



**Report of the General Practice
Monitoring Visit to
Whitchurch Village Practice
Park Road Surgery, Cardiff on
Thursday 4th August 2011**

Practice Representatives:

Dr Gareth Hayes	Partner
Mrs Lynda Griffiths	Practice Manager

CHC Visiting Team:

Mrs Eleri Jones	Member
Dr Cathy Kerby	Member
Mrs Heidi Cook	Primary Care/Public and Patient Engagement Officer

Des Kitto (Deputy Chief Officer) also joined the visit for discussion with the practice and feedback of survey results.

Practice Overview

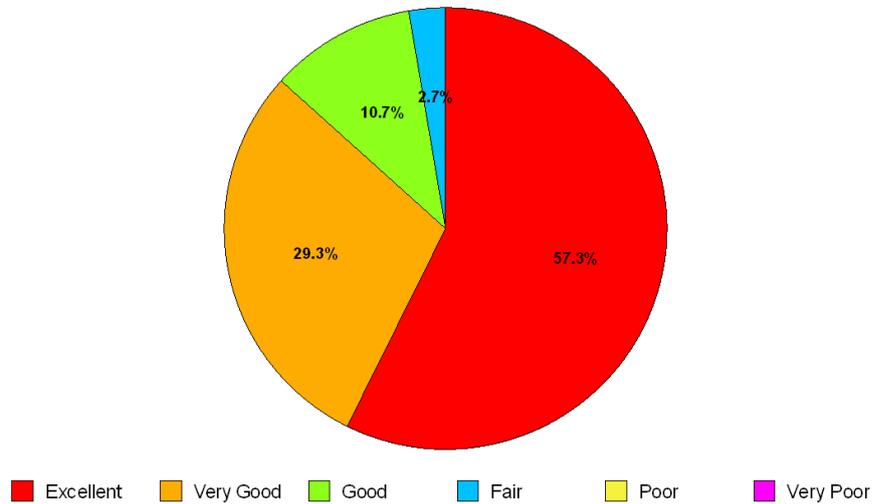
The Practice is located on Park Road, Whitchurch and shares accommodation with LLwynycelyn Practice. There is only limited car parking due to the fact it caters for two surgeries. Bicycles are catered for with a secure metal bar attached to the wall where they can be padlocked safely. There are three partners – (all part time) and 2 assistant doctors, 3 practice nurses and administrative staff. Members of the Extended Primary Health Care Team include two health visitors who are based in the practice, district nurses, in-house counsellor and a midwife who are based elsewhere but may be contacted by telephone. The practice has 5,165 patients registered as of 27th July 2011 and the practice list is open.

Patient Experience

The team spent about 45 minutes talking to patients in the waiting area who belong to Whitchurch Village Practice, this waiting area is shared with the other practice. Despite this there was plenty of seating for all the patients waiting.

1. The patients gave a very positive report of the practice and expressed appreciation for the services provided by the doctors, nurses and all other staff.

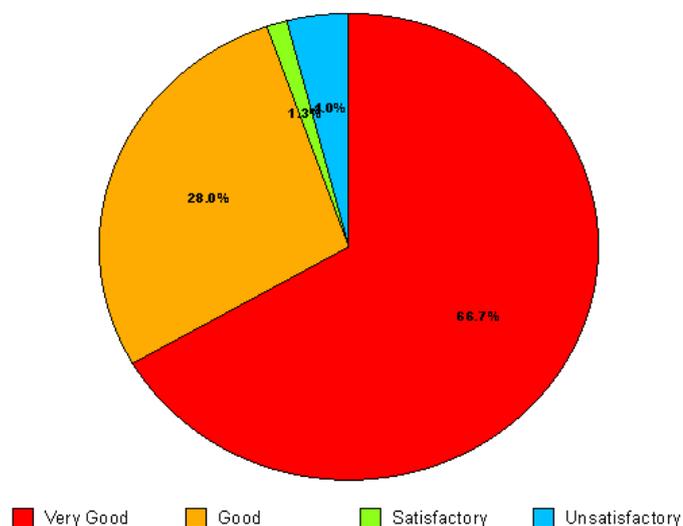
How would you rate your experience of this GP practice?



Excellent: 57.3% - Very Good: 29.3% - Good: 10.7% - Fair: 2.7%

2. Some of the patients remarked on the automatic check-in finding it much more convenient than having to queue at the reception desk to register upon their arrival.
3. There were three requests for extended opening hours in the evening e.g. to 8.00pm to avoid having to take time off work.

