

# Ardingly Court Surgery

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Service address: 1 Ardingly St, Brighton BN2 1SS

Date of surgery visit: 4<sup>th</sup> September 2017

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## Acknowledgements

Healthwatch Brighton and Hove would like to thank the surgery Practice Manager, surgery staff, and patients for their contribution to the 2017 GP review.

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## What is Healthwatch?

Local Healthwatch were created as part of the Health and Social Care Act (2012) with the intention of giving citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality. Local Healthwatch also provide or signpost people to information to help them make choices about health and care services. Healthwatch are independent organisations that have a statutory role to review the performance of local health and social care services and suggest improvements.





## Headline findings

	Ardingly Court Surgery	Brighton & Hove	
<b><u>Satisfaction</u></b>			
Overall surgery rating (1-10)	7.0	7.9	
Would recommend surgery to friend/family member	68%	87%	
<b><u>Quality of care</u></b>			
No. patients per doctor	2226	2394	
Overall quality of care - GP	77%	85%	
Overall quality of care - nurse	94%	90%	
<b><u>Booking appointments</u></b>			
Wait between booking and attending routine GP appointment	5.8 days	5.4 days	
Wait between booking and attending urgent appointment	1.2 days	0.9 days	
<b><u>Opening hours</u></b>			
Satisfaction with opening hours	55%	72%	

Ardingly Court Surgery has 11576 registered patients and has 5.2 FTE doctors, making a ratio of one doctor per 2,226 patients. This provision of doctors is higher than the city average of one doctor per 2,394 patients<sup>1</sup>.

Patients rated the surgery at 7.0 out of 10 which was slightly lower than the city average of 7.9.

Results from the patient survey indicated quality of care during consultation with nurses as an area of strong performance. However, a number of areas of performance were weaker when compared to other surgeries in the city, including waiting times and impact on health, quality of care during consultation with GPs, opening hours and the ease in making appointments whether via online, by telephone or in person.

Our visit rated the surgery as good in providing an environment for patients, giving it a score of 8 out of 10. Suggestions for improvement included grouping the information displayed under headings for easier navigation and ensuring these are all up-to-date; regular maintenance of

<sup>1</sup> NHS Digital data from [General and Personal Medical Services, England As at 30 September 2017](#)

wear and tear in the facilities and waiting room furnishings; and ensuring feedback forms are readily available.

Overall, the surgery was found to be performing less well compared to other surgeries in the city.



## Methodology

The 2017 GP review used three research tools to collect information on the surgery:

- **GP Patient survey**

The survey was available to patients online as well as completed on paper by patients during the surgery visit. The survey covered a range of questions on the patient experience at the surgery.

The survey received 42 submissions from patients using the surgery.

- **GP Practice survey**

This was completed by the Practice Manager and covered details about the services offered by the practice.

- **Observational visit to the surgery**

This was conducted by two or more Healthwatch volunteers. The volunteers used an observation checklist to evaluate key issues relevant to the patient experience at the surgery.

### About the surgery

Ardingly Court Surgery has 11576 registered patients and has 5.2 FTE doctors, making a ratio of one doctor per 2,226 patients. The surgery was accepting new patients at date of research.

Surgery opening hours were 8.30 -6.30 Mon to Friday.

The surgery was working within Cluster One in Brighton and Hove which also includes St Peters Medical Centre, North Laines Medical Centre, Albion Street Surgery, Arch Healthcare Centre, Lewes Road Surgery, Park Crescent Health Centre and Pavilion Surgery.

The surgery does not have a PPG.


# Findings



## Accessibility

The average time taken to get to the surgery was 15 minutes, which was slightly longer than the average for Brighton and Hove. Only a small proportion of patients, 5%, had to take more than 30 minutes, similar to the city average.

Surgery accessibility		
<u>Average time taken to get to surgery</u>		
Ardingly Court surgery	15	mins
Brighton & Hove	13	mins
<u>% that took more than 30 minutes</u>		
Ardingly Court surgery	5%	
Brighton & Hove	4%	



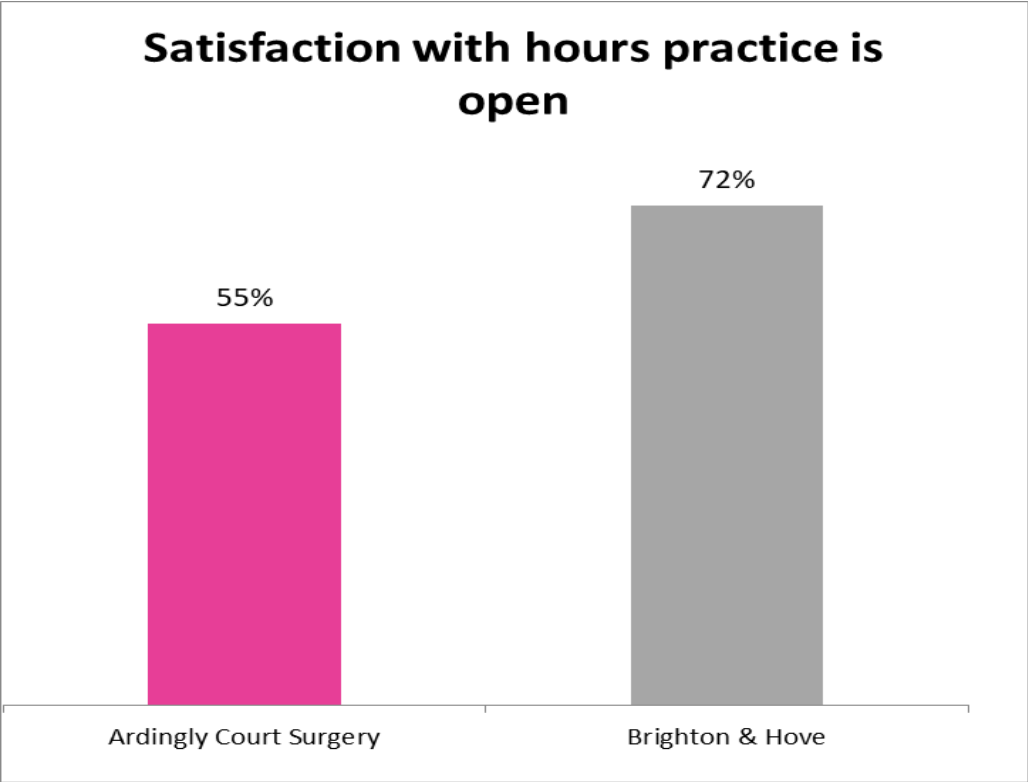
## Opening hours

Surgery opening hours were 8.30am - 6.30pm Monday to Friday.

