

Carden Surgery

Service address: Carden Surgery, Carden Surgery, County Oak Medical Centre
Carden Hill, Brighton, East Sussex, BN1 8DD

Date of surgery visit: 8th August 2017

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.

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

	Carden Surgery	Brighton & Hove	
Satisfaction			
Overall surgery rating (1-10)	7.6	7.9	
Would recommend surgery to friend/family member	84%	87%	
Quality of care			
No. patients per doctor	2514	2394	
Overall quality of care - GP	88%	85%	
Overall quality of care - nurse	88%	90%	
Booking appointments			
Wait between booking and attending routine GP appointment	5.5 days	5.4 days	
Wait between booking and attending urgent appointment	0.7 days	0.9 days	
Opening hours			
Satisfaction with opening hours	78%	72%	

Carden Surgery has 7,543 registered patients and has 3.0 FTE doctors, making a ratio of one doctor per 2,514 patients. This provision of doctors is higher than the city average of one doctor per 2,394 patients.¹

Patients rated the surgery at 7.6 out of 10 which was slightly lower than the city average of 7.9.

Results from the patient survey indicated good quality of GP care, satisfaction levels for surgery opening hours, and wait times for booking GP and urgent appointments as areas of good performance. Survey results indicated that booking appointments by telephone, wait times for consultations once at the surgery, and telephone consultations were areas for improvement.

Our visit rated the surgery as good in providing an environment for patients, giving it a score of 6.8 out of 10. There was room for improvement in providing clear information on how to make a comment/complaint, providing a range of seating types, and ensuring drinking water

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

was easily available (without having to ask for this).

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



Methodology

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

1. 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 27 submissions from patients using the surgery.

2. GP Practice survey

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

3. 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

Carden Surgery has 7,543 registered patients and has 3.0 FTE doctors, making a ratio of one doctor per 2,514 patients.

The surgery was accepting new patients at date of research.

Surgery opening hours were Monday to Wednesday and Friday: 8:30-13:00 and 13:30-18:30. On Thursday the surgery is open in the morning only (8:30-13:00), and it is closed at weekends.

The surgery was working within Cluster 5 in Brighton and Hove which also includes Seven Dials Medical Centre, the University of Sussex Health Centre, The Haven Practice, Brighton Station Health Centre, Montpelier Surgery and New Larchwood.

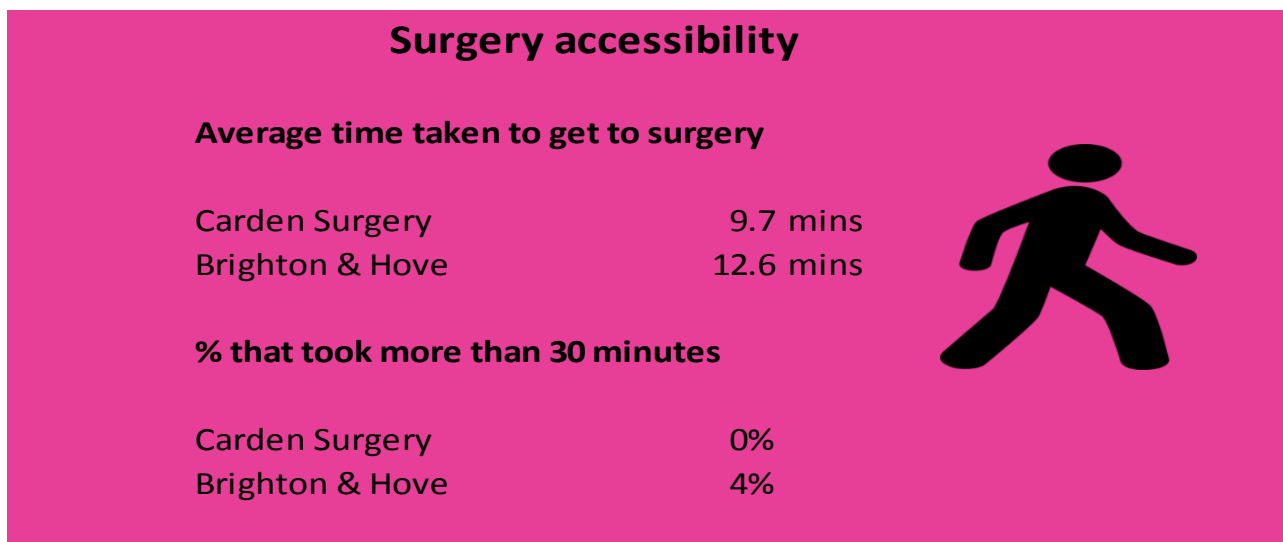
The surgery has a PPG.



Findings

Accessibility

The average time taken to get to the surgery was 9.7 minutes, which was shorter than the average for Brighton and Hove of 12.6 minutes. None of the respondents to our survey reported having to take more than 30 minutes to reach Carden Surgery.

