What we did

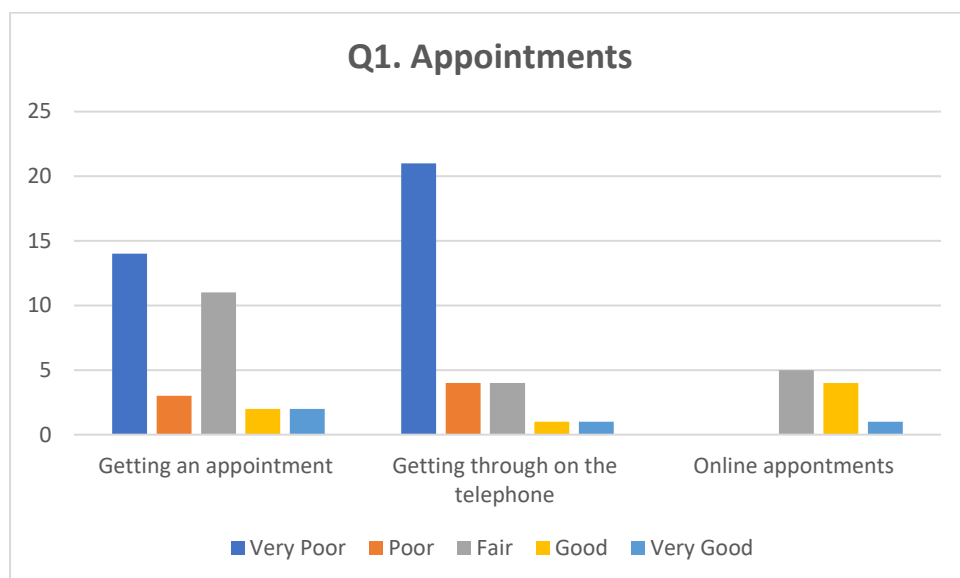
Two Authorised Representatives visited the Surgery from 10.00 am to 12.30pm on 4th December 2018. On arrival we asked for the Practice Manager to discuss the purpose of our visit and how the visit would be conducted. We were informed that currently the Medical Centre was between Practice Managers with a newly appointed Practice Manager starting work the week following our visit. We were given permission to undertake our visit by one of the GPs on duty that day and after we had completed the visit we met with an Advanced Nurse Practitioner to provide initial feedback about the visit and ask any questions for clarification.

During our visit we administered 32 surveys with patients and also observed the environment. The visit was unescorted and at no time during the visit did we enter consulting rooms.

This report will detail a range of recommendations based on the findings of our Enter and View visit and it is anticipated that these recommendations will contribute to improving service delivery within the Surgery and in turn service experience for patients registered with the Surgery.

Findings:

- Please note not all patients answered all questions
- For further information, raw data from the survey can be found in Appendix 1.



'Ease of getting an appointment'

In our previous Enter and view report (January 2018) 16 of the 28 respondents who answered the question regarding ease of getting an appointment gave a rating of 'poor' or very poor, six respondents gave a rating of 'fair' and six respondents as 'good' or 'very good'. Similarly, during this visit 'Ease of getting an appointment' on the whole received largely negative ratings with more than 50% (17 of the 32 respondents who answered this question) rating 'ease of getting an appointment' as 'very poor' or 'poor', 11 of the 32 respondents who answered this question as fair and four as 'good' or 'very good'. These findings are reflected in further comments made by some of the Survey respondents,

Difficult to get an appointment at times. Tend to come into the Surgery.

We never seem to be able to get appointments when we are in need of one. I have had numerous occasions where I have continuously tried to get an appointment for up to 2 weeks and never succeed.

The only issue within this Surgery is appointments.

As a new patient I am much more impressed with this one compared to my last (name of previous Surgery) but still struggle to get appointments

One respondent further commented on the cost implications of not being able to get an appointment at the Medical Centre,

...If no appointment available told to attend the walk in clinic in Solihull which would mean a taxi

'Getting through on the telephone'

Again, findings relating to 'getting through on the telephone' were largely negative and demonstrated little change from our previous Enter and View visit in January 2018:

Getting through on the telephone	January 2018 (N=25 respondents who answered this question)	December 2018 (N=31 respondents who answered this question)
Very poor or poor	17 (68%)	25 (81%)
Fair	6 (24%)	4 (12%)
Very good or good	2 (8%)	2 (7%)

The majority of further comments received from respondents to this question elaborated on difficulties experienced in getting through on the telephone:

Queueing system, usually get cut off then told no appointments available due to high capacity of calls...

Very difficult to get through, tried many times, no success

Impossible to get through on the telephone

Extremely difficult to get through on the telephone, end up waiting a few days

Very difficult to get through on the telephone

...The old phone system was better as you didn't have to listen to talking for a minute before finding out how you get through

Needed to phone at least 15 times before you get on the waiting list to talk to someone (on this visit)

Could help with less call waiting

One respondent further told us that difficulties with getting through on the telephone was having an impact on their well-being, *'told I'm in the queue and then get cut off, have condition where I shouldn't be stressed and this makes me stressed'*. Another respondent told us of the difficulties they encounter when trying to get through on the telephone to book appointments,

I have a disabled child who is still at school so I am a carer, I find it difficult to sit on the phone from 8am - I am trying to get my son ready for school

In the absence of a current Practice Manager, at the end of our visit we spoke with the Medical Centre's Advanced Nurse Practitioner who told us that the Medical Centre have implemented a number of changes designed to improve access to appointments and reduce difficulties with getting through on the telephone. These include:

- Offering telephone triage appointments
- Changes to the phone system where patients are informed as to where they are in the queuing system
- The introduction of multi-care clinics where patients who have co-morbidities or continuing care needs are offered booked appointments for all of the appointments they may need on the same day (for example, Blood Tests, GP appointments, Nurse appointments)
- The undertaking of regular appointment audits.

During their visit in April 2017, the CQC rated the 'responsiveness' of Croft Medical Centre as 'Requires Improvement' identifying issues for patients of accessing the Surgery by telephone. During their subsequent visit in November 2017, The CQC acknowledged that the Medical Centre had introduced a number of initiatives, including some of those outlined above, but that it was too early to assess the impact of these. Findings from the surveys completed on the day of our visit however, are indicative that patients are still experiencing issues with getting through to the Medical Centre on the phone. Given this finding we would recommend that the Medical Centre again reviews telephone access for appointments.