## Satisfaction with current opening hours

Patients were generally satisfied (55%) with opening hours offered by the surgery though this

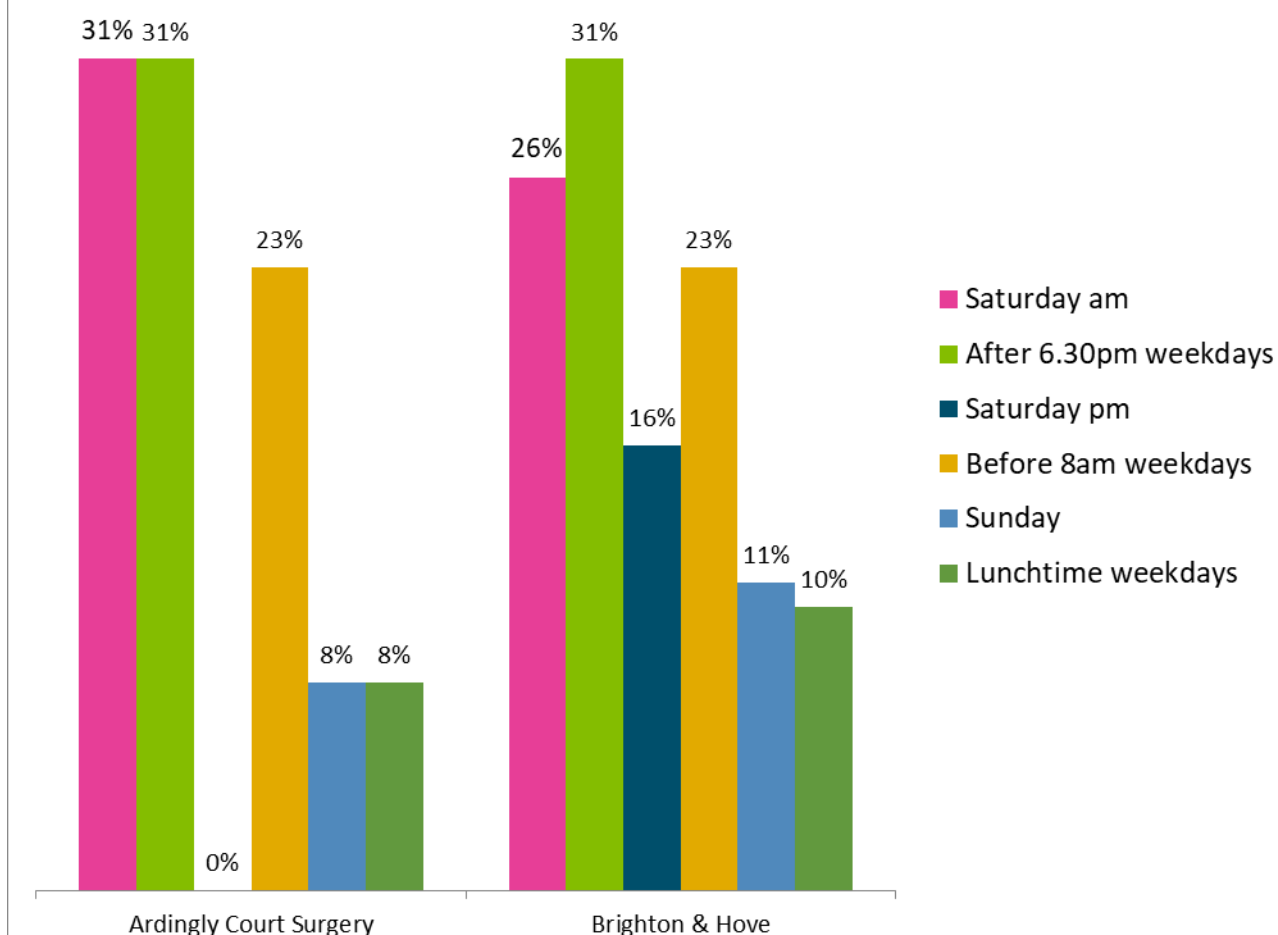
rate was substantially less than the average for Brighton and Hove.



**Preferred additional hours if not satisfied**

For those patients who were not satisfied with existing opening hours, the most popular additional opening hours proposed were Saturday mornings and weekday evenings.