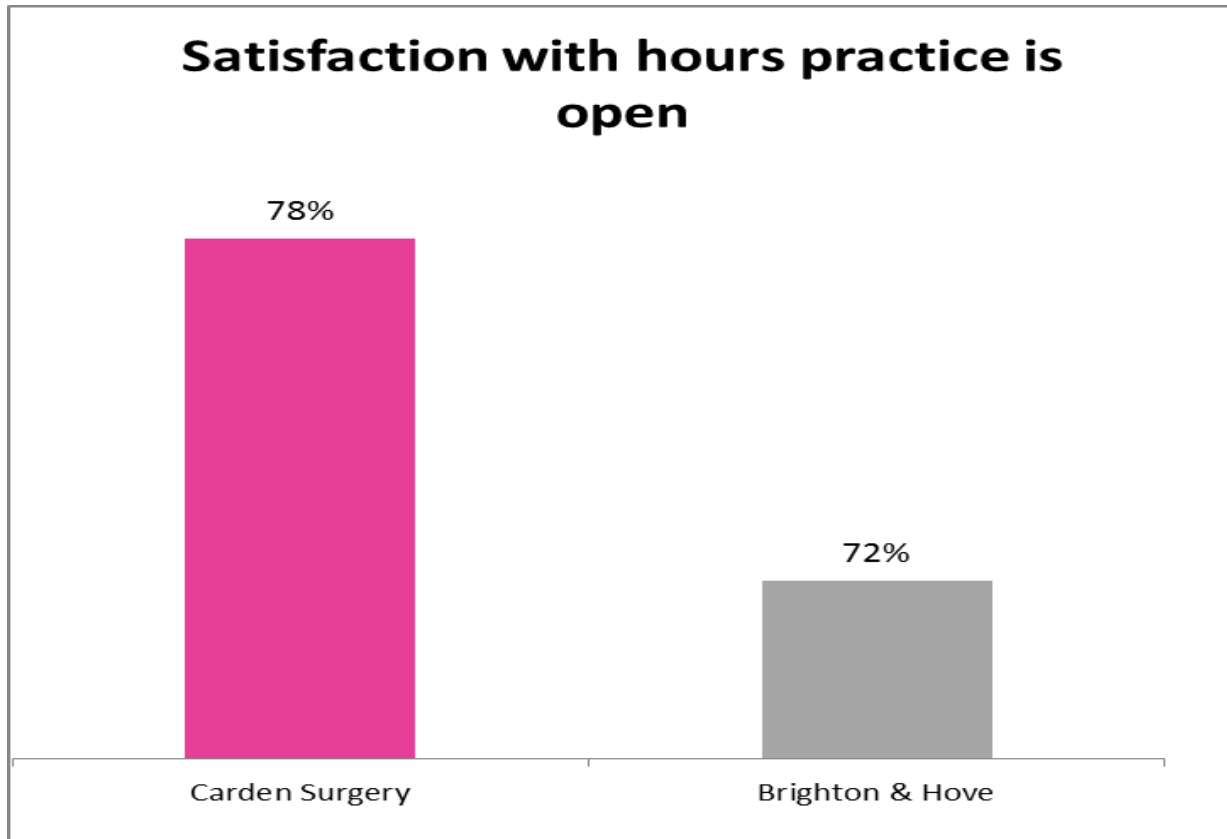


Opening hours

Surgery opening hours were Monday to Wednesday and Friday: 8:30-13:00 and 13:30-18:30. On Thursday the surgery is open in the morning only (8:30-13:00), and it is closed at weekends.