'Online appointments'

The survey further asked patients to rate their experiences of using the on-line booking service. Five survey respondents rated their experience of the online booking service as 'fair' and five as 'good' or 'very good'. However, only 10 of a possible 32 survey respondents answered this question. That fewer respondents answered this question may be indicative that fewer people make use of the on-line booking system. This is to some extent supported by our findings where a number of respondents told us that they do not book appointments on-line. For some of the respondents this related to them not having access to a computer or the internet, *'Don't use computer/internet'*. Another respondent told us that it is not possible to book appointments on-line for people under the age of 18 years and as such is unable to book appointments on-line for their children,

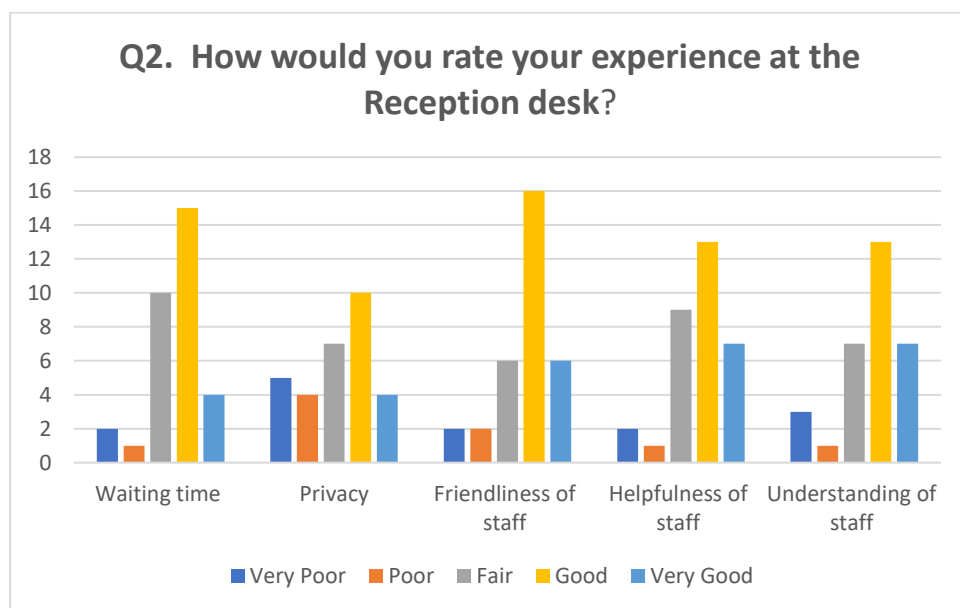
Not tried online but pointless as most appointments are for my children and you can't book online under 18.

As only ten respondents answered this question it may also be possible to suggest that awareness of booking appointments on-line is low and that promoting on-line booking facilities may increase usage and uptake. It appears that the Medical Centre is aiming to raise awareness of on-line booking as during our visit, we observed a promotional stand in the waiting room providing information about on-line booking and guidance on how

patients can register for the service. However, one respondent told us that they had not been able to register for the service,

I cannot register for online appointments due to me not having ID like driving license or passport

Given this and the point raised earlier that on-line booking is mediated by patients access to computers and the internet, we would recommend that whilst the Medical Centre continues to promote on-line booking, consideration is also given to people who may not have the necessary identification to register and that a range of ways of booking appointments remains available to people who do not have access to, or choose not to, use computers.



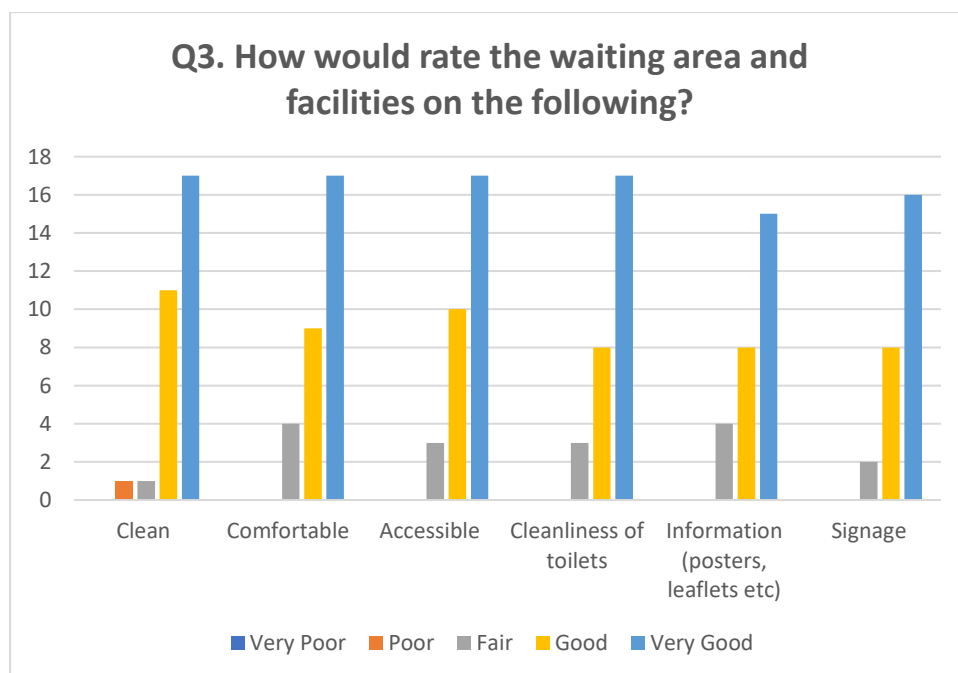
Having explored patients experiences of accessing appointments, we were also interested in finding out more about patients' experiences once they were at the Medical Centre. As first point of contact for patients is usually with Receptionists we asked patients about their experience of waiting times, privacy once at the reception desk and the friendliness, helpfulness and understanding of Receptionists. Overall, respondents who completed our survey reported positive experiences with more than 90% (29 of the 32 respondents who completed this question of the survey) rating waiting times at the reception desk as 'fair' to 'very good' and over 90% of respondents rating the friendliness, helpfulness and understanding of reception staff as 'fair' to 'very good'. One respondent commented further that *'Staff have always been great...all the staff are brilliant from Croft Medical Centre'*. However, one respondent told us that their experience differed depending on the Receptionist they are speaking with,

Most are nice. Occasionally I have experience of a member of staff who seems quite abrupt and I feel I am inconveniencing them asking for an appointment.

During our visit, we observed Reception staff being friendly and welcoming and noted that there were two electronic check in systems available that patients could use to book in with a range of different Medical Centre staff including GPs, Nurses and Healthcare Assistants and a number of respondents who completed our survey told us that they had used the electronic book in system that day.