## Preferred additional opening times



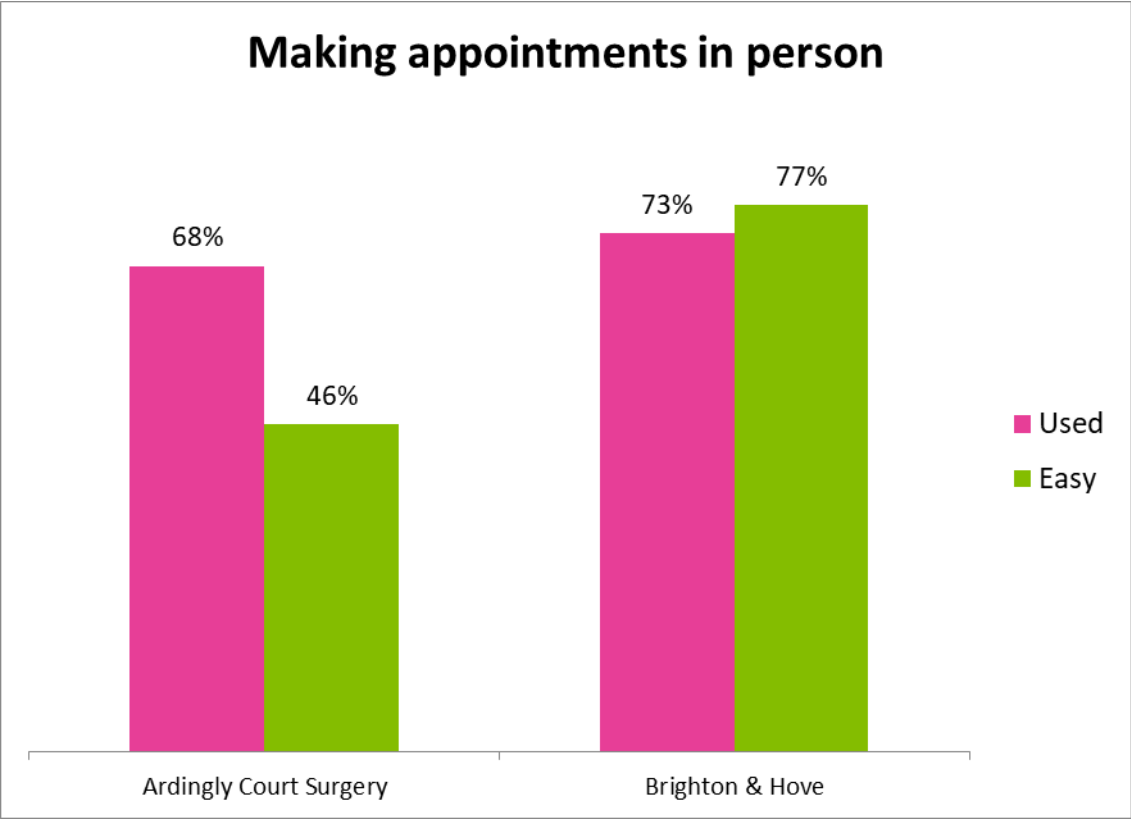
## Booking appointments

The surgery offered all standard methods of booking an appointment and electronic facilities for making prescriptions.

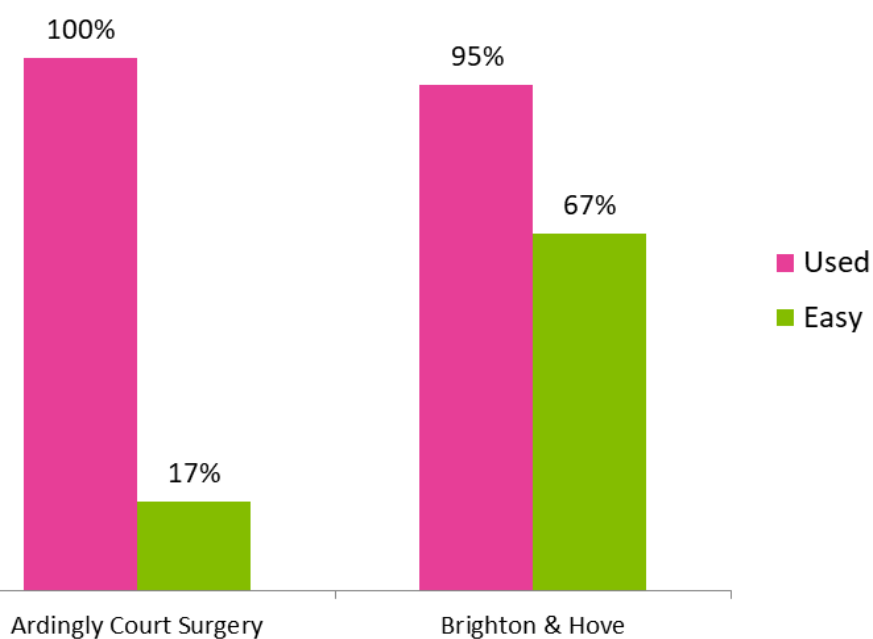
Online appointment booking	✓
Online repeat prescription	✓
Electronic prescriptions (sent to pharmacy)	✓
Integrated pharmacy	✗

Ease of booking appointments using different methods

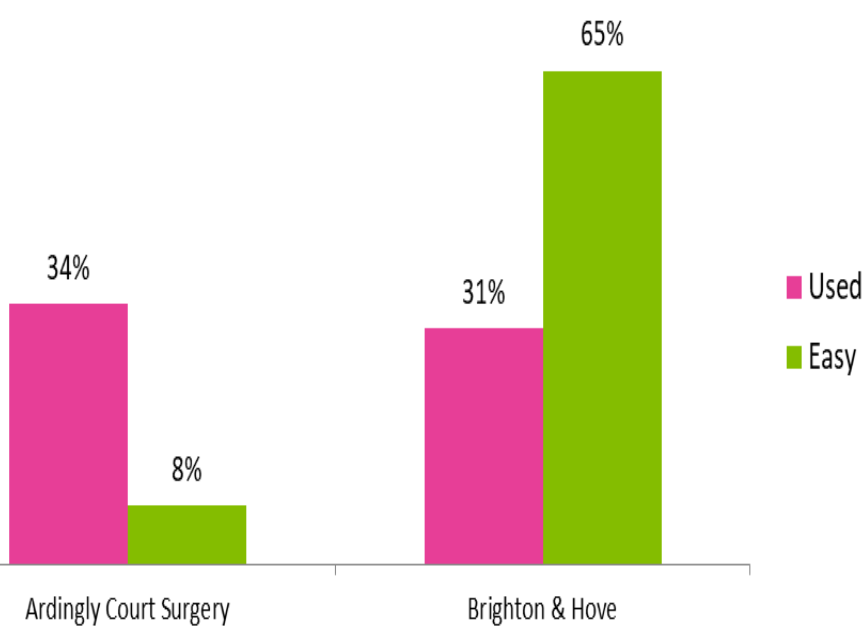
Low numbers of patients reported that making appointments in person, by phone and online had been ‘easy’ and satisfaction rates were all much lower than the average for Brighton and Hove.



