

GP Practice	Penketh Health Centre	Address incl postcode	Honiton Way, Penketh, Warrington WA5 2EY	
Contact Number	01925 725644	Email Address		
Practice Manager	Adina Cadman	Geographical Area		
Date of Audit	22/4/15	Auditor	Pam Craige	
Number of staff	37	Number of Patients	C 15,500	

GP SURGERY AUDIT

Areas Audited				
1. Reception Area	Improvement recommended	Adequate	Very Good ✓	Excellent
Comments: The reception area is bright and spacious, with good natural and overhead lighting. There is a reasonable distance between the reception point and the waiting area and staff are careful to ensure patient confidentiality. Health related information is available .				
2.Reception desk/Welcome	Improvement recommended	Adequate	Very Good	Excellent ✓
Comments: The reception point is clearly visible and accessible ; I received a warm welcome from the receptionist who was positioned well, faced visitors and spoke very clearly. Patients register their arrival at reception (a digital self check in is not available). Information on informal deaf awareness is attached.				
3.Reception desk (loop system)	Improvement recommended ✓	Adequate	Very Good	Excellent
Comments: The current loop system is a number of years and wasn't functioning when I tested it. PM is keen to ensure there is a working loop and she has since contacted M Maloney at Positive Hearing. Mike will arrange a visit directly with the Practice Manager.				
4.Appointment booking system	Improvement recommended	Adequate	Very Good	Excellent ✓
Comments: Patients can book appointments in person, on line or by telephone. Text reminders are available for those patients who register to use the service. PM would make arrangements for deaf patients – e.g. pre booking.				
5. D/deaf patients' communication needs noted on patient records?	Improvement recommended	Adequate	Very Good ✓	Excellent
Comments: Alerts are used on patient electronic records for deafness and/or other health conditions. PM will consider including information in referral letters.				
6.Is a clear process in place for booking BSL Interpreters/Lipspeakers	Improvement recommended	Adequate	Very Good	Excellent ✓
Comments: A clear policy/booking protocol in place and BSL Interpreters are booked via Language Line.				
7.System for calling patients through to GP/Nurse etc.	Improvement recommended	Adequate	Very Good	Excellent ✓
Comments: Patients are called through when their name appears on the TV screen.				
8.Processing enquiries for Prescriptions	Improvement recommended	Adequate	Very Good ✓	Excellent
Comments: Repeat prescriptions can be requested in person, by post and queries are handled by the local pharmacy, and the electronic prescription service has been recently introduced.				
9.Any D/deaf members on PPG?	Improvement recommended ✓	Adequate	Very Good	Excellent
Comments: PM reported difficulty recruiting to the PPG. Currently there are no deaf members on the group.				
10.Is Social prescribing offered?	Improvement recommended	Adequate	Very Good	Excellent ✓
Comments: GP's and other health practitioners refer to 'Live Wire' which includes support with e.g. healthy eating, weight loss, smoking cessation, exercise. Mentors support patients who may lack confidence to attend sessions. This can include travel together, confidence building to encourage continued attendance and reduce isolation.				
11.Is a visual alert to Fire Alarm in place?	Improvement recommended	Adequate	Very Good ✓	Excellent
Comments: The practice has an audible fire alarm and a fire safety evacuation policy. Recommend installation of a visual alert in the patient toilet area.				

SUMMARY AND RECOMMENDATIONS

AUDITED AREA	RECOMMENDATIONS	INFORMATION
1.Reception Area	No further recommendations	
2.Reception desk Reception Welcome	Possibly consider deaf awareness session	<i>Information re Deaf Awareness training is attached to this report.</i>
3.Reception desk Assisted devices (loop)	Information/contact details provided for Positive Hearing (PM has since contacted Technical Manager).	<i>Please see attached information on fixed counter loop systems.</i>
4.Appointment Booking system	No Further recommendations.	N/A
5.D/deaf patients' communication needs noted on patient records?	Consider inclusion of deaf patients' communication needs in referral letters.	N/A
6.Is a clear process in place for booking BSL Interpreters/Lipspeakers	Excellent. No further recommendations.	N/A
7.System for calling patients through to GP/Nurse etc.	Excellent. No further recommendations.	N/A
8.Processing enquiries for Prescriptions	Very good. Consider SMS in future for patients who cannot hear on the telephone and/or unable to attend the practice.	N/A
9. Any D/deaf members on PPG?	Consider recruiting deaf patient to the PPG.	N/A
10. Is social prescribing offered?	Excellent – referrals to Livewire.	N/A
11. Is a visual alert to Fire Alarm in place	Consider visual alert in patient toilet area.	N/A