Twenty-one of the 30 respondents who answered this question (70%) rated the privacy of the Reception area as 'fair' to 'very good'. However, we observed that when there was a queue for the reception desk it was possible to overhear conversations between patients and Reception staff. One respondent further commented to one of our Authorised Representatives that they felt due to the open plan nature of the Reception it may be possible that those in the waiting areas are able overhear conversations. One patient also told us, *'when taking information over the phone, difficult with confidentiality'*.

Based on our observations we would recommend that a 'private area' is made available for patients for if they wish to have a confidential discussion with the Reception or other Medical Centre staff and that the availability of this is made known to patients.



'Waiting area and facilities'

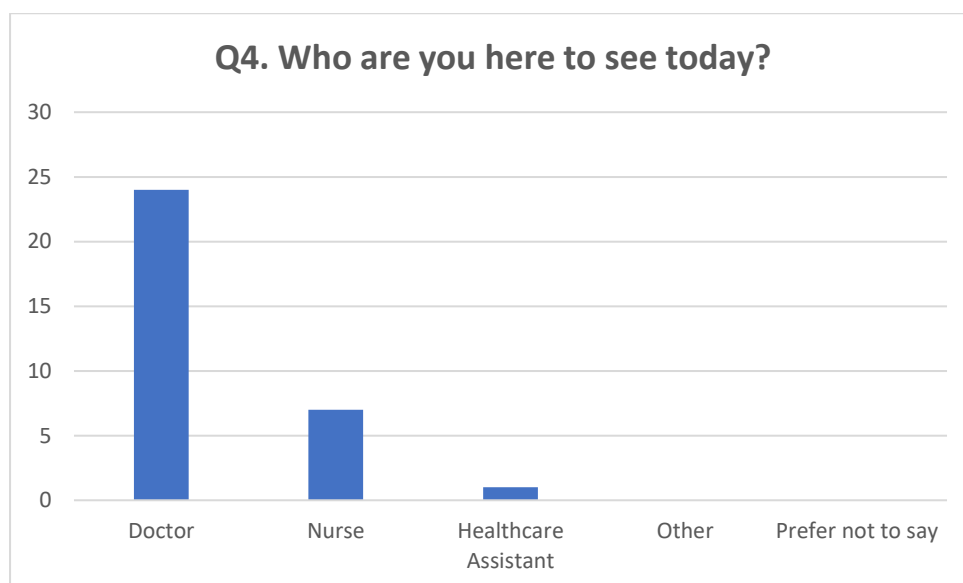
The responses relating to the waiting area and facilities were again positive with over 90% of respondents who answered this question rating the cleanliness and comfort of the waiting area and toilets as 'good' or 'very good'. We observed during our visit that the toilet facilities were well stocked and clean and that there was an accessible toilet for disabled people. Baby changing facilities were also available.

There are two waiting areas within the Medical Centre and during our visit we felt there was a good atmosphere in both. We observed that the waiting areas were modern, clean and comfortable with dedicated children's areas. One parent commented, *'Great facilities. My five year old son loves watching the kids films'*.

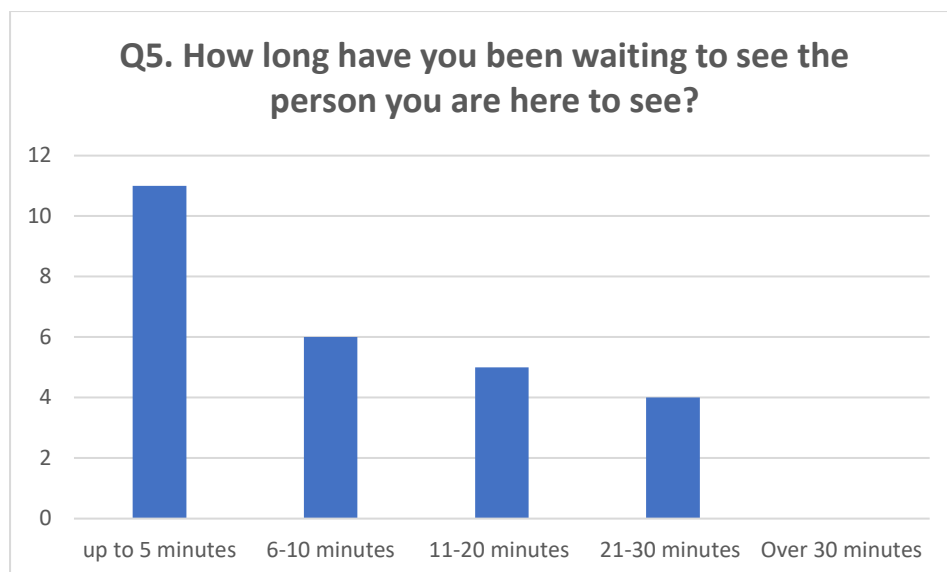
We also observed a number of notice boards in the waiting area displaying a range of information including details of community activities and support groups, information on NHS111, condition-related health awareness and health promotion information including cancer awareness information, information on health checks, screening and vaccinations and information on the Care Quality Commission's (CQC) rating of the Surgery.

There were also electronic screens in the waiting areas that informed patients of when the GP was ready to see them for their appointment and which room to go to however, on the day of our visit the screen was not working which was a sense of frustration for some patients. One respondent who was hard of hearing told us that they had to keep going to the Reception desk to check that they had not already been called through for their appointment.

Croft Medical Centre is located all on one level and all of our respondents rated accessibility into the building and once within the building as 'fair' to 'very good' including the toilets and we noted that all consulting and other rooms were clearly signposted.



We asked patients who they were at the Medical Centre to see that day and the majority of patients (N=24 of the 32 respondents who answered this question) were there for appointments with their GP, a further seven for appointments with the Nurse and one for an appointment with a Healthcare Assistant.