## Making appointments by phone



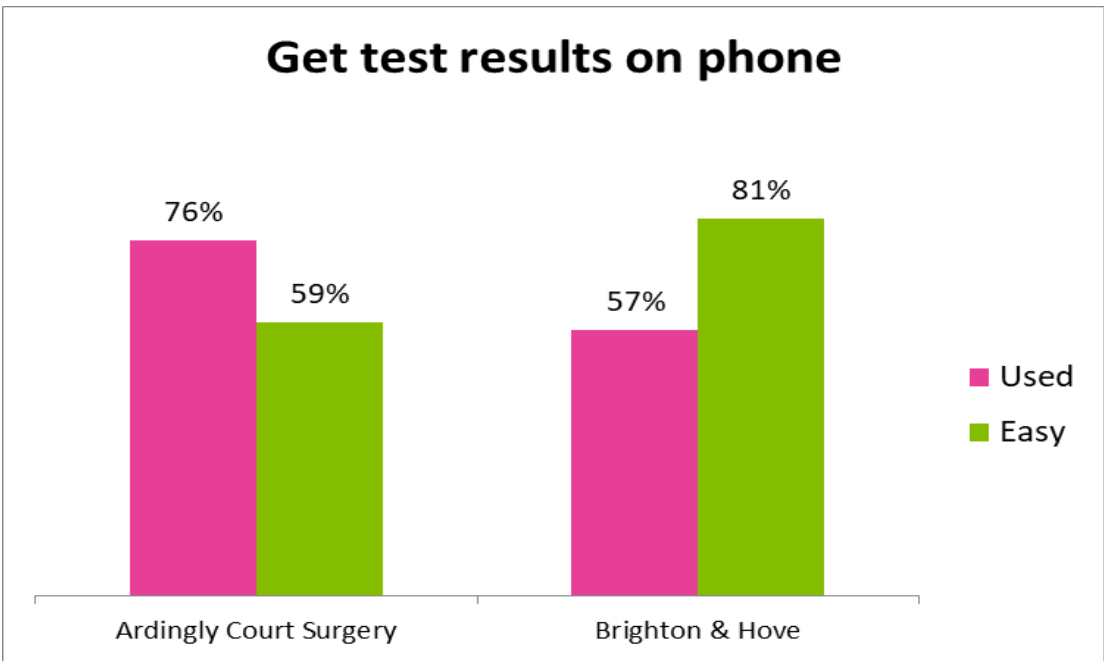
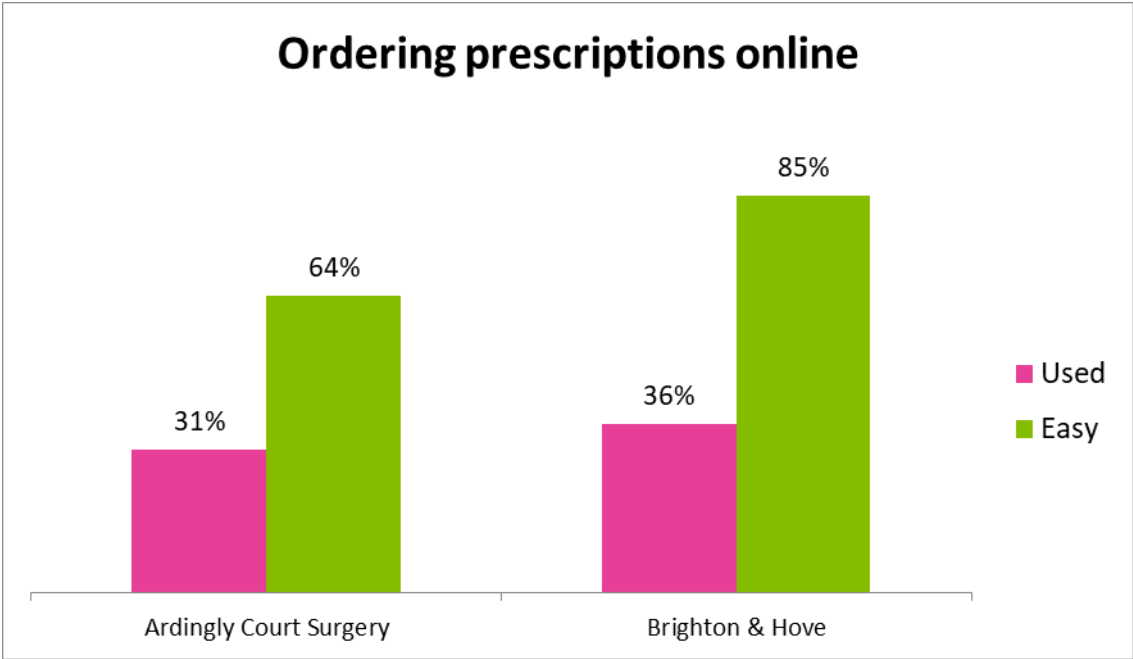
## Making appointments online





