

Whitestone Patient Participation Group
Observation/Quality Visit Whitestone Surgery

1. GENERAL INFORMATION

Date of visit	22 nd October 2015
Time of visit	9.40am - 11.30 am
Number of complaints received since last visit	N/A first visit
Number of compliments/suggestions since last visit	N/A first visit
Visiting members	1.Di Kent 2.Hay Sharma
Accompanying staff member (s)	As this was primarily to test the questionnaire, members were not accompanied

2. CLINICS /SESSIONS IN PROGRESS ON DAY OF VISIT

GP
Practice Nurse
Minor Operation Session

3. EXTERNAL/INTERNAL BUILDING/PARKING/RECEPTION

OBSERVATION		COMMENT		
I.	External building condition	Satisfactory		
II.	Internal building decoration/condition	Satisfactory		
III.	Parking arrangements/provision for disabled patients/visitors/relatives	See comment in patient section		
IV.	Pushchair/wheelchair/mobility scooter parking	As above		
V.	Accessibility to surgery/disabled	Need to review this.		
VI.	Any other comments.			
OBSERVATION		YES	NO	COMMENTS
VII.	Clear guidance on how to inform the surgery of your arrival		√	Although reception area visible on entrance consideration to be given to notices *
VIII.	Electronic check in system available		√	
IX.	Is there privacy/confidentiality at reception	√		

X.	Are reception staff approachable friendly and helpful	√		See comment in section 4. II
XI.	Is there a call system for appointment		√	Both doctor and nurse called and greeted each patient
XII.	Are patients informed of waiting times		√	System needs discussing
XIII.	Is the waiting area child friendly	√		
XIV.	Is a hearing loop installed			
XV.	Are toilets and hand washing facilities available	√		
XVI.	Are there notice boards with clear up to date information available	√		
XVII.	Is the information provided available in other formats/languages	√		Although some was available this is an issue for further discussion
XVIII.	Are translation services available/advertised		√	An item for further discussion
XIX.	Is all signage clear and up to date	√		See comment above *
XX.	Is there a comments/complaints/suggestion box available	√		There is a box for returned questionnaires need to consider adding suggestions comments
XXI.	Is online booking advertised	√		It is advertised on the monitor , however consideration must be given to a notice
XXII.	Are names/photographs of GP and staff displayed		√	Available on monitor in waiting area however consideration to be given to picture board
XXIII.	Are `other ` services available clearly advertised <ol style="list-style-type: none"> 1. Carers Café 2. Silver Surfers 3. Job Club 4. Others 			These are all available on the screen in the waiting room. Consideration to be given to handing out slips informing patients. Patients are referred by the doctor/nurse where need is identified

XIV. Is Patient Participation Group information available	√		Need to consider slips with details on.
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4.PATIENT EXPERIENCE

QUESTION	YES	NO	COMMENT
I. Was this appointment the date and time you initially requested	√		
II. Did you find the reception staff friendly Helpful Responsive to your need	√		One person commented on a previous experience where she waited without any acknowledgement by reception staff. This was not the receptionist on duty today
III. Did you experience any difficulty with parking/public transport/other	√		One parent commented about the lack of parking for parent and child
IV. Do you think the waiting area is clean, tidy and cheerful	√		
V. Was your consultation today thorough and informative	√		All patients interviewed commented on the excellent service from both doctor and nurse
VI. Generally do you find your GP NURSE OTHER (specify) professional friendly and helpful	√ √		As above comment
VII. Are you aware of all services available at this surgery	√		Whilst majority of people questioned said they were aware through text, twitter and Facebook those who did not have access to `technology` were unaware and would like more information. This to be discussed.
VIII. Are you aware of the Patient	√		Majority were aware



Chair Person
Diane Kent

Deputy Chair
Hay Sharma

Members
KenNewborough
Tom Constable
Chris Gabriel
Rich Bishop

Terence Connolly
Edwin Pudge
Dorothea Doyle
Tyler Brocklehurst

David Jaynes
Sandra Roe
Kevin Roe
Kristina
Parnandi



Participation Group			however as above consideration to be given to patients without access to technology
IX. Are you caring for a relative		√	One person interviewed was caring for her mother. Was coping did not require help
X. Do you book your appointment online	√		Majority did exception those without access.
XI. Do you have access to a computer	√		Majority did
XII. Do you have any comments , suggestions, concerns about your surgery a) Building/facilities b) Environment c) Staff d) Services offered e) Other		√	All appeared satisfied
XIII. Any other comments you wish to make			

5. GENERAL OVERALL COMMENTS MADE BY PATIENTS

- a. Very welcoming atmosphere
- b. Everywhere clean, bright and tidy
- c. Nurse as always, very efficient, thorough and professional.
- d. Doctor very good listens and thorough
- e. Cannot believe the services available to us

6. ACTIONS AS A RESULT OF FINDINGS

- a. Discuss with GP
- b. Report to PPG
- c. As a result of 1 & 2 devise action plan
- d. Monitor and record implementation of action plan at PPG and surgery meetings

7. CHANGES MADE TO QUESTIONNAIRE

- a. Sub sections numbered
- b. Section 4 sub section xiii added

8. OVERALL COMMENT

Having `tested` the questionnaire and made changes accordingly this will now form phase one of the proposed quality framework agreed at the PPG meeting held in July and September 2015 the Deputy Chair and Chair will now discuss with PPG members the feasibility of their involvement in future observational visits.

Finally we would like to thank Dr Simon and staff for all their hard work and also their co-operation throughout the visit. We were pleased with the findings and wish Dr Simon and staff all the very best for the future.

Di Kent
CHAIR

Hay Sharma
DEPUTY CHAIR

22nd October 2015