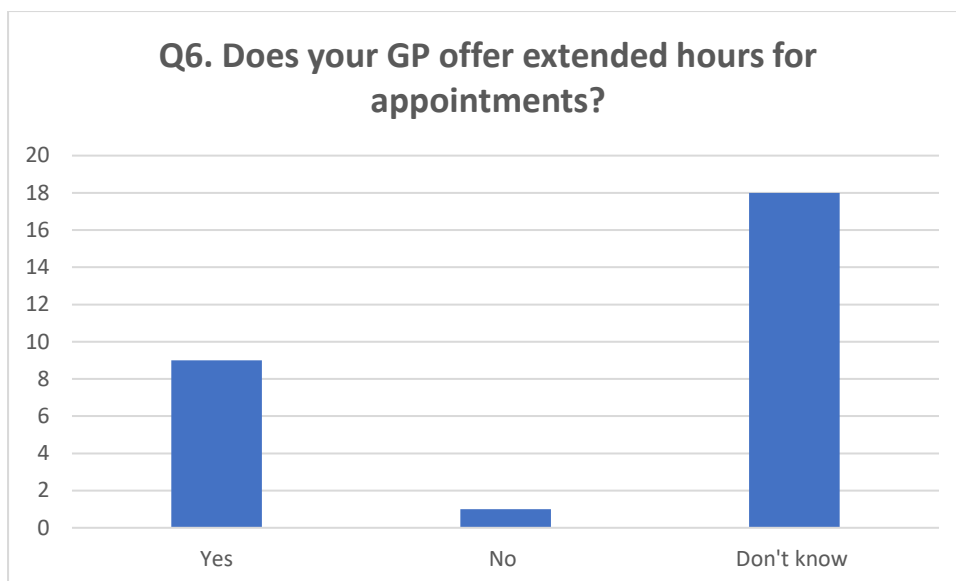


Of the 26 respondents who answered this question, 11 had been waiting for less than five minutes after their booked appointment time, six respondents for between six and ten minutes, Five respondents between 11 and 20 minutes and four between 21 and 30 minutes. At the end of our questionnaire we asked respondents if they would like to make further comments and some of the comments received expressed concerns with the time respondents had been waiting for their appointments,

I've been waiting here since 9.40am to see doctor, I'm again waiting to see the nurse from 11 - 1130am

Bit fed up waiting, hope I get time to talk, not been seen yet

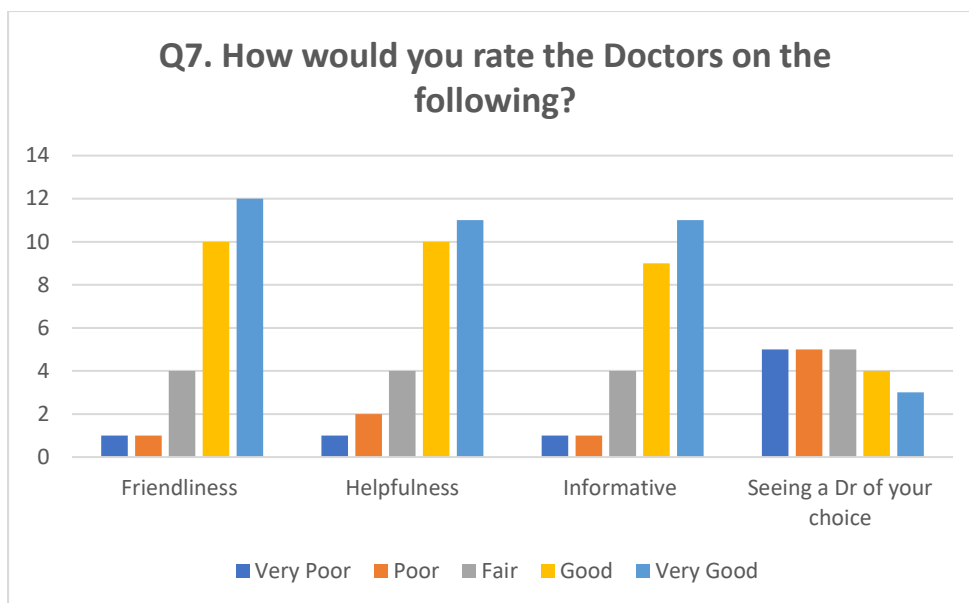
At the end of our visit we asked the Practice Manager about waiting times and whether the Surgery had any procedures in place for informing patients if appointments were running late. We were informed that if appointments are running late Receptionists usually inform patients of this on their arrival and it is usually advertised on the screens in the waiting areas.



A recent initiative within Primary Care services has been the introduction of 'extended' opening hours to accommodate appointments for patients to fit in with their work, family and other commitments. At the end of our visit we spoke with the Advanced Nurse Practitioner about how Croft Medical Centre was managing extended opening hours and were told that Croft Medical Centre is part of a 'hub' of 10 GP surgeries in North Solihull and appointments are offered for all patients of Surgeries within the Hub at Bosworth Medical Centre between 6.30pm and 8pm Monday to Friday, 9am to 12pm on Saturdays and 9am to 11 am on Sundays. The Advanced Nurse Practitioner also told us that clinical staff and Receptionists from each of the Surgeries within the Hub are part of a rota system to cover the extended opening hours appointments.

However, despite the availability of extended opening hours appointments, only nine of the 28 respondents who answered this question were aware of the availability of extended opening hours appointments. Given this finding we would recommend that the Medical Centre actively promotes and advertises the availability of extended hours appointments to improve patient awareness.

It is perhaps also worth noting here that although Bosworth Medical Centre is located around 1.5 miles from Croft Medical Centre and is on a local bus route, it may still be difficult for people with mobility or other needs to access appointments and that consideration is given to accommodating the appointment needs of such patients within their own Medical Practice.



Overall, the Doctors were ranked positively by patients with 22 of the 28 respondents who answered this question, rating the Medical Centre's GPs as 'good' or 'very good' for being friendly, 21 out of 28 for being helpful and 20 out of 28 for being informative. However, a mix of responses were provided by respondents when rating their experiences of 'seeing a Doctor of your choice' with ten respondents rating this as 'poor' or 'very poor', five respondents as 'fair' and seven as 'good' or 'very good'. Some respondents reported that it was sometimes difficult to see a Doctor of your choice and if this could be accommodated it often meant having to wait longer for an appointment,

No chance of choice of GP. If request female that would extend time waiting for an appointment

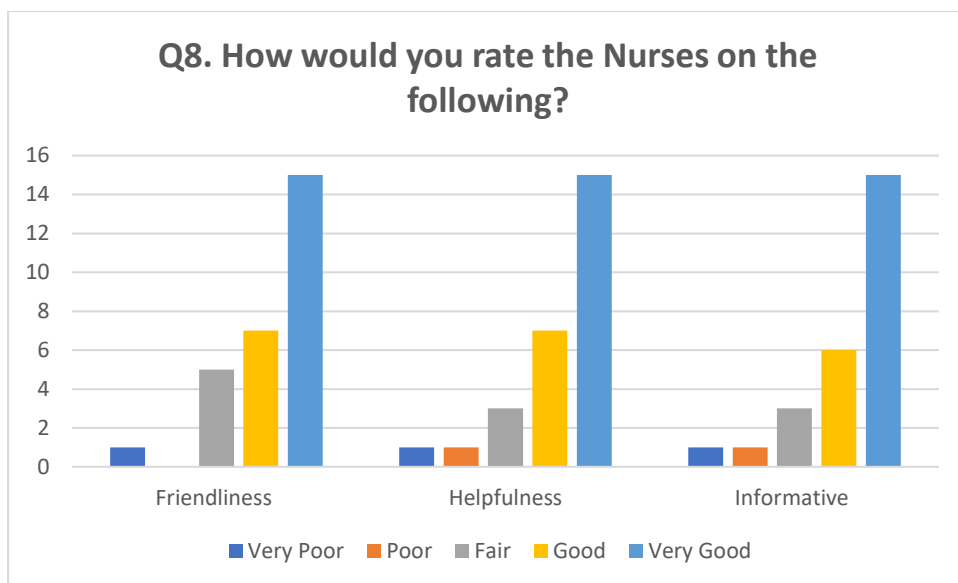
Would be difficult (to see a Dr of your choice) Sometimes wait a little longer to see female GP