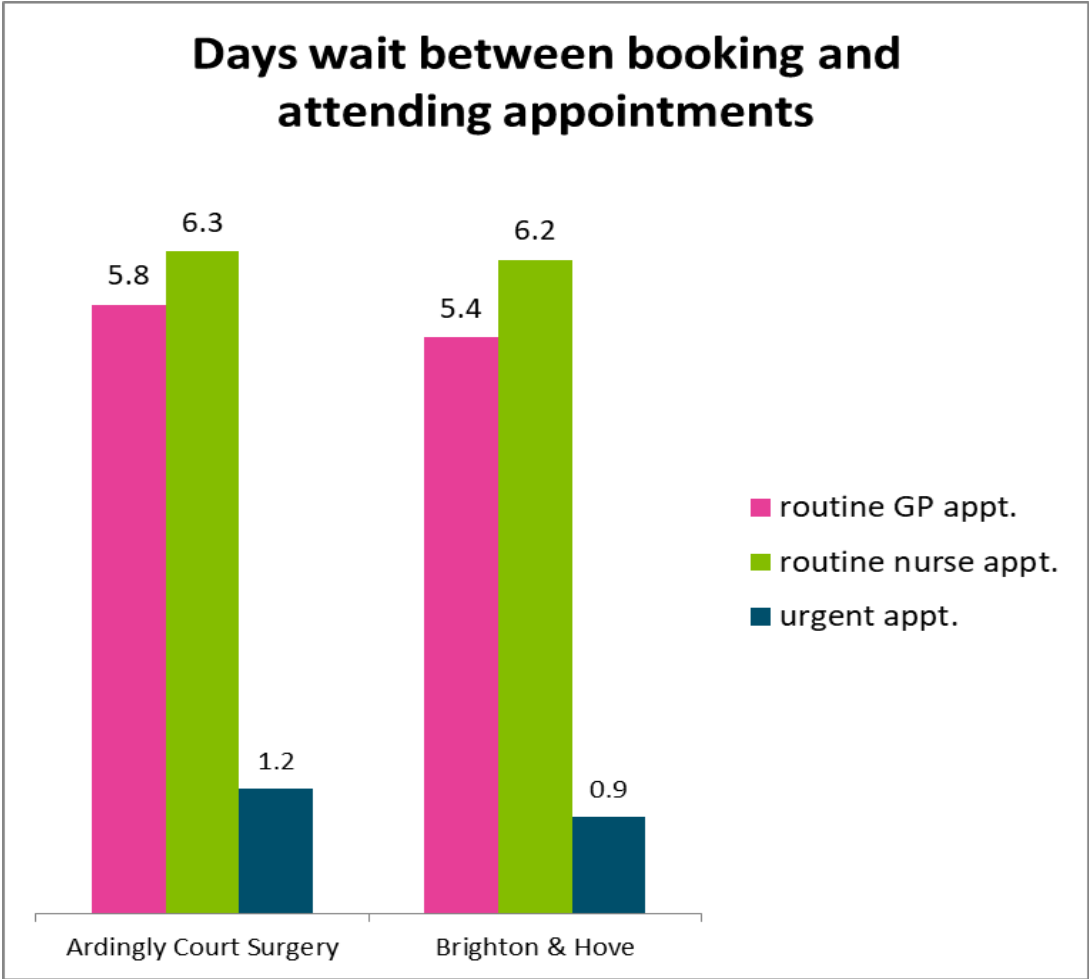
Ordering prescriptions online and getting test results by phone

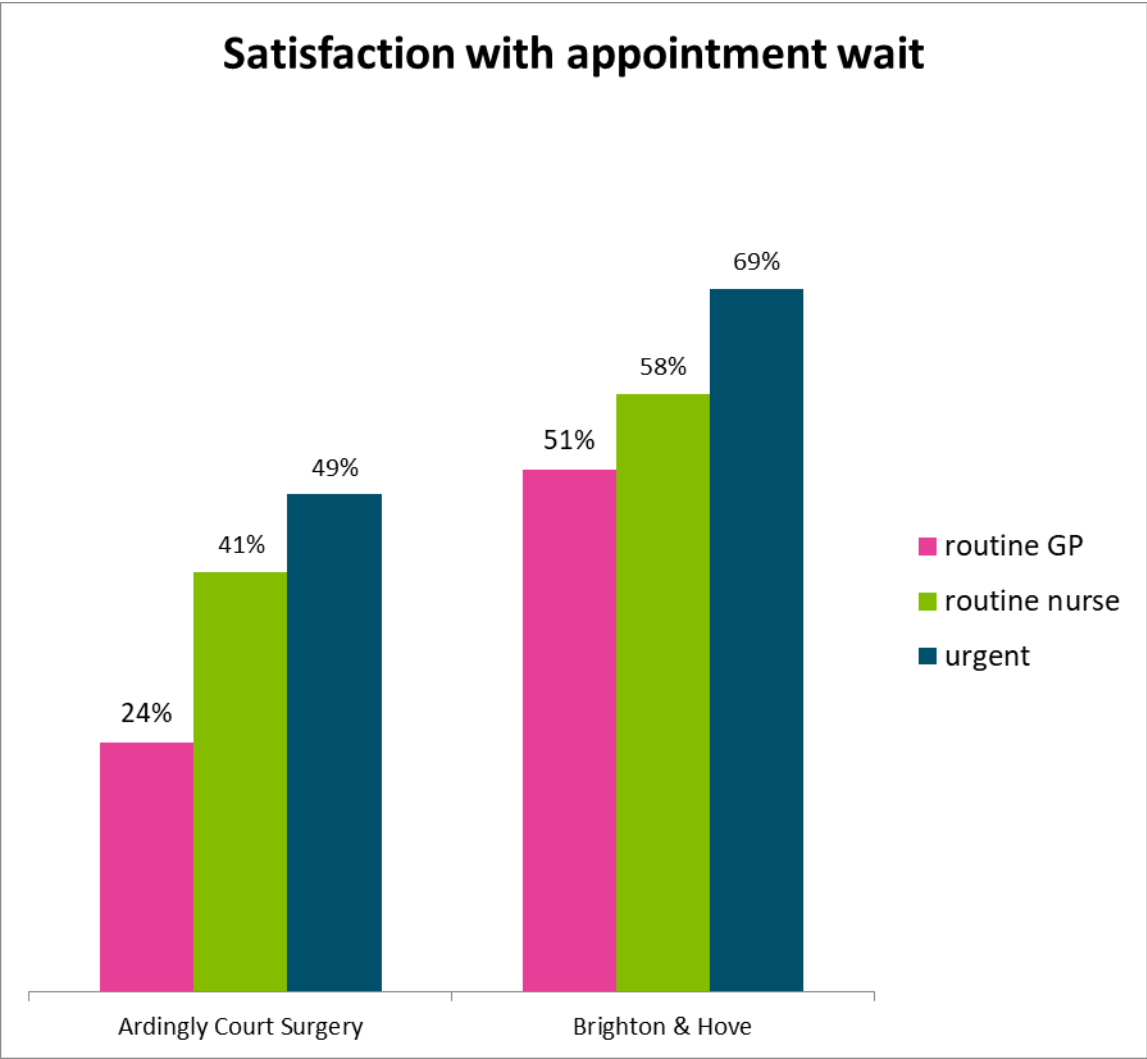
Patients who had used these services largely reported the experience had been ‘easy’ though at lower levels than the city averages for each.