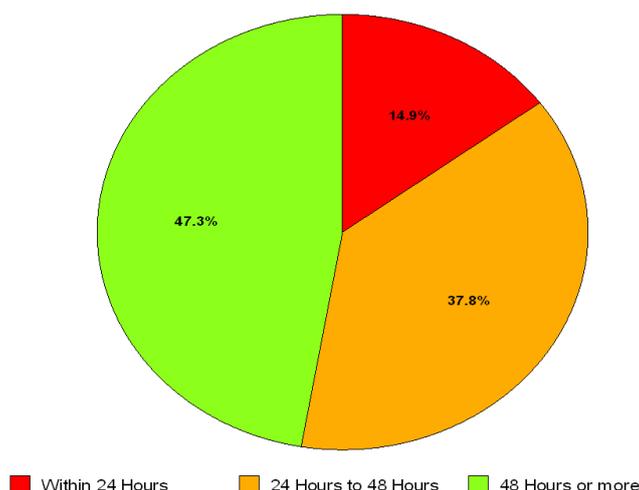
How would you rate the opening times at your GP practice?



Very Good:66.7% - Good:28% -Satsfactory:1.3% - Unsatisfactory:4%

- Two patients were unhappy that they had to wait up to 10 days to see the doctor of their choice although they could be seen by any of the other doctors within 48 hours.

How long do you usually have to wait for an appointment with a GP of your choice?



24 Hours: 14.9% - 24/48 Hours: 37.8% 48+: 47.3%

- Telephoning for an appointment was excellent – calls answered very promptly.
- Telephoning for advice from a doctor was very efficient. They were always called back at the end of surgery between 11.30 – 2.00pm
- One patient who is extremely satisfied with the practice volunteered the information about Hospital out-patient and inpatient and the Out-of-Hours service – both of which she found excellent.
- One patient suggested a clock in the waiting area would be useful – it would save looking at her watch/mobile phone to check on how long she had been waiting.

Access, Reception and Waiting Areas

The practice was in good condition, bright and clear.

Each practice had its own notice board clearly labelled. Other notice boards were shared. It was noted that none of the signs are bilingual.

We felt that privacy for patients discussing issues with the reception staff could be improved by notices indicating where people should stand when queuing to see them as there is little space between the two reception windows. It was noted that there was a third reception window which was suitable for disabled patients. It would be useful for other confidential matters as it is away from the main reception desk. It is shared by both practices.

It was noted that there were suitable toilets including one for disabled patients. It was noted that a ramp from the disabled parking space would enable greater access.

Children were catered for in a small area with robust toys etc., and being used when we visited.

Practice Leaflet

Comprehensive – not possible to request one in the Welsh Language as none produced. It is re-published every two-three years – should be annually.

The practice received feedback on the recent audit undertaken by the CHC.

Interaction with the with the Wider NHS

- An issue with referrals to Orthopedics, Rheumatology & Musculoskeletal (time frames).
- Appointment issues with patients referred to secondary care eg. patient phoned to change appointment and clinic had no detail, practice receiving a DNA letter from clinic when in fact patient had attended. Appointments re-arranged at short notice for administration and not clinical grounds.
- X-ray requests being rejected.
- MRI request being rejected without good explanation resulting in more referrals to Musculoskeletal (see above).
- No sign of Gateway workers yet – seems to have stalled.

Meeting with Practice Representatives – Feedback on visit and Patient Survey Results

In total 75 surveys were received by the Community Health Council for this Practice out a total of 100.

1. Feedback from the Patient Satisfaction Questionnaire. This had duly been completed and the evidence collated using SNAP software which enabled the CHC to assess where the practice had produced a high satisfaction rate and where there was room for improvement.
2. There was discussion regarding the privacy for patients when at the reception desk as at present this is unsatisfactory for the patients of both practices. We accept this will improve when the new build takes place but feel that something should to be done now.

Recommendations to Council

1. This was an excellent visit, this was borne out by the high degree of satisfaction a) on our visit b) Patient Satisfaction Questionnaire.
2. Privacy for patients at the reception desk could be improved although we accept that logically because of the lack of space this might be impossible – thus it might have to wait until the move into new premises in the near future.

The Cardiff and Vale of Glamorgan Community Health Council would like to thank The practice representatives for their time and the patients of the practice who assisted by expressing their views.

Cathy Kerby
CHC Member