From these comments it appears that seeing a Doctor of your choice may be related to the 'urgency' of the appointments with less flexibility about which GP patients see if the appointment is required more immediately. For one respondent not being able to see a GP of their choice was concerning as they felt this impacted on their continuity of care,

Very difficult to see a Dr of your choice, if requested a long wait, so no continuity

Seen a GP who knows him today (AR completed survey) so a better experience

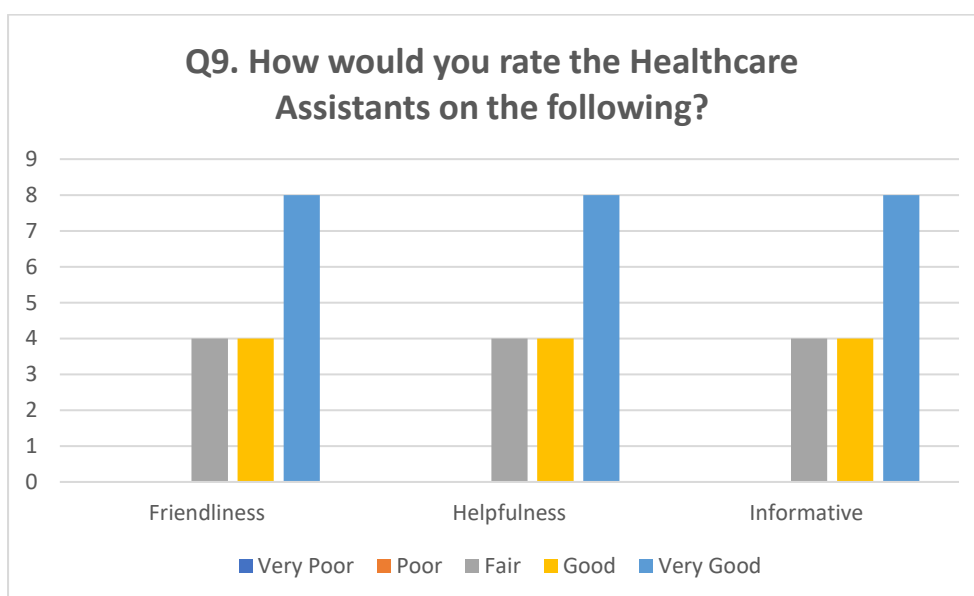
The CQC report, November 2017 highlighted difficulties experienced by patients in making pre-booked appointments with named GPs. Our findings in relation to seeing a Doctor of your choice, echo those of the CQC report undertaken in November 2017 and we would recommend that where this can be accommodated, appointments are made with patients' GPs of choice in the interests of choice, and familiarity and rapport.



As with GPs, again overall the Nurses were ranked positively by patients with 22 respondents who completed our survey rating the Nurses as 'good' or 'very good' for friendliness and helpfulness and 21 rating the Nurses as 'good' or 'very good' for being informative. The two further comments we received supported these findings,

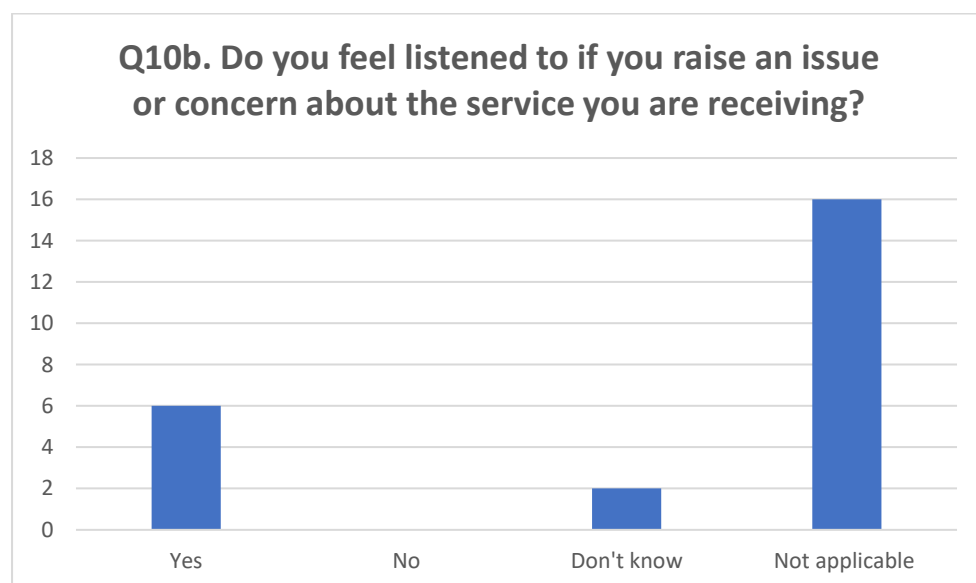
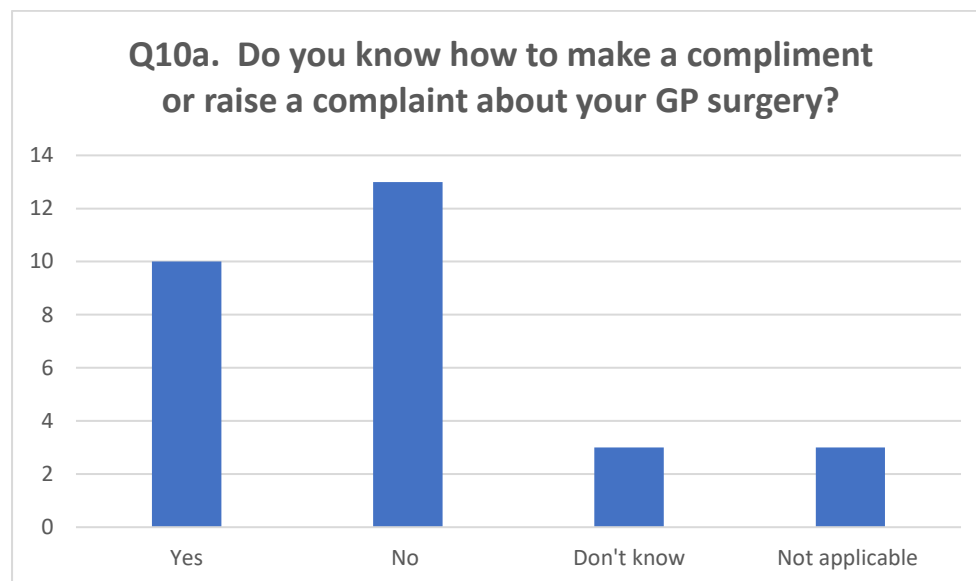
The Nurses are fantastic