**Wait between booking and attending appointments**

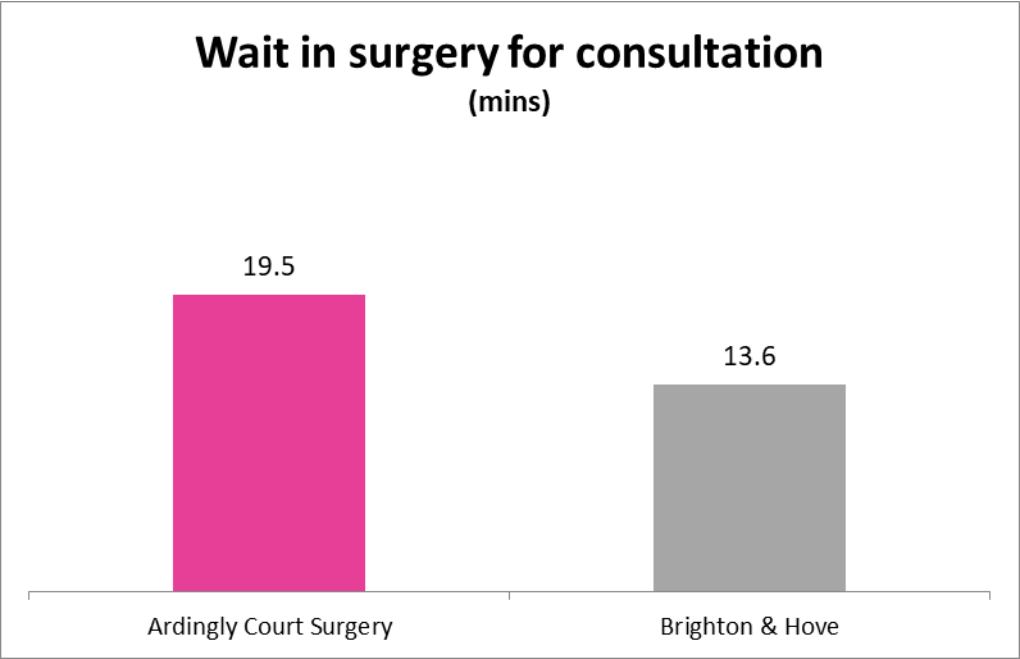
The days wait between booking and attending appointments were generally similar though slightly longer in each case, to the city average. This is reflected in the satisfaction levels which were significantly lower than average figures for each type of appointment.





**Wait at surgery**

Ardingly surgery performed less well in the average wait in the surgery for the consultation. Patients reported an average wait of 19.5 minutes beyond the appointment time compared to the city average of 13.6 minutes.

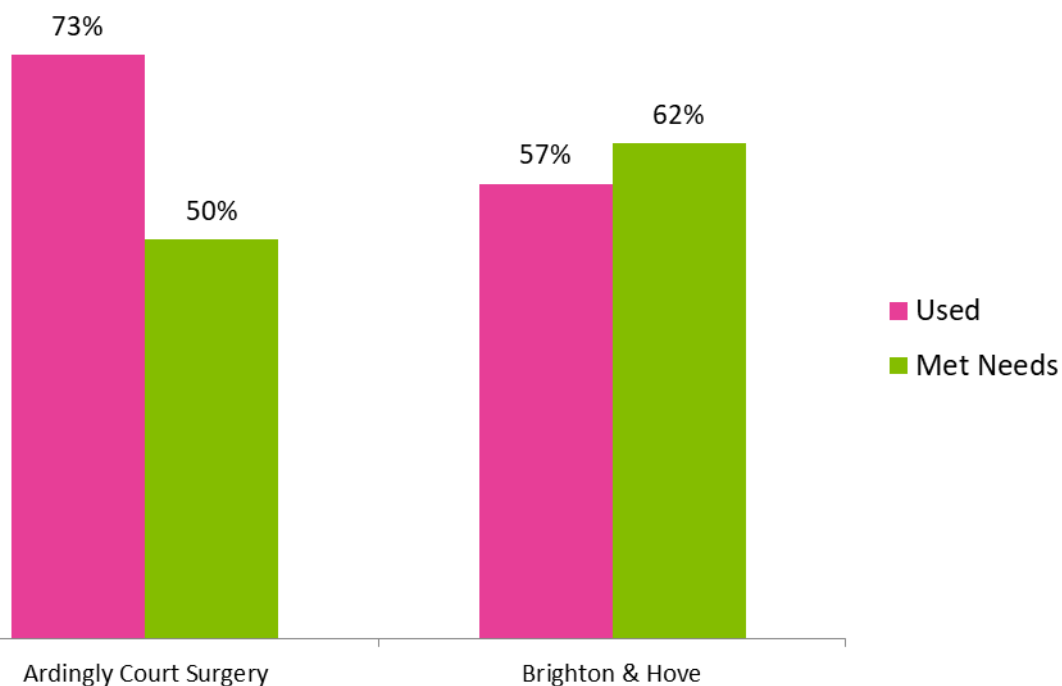


**Quality of care**

**Telephone consultations**

The majority of patients at the surgery had used telephone consultations in place of face to face consultations at any one time. However, only half of those who had used the service felt it was effective in meeting their needs. This figure suggests the surgery have promoted this use well but could make improvements to the service provided.