Lovely ladies



As with the question about Doctors and nursing staff, Healthcare Assistants also received very positive ratings from patients for being friendly, helpful and informative. It is perhaps worth noting that fewer respondents completed the question about Healthcare Assistants

than for GPs and Receptionists (N=16) as presumably not all of respondents had have contact with a Healthcare Assistant.



Question 10a of our survey asked respondents if they were aware of how to make a compliment or how to raise a complaint within the Medical Centre should they wish to do so. Of the 29 respondents who answered this question, 10 were aware of how to do so, 13 told us that they were not aware of the processes, three respondents told us that they did not know and three ticked not applicable.

During our previous Enter and View visit in January 2018, we observed that while the Medical Centre provided information on how to raise a compliment or make a complaint by

way of a poster on the noticeboard in the waiting area, contact details, for example a website address, was not included with this information. In our report we recommended that contact details be added to the poster. During this visit we observed that contact details have now been added. However, whilst this information has now been provided, our findings indicate that awareness of the process for making a compliment or raising a complaint appears low among the respondents who completed our questionnaire. As such we would recommend that the Surgery in addition to the poster on the noticeboard, undertakes some work to raise awareness with patients of the processes for making a compliment or raising a complaint. For example, this could include a promotional stand such as the one currently in the Surgery raising awareness of booking appointments on-line.

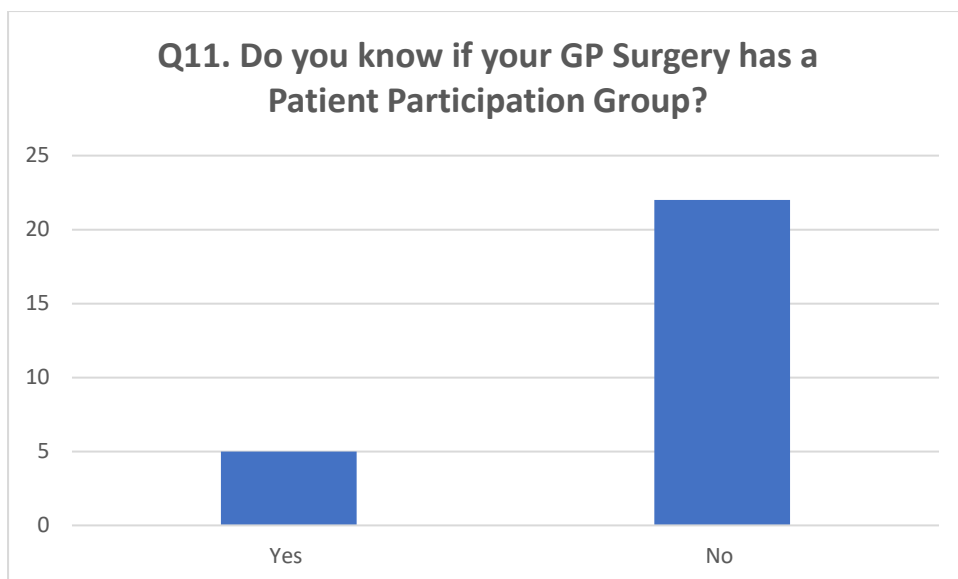
Following on from question 10a, question 10b asked respondents whether they felt listened to if they had raised an issue with the medical Centre. Of the 24 respondents who answered this question only a quarter of respondents (N=6) felt listened to when they had had cause to raise concerns. Further comments received in response to this question elaborated on this further,

Can't see the point, would not feel I would be listened to

I have raised complaints in years gone by but nothing changes. However, a different management team now.

At the end of our visit we asked the Advanced Nurse Practitioner how patient feedback is shared within the Medical Centre. We were informed that patient feedback is shared in Practice meetings on a regular basis including Patient survey findings and feedback received through the NHS choices website.

We would recommend that the Medical Centre continues to encourage patient feedback and shares this feedback with staff at the Medical Centre. It may also be good practice to share this feedback with other patients and outline what actions the Medical Centre may have taken in response to the feedback received. This could be shared through Surgery newsletters or included on noticeboards and could take the format of 'You Said, We Did'. Together this may address the concerns raised by our respondents that they did not feel listened to.



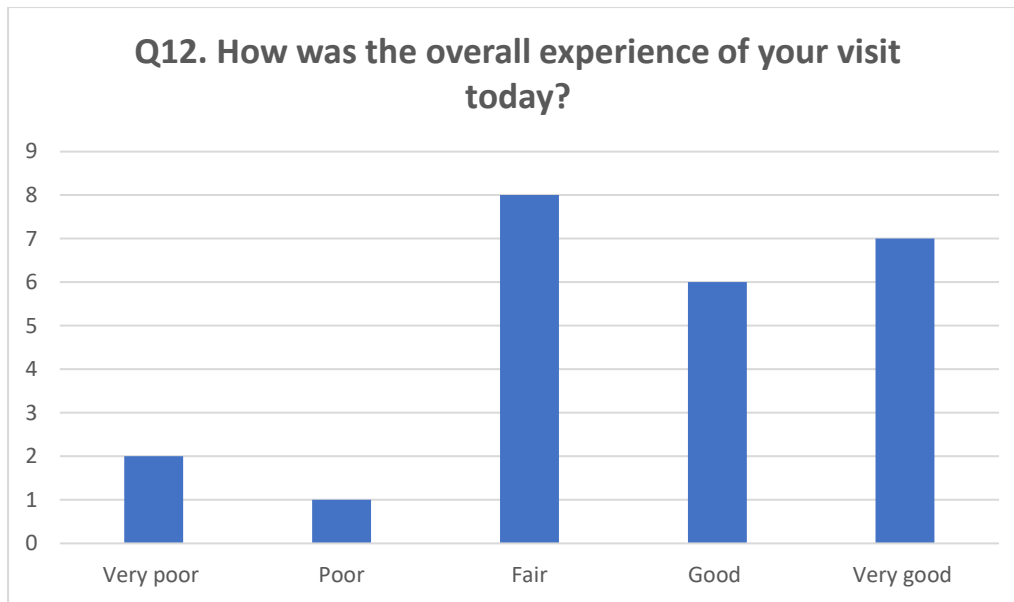
We asked respondents if they knew whether the Medical Centre had a Patient Participation Group (PPG). Of the 27 respondents who answered this question, only five respondents were aware that the Medical Centre did have a PPG with the remaining respondents stating that they did not know whether the Medical Centre has a PPG. None of the respondents we spoke with were members of the Medical Centre's PPG. Two respondents provided further comments and told us that,

Never knew about PP Group, would possibly be interested

Don't know how to access

At the end of our visit we spoke with the Advanced Nurse Practitioner who informed that the Medical Centre does have an active and supportive Patient Participation Group (PPG) that are involved in a range of activities including fund raising and Patient Education events.

Given that awareness of the Medical Centre's PPG appears to be low among the respondents who completed our questionnaire, we would again recommend that the Medical Centre undertakes some work to raise awareness with patients of the Medical Centre of the role and function of the PPG and activities they may have participated in.



At the end of the survey we asked patients to rate their overall experience of their visit that day. Twenty-four patients completed this question with 13 respondents rating this as 'good' or 'very good', eight as fair and three as 'poor' or 'very poor'.

Recommendations and Follow-Up Actions:

- That the Medical Centre undertakes a review of patients' experiences of getting through to the Surgery by telephone to identify key concerns and to consider new ways of increasing accessibility for booking appointments over the telephone;
- That the medical centre continues to promote on-line booking but also ensures that a range of ways of booking appointments remains available to people who do not have access to computers;
- To take into consideration Patients' privacy and for the Medical Centre where possible to offer patients a 'private' area in which patients can speak with Reception or other Practice staff confidentially and that this facility be advertised to patients;
- Where this can be accommodated, appointments are made with patients' GPs of choice in the interests of choice, and familiarity and rapport;
- That the Medical Centre actively promotes and advertises the availability of extended hours appointments to improve patient awareness;
- That the Medical Centre continues to encourage patient feedback and shares this feedback with staff at the Medical Centre;
- That the Medical Centre actively provides information of the Medical Centre's processes for making a compliment or raising a complaint;
- That the Medical Centre actively raises awareness of the Patient Participation Group and its role and function;
- That patient feedback and any actions taken in relation to this feedback are communicated to patients.

Feedback from the Medical Centre's Practice Manager

The medical centre undertakes a review of patients' experiences of getting through to the surgery by telephone to identify key concerns and to consider new ways of increasing accessibility for booking appointments over the telephone.

I am arranging a meeting with PureCloud in the next couple of weeks to understand the system and how I can access the stats, etc and also discuss the way the system is set up.

I understand the current setting is the call is answered and you're placed in a queue. Whilst on hold, there are a couple of messages regarding the MCC and Pharmacy Ailments schemes. I believe that a number of patients who call first thing are not calling to book appointments that day but to pre-book a future appointment, request results, etc. One simple 'quick fix' would be to put a greeting message on saying:-

"We are currently taking calls to book appointments and visits for today only. If you wish to book an appointment for another day, please call back after 10am. For results, please call back after 11am. Please note, you can also book appointments on line – please ask at reception for details."

This would then filter out a number of people straight away and would stagger the flow of calls during the morning. In addition, the embargo lifts at 10am for appointments in two weeks' time.

That the medical centre continues to promote on-line booking but also ensures that a range of ways of booking appointments remains available to people who do not have access to computers.

I have done an A4 poster for each patient notice board informing them that they can get access to book on line. Also, by changing the voicemail greeting it informs patients of that option.

To take into consideration patients privacy and for the medical centre where possible to offer patients a 'private' area in which patients can speak with reception or other practice staff confidentially and that this facility be advertised to patients.

Receptionists are aware that they can take patients to the 'interview room' if they require more privacy. I have also done A4 posters for each patient notice board informing them that they can request a quiet and confidential room.

Where this can be accommodated, appointments are made with patients' GPs of choice in the interests of choice, and familiarity and rapport.

Whilst it is ideal that patients are booked with the GP of their choice, particularly for ongoing issues with regards to continuity of care, unfortunately this will not always be

possible. This is due to most doctors not working full time. I have, however, created an A4 poster explaining this which will be displayed on all patient notice boards.

That the medical centre actively promotes and advertises the availability of extended hours appointments to improve patient awareness.

Receptionists are aware of the extended hours booking process. I have also produced an A4 poster which will be displayed on all patient notice boards which details the extended hours arrangements.

That the medical centre continues to encourage patient feedback and shares this feedback with staff at the medical centre.

That the medical centre actively provides information of the medical centre's processes for making a compliment or raising a complaint.

There are various ways to receive feedback, compliments and complaints:-

- Via the surgery website
- By collecting a complaints pack from reception
- By writing to the practice
- Friends and family cards
- NHS Choices

I have produced an A4 poster advertising this to patients which will be displayed on all patient notice boards. I am also hoping to arrange quarterly team meetings; one item that would be discussed would be patient feedback, discussing themes, ways of improving, etc.

That the medical centre actively raises awareness of the Patient Participation Group and its role and function.

I have produced an A4 poster to display on all patient notice boards informing patients of the group and how to express an interest in joining.

That patient feedback and any actions taken in relation to this feedback are communicated to patients.

I am planning to produce a patient newsletter that will be available on our website and also a paper version available within the practice which will update patients on their feedback, what action we've taken as well as general updates regarding staff, services, etc.

Healthwatch Solihull thanks the provider for their feedback and looks forward to working with the Medical Centre in the future.