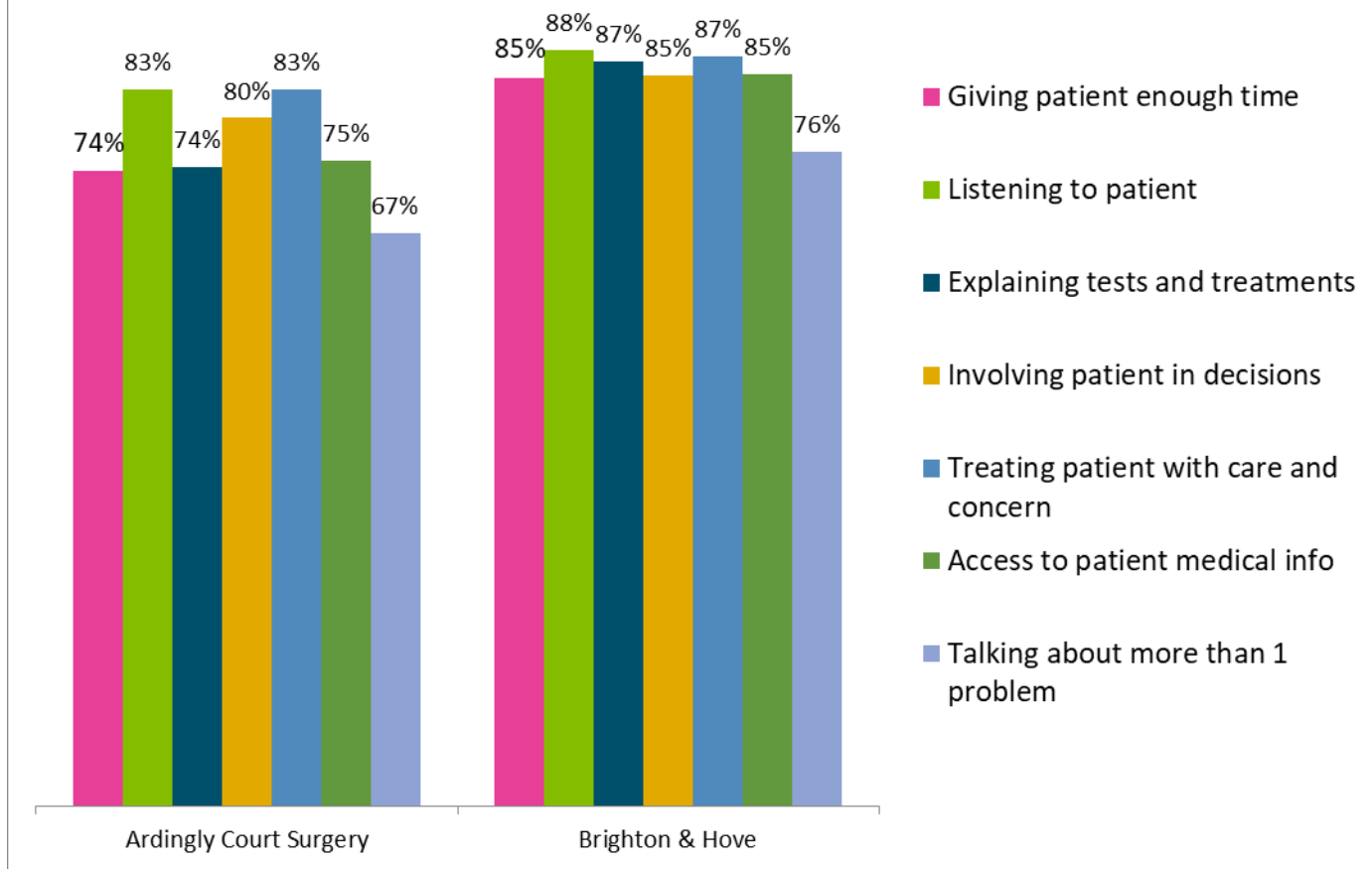
## Patients using telephone consultations



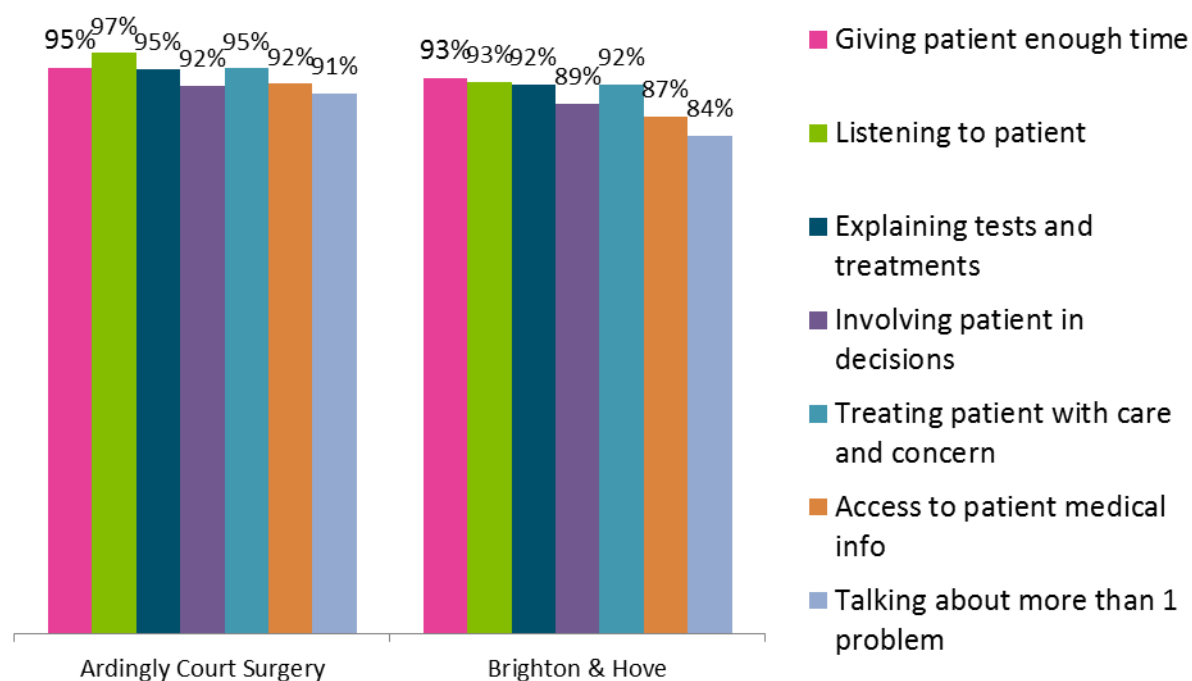
### Care provided at consultation

A high proportion of patients reported 'good' quality of care across seven standard criteria. The average quality score was 77% for GP consultations and 94% for nurse consultations, with GPs scoring a little under the city average and nurses slightly higher.