Appendix One:

Q1. How do you rate the following?	Very Poor	Poor	Fair	Good	Very Good
Getting an appointment (N=32)	14	3	11	2	2
Getting through on the telephone (N=31)	21	4	4	1	1
Online appointments (N=10)	0	0	5	4	1
Any further comments? Queueing system, usually get cut off then told no appointments available due to high capacity of calls. If no appointment available told to attend the walk in clinic in Solihull which would mean a taxi Very difficult to get through, tried many times, no success Registered for online but not used Impossible to get through on the telephone Online not used. Extremely difficult to get through on the telephone, end up waiting a few days Very difficult to get through on the telephone Not used online service Not tried online but pointless as most appointments are for the children and you can't book online under 18. The old phone system was better as you didn't have to listen to talking for a minute before finding out how you get through. I cannot register for online appointments due to me not having ID like driving license or passport Needed to phone at least 15 times before you get on the waiting list to talk to someone (on this visit) Difficult to get an appointment at times. Tend to come into the Surgery. Don't use computer/internet Ring through, told I'm in the queue and then get cut off, have condition where I shouldn't be stressed and this makes me stressed					

Not tried to book online. I have a disabled child who is still at school so I am a carer, I find it difficult to sit on the phone form 8am - I am trying to get my son ready for school

Could help with less call waiting

Don't use internet

Q2. How do you rate your experience at the Reception desk?	Very Poor	Poor	Fair	Good	Very Good
Waiting time (N=32)	2	1	10	15	4
Privacy (N=30)	5	4	7	10	4
Friendliness of staff (N=32)	2	2	6	16	6
Helpfulness of staff (N=32)	2	1	9	13	7
Understanding of staff (N=31)	3	1	7	13	7

Any further comments?

Don't feel listened to

When taking information over the phone, difficult with confidentiality

Can't blame staff, but feel they do what they are told

Used electronic sign in

Book on electronic if working

Staff have always been great. I live in south Solihull and refuse to change Drs as all the staff are brilliant form Croft Medical Centre.

In general staff are good

Use electronic check-in

Most are nice. Occasionally I have experience of a member of staff who seems quite abrupt and I feel I am inconveniencing them asking for an appointment. I always am respectful and polite and expect all staff to be the same with me.

Q3. How do you rate the waiting area and facilities on the following?	Very Poor	Poor	Fair	Good	Very Good
Clean (N=30)	0	1	1	11	17
Comfortable (N=30)	0	0	4	9	17
Accessible (N=30)	0	0	3	10	17
Cleanliness of toilets (N=28)	0	0	3	8	17
Information (posters, leaflets etc) (N=27)	0	0	4	8	15
Signage (N=26)	0	0	2	8	16
Any further comments? Great facilities. My 5 year old son loves watching the kids films.					

Q4	Doctor	Nurse	Healthcare Assistant	Other	Prefer not to say
Who are you here to see today? (please tick) (N=32)	24	7	1	0	0
Any further comments? Not particularly friendly (Nurse) Good and professional (Nurse) Saw regular Doctor so good today Really good (Nurse) Good, Informative (Nurse)					

Q5.	Up to 5 minutes	Between 6-10 minutes	Between 11-20 minutes	Between 21-30 minutes	Over 30 minutes
How long have you been waiting to see the person you are here to visit today? (N=26)	11	6	5	4	0
Any further comments? Dr was 25 minutes behind Early for appointment so can't comment yet Usually come early Very busy Not been called in yet So far! (21-30mins)					

Q6. Does your GP Surgery offer extended hours for appointments? (please tick)	Yes	No	Don't know
(N=28)	9	1	18
Any further comments? Open until 6pm, no weekend Would like appointments offered on weekends Evening appointments and accommodate weekend, referred to Bosworth			

Q7. How do you rate the Doctors on the following?	Very Poor	Poor	Fair	Good	Very Good
Friendliness (N=28)	1	1	4	10	12
Helpfulness (N=28)	1	2	4	10	11
Informative (N=26)	1	1	4	9	11
Seeing a Doctor of your choice (N=22)	5	5	5	4	3

Any further comments?

No chance of choice of GP. If request female that would extend time waiting for an appointment

Would be difficult(to see a Dr of your choice) Sometimes wait a little longer to see female GP

Very difficult to see a Dr of your choice, if requested a long wait so no continuity

Can't get everything you want. The Drs are busy and under resourced.

Only see one Dr - the rest are awful

New to the surgery so don't know much about it although struggled lots to get appointments for my children

Depend if Dr I want to see is working - but happy to see anyone

In the past had a Dr who I found to be unhelpful and not interested but mostly good.

Q8. How do you rate the Nurses on the following?	Very Poor	Poor	Fair	Good	Very Good
Friendliness (N=28)	1	0	5	7	15
Helpfulness (N=27)	1	1	3	7	15
Informative (N=26)	1	1	3	6	15

Any further comments?

Test given, no real conversation

Lovely ladies

The nurses are fantastic

Q9. How do you rate the rate the Healthcare Assistants on the following?	Very Poor	Poor	Fair	Good	Very Good
Friendliness (N=16)	0	0	4	4	8
Helpfulness (N=16)	0	0	4	4	8
Informative (N=16)	0	0	4	4	8
Any further comments?					
Lovely ladies					

Q10.	Yes	No	Don't know	Not applicable
Do you know how to make a compliment or raise a complaint about your GP Surgery? (N=29)	10	13	3	3
Do you feel listened to if you raise an issue or concern about the care or service you have received? (N=24)	6	0	2	16
Any further comments?				
Can't see the point, would not feel I would be listened to				
Poster in view telling you what to do with a complaint. Never had an issue to complain about.				
I have raised complaints in years gone by but nothing changes. However, a different management team now.				
Sometimes (feel listened to)				
Sometimes (feel listened to)				

Q11.	Yes	No
Do you know if your GP Surgery has a Patient Participation Group? (N=27)	5	22

Q12. How was the overall experience of your visit today? (Please tick)	Very Poor	Poor	Fair	Good	Very Good
(N=24)	2	1	8	6	7
Any further comments? I've been waiting here since 9.40am to see doctor, I'm again waiting to see the nurse from 11 - 1130am ok today Seen a GP who knows him today (AR completed survey) so a better experience Bit fed up waiting, hope I get time to talk, not been seen yet We never seem to be able to get appointments when we are in need of one. I have had numerous occasions where I have continuously tried to get an appointment for up to 2 weeks and never succeed. The only issue within this Surgery is appointments.					

Is there anything else you would like to tell us about? The Government needs to put more money into public services. Had previous issue with the repeat prescription not being filed on two occasions, resulting in asthma medication running out. Unaware of complaints procedure. Hard to contact and book an appointment on the phone. If I get an appointment never on time and I need to go to the Reception and ask them what's going on. Receptionist can be very rude, I have witnessed this with my own eyes. As a new patient I am much more impressed with this one compared to my last (name of previous Surgery) but still struggle to get appointments. However, I would like to mention the mental health care sector is despicable and no help whatsoever. (Name of Community Mental Health resource Centre) is a disgrace.