## Quality of care in GP consultation



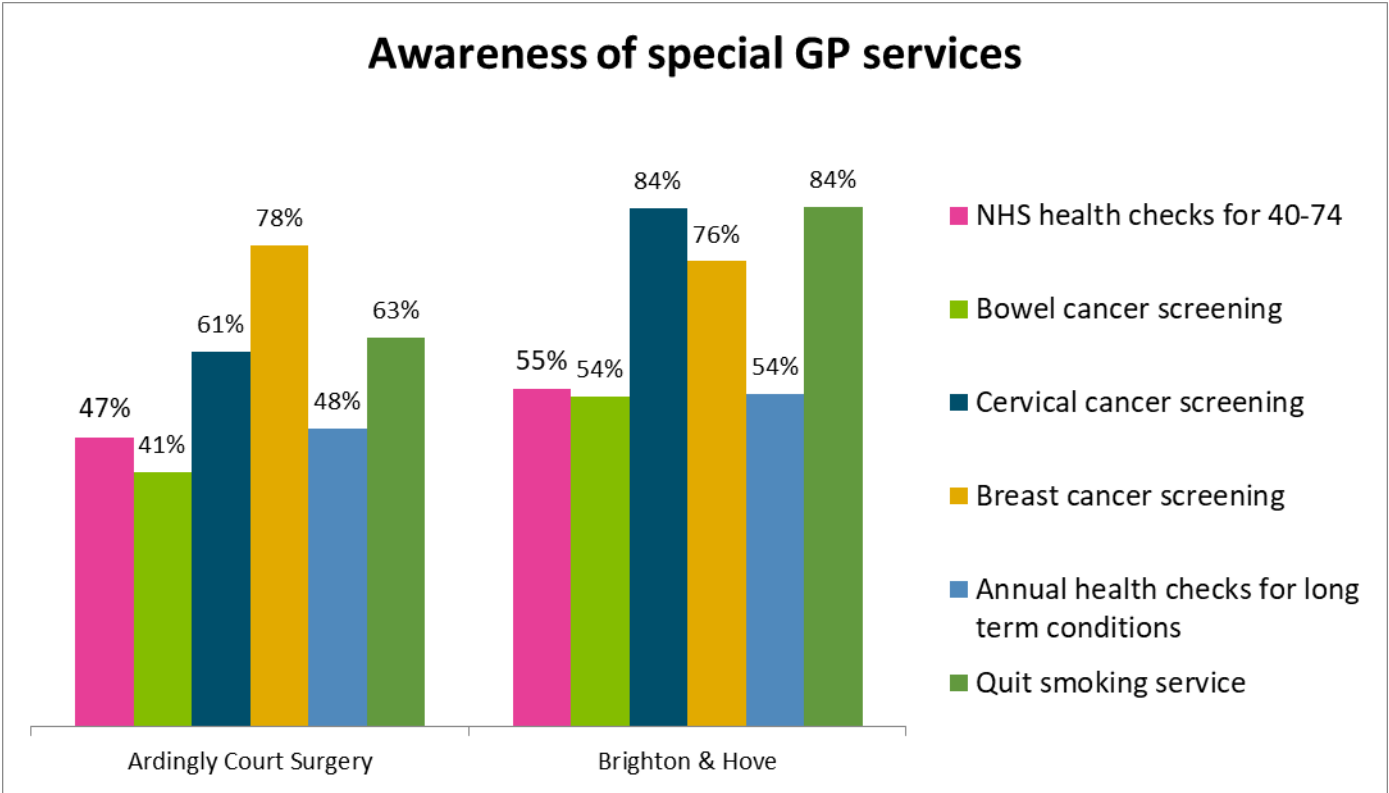
## Quality of care in nurse consultation



## Special GP services

### Awareness of special services

Patient awareness of special services was mostly lower than average for the city with particularly low awareness of bowel cancer screening (41%) and NHS health checks for 40-74 year olds (47%).



## Environment

Our visit rated the surgery as good in providing an environment for patients, giving it a score of 8 out of 10.

Staff were friendly, and patients were collected in person from the waiting area. Also, signage regarding confidentiality and offering a private area to talk was placed near the reception area. Information on display covered all the required areas, but could have been organised under headings for easier navigation. The display could be improved with up to date leaflets and better organisation of their display. Some of the facilities and some furnishings in the waiting room could have been better maintained. Ensuring feedback forms were readily available would enable patients to provide suggestions for improvements.



## Overall evaluation of practice

While patients were generally positive in their overall evaluation of the surgery, given that all scores were lower than the city average and reflecting on the responses to other questions within this report, there were certainly improvements to be made in the surgery's offer to its patients.

Overall rating of surgery	
Rating on 1-10 scale	
Ardingly Court Surgery	7.0
Brighton and Hove	7.9
Satisfaction with GP practice	
Ardingly Court Surgery	66%
Brighton and Hove	79%
Recommend practice to family and friends (FFT)	
Ardingly Court Surgery	68%
Brighton and Hove	86%

“ Good surgery but impossible to get an appointment ”

“ Doctors and nurses are great.  
Receptionists are very helpful ”

“ waiting for over an hour for an appointment ”

“ Symptoms overlooked ”

“ I have had some very negative GP appointments to the point  
where I feel like I am just wasting their time ”



## Key Recommendations

1. Improve ease of making appointments via the phone, in person or online.
2. Reduce waiting times in particular for urgent appointments.
3. Consider opening at weekends.
4. Reduce waiting time in surgery for appointments.



## Suggested facility improvements

5. Organise leaflets under sub-headings and ensure they are up-to-date.
6. Regular maintenance of wear and tear in facilities and furnishings.
7. Ensure feedback forms are readily available.