Satisfaction with current opening hours

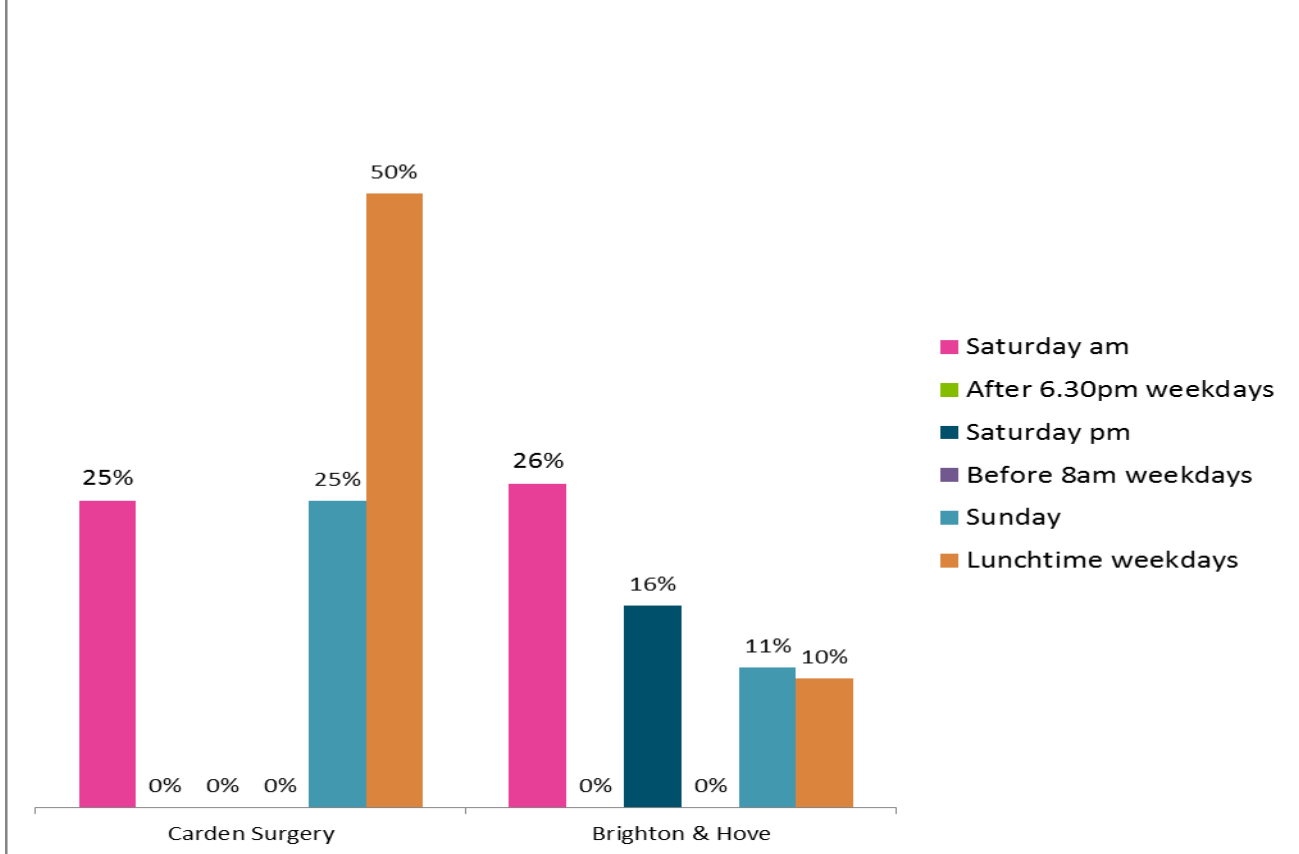
Patients were satisfied (78%) with opening hours offered by the surgery. This is a higher level of satisfaction than the city average (72%).



Preferred additional hours if not satisfied

For the 22% of patients who were not satisfied with existing opening hours, the most popular additional opening hours proposed were lunchtimes on weekdays, Saturday mornings and Sundays.

Preferred additional opening times



Booking appointments

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

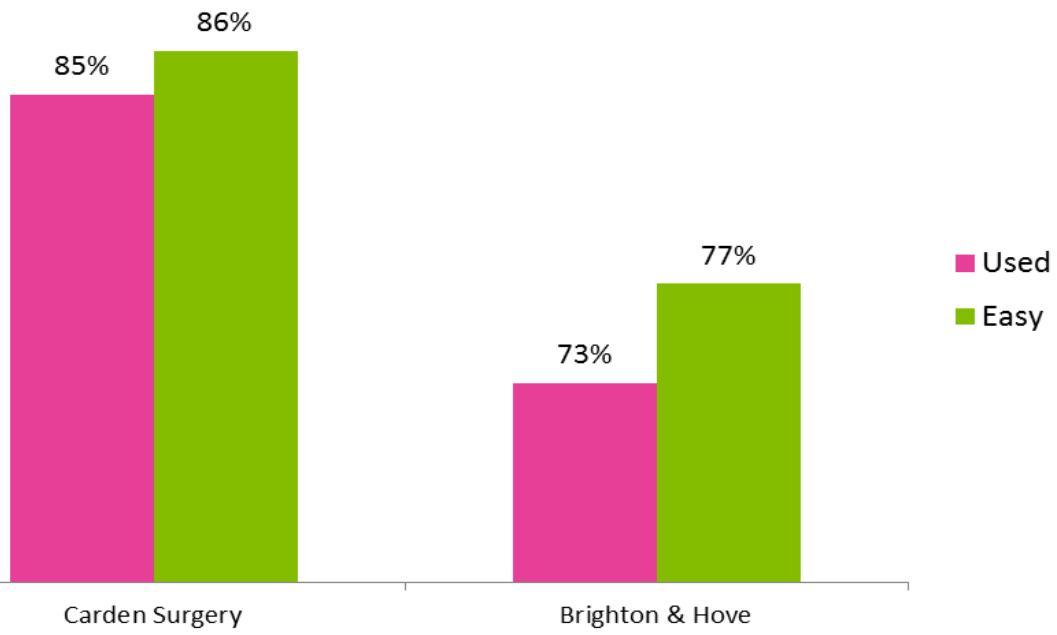
Online appointment booking	✓
Online repeat prescription	✓
Electronic prescriptions (sent to pharmacy)	✓
Integrated pharmacy	✓

Ease of booking appointments using different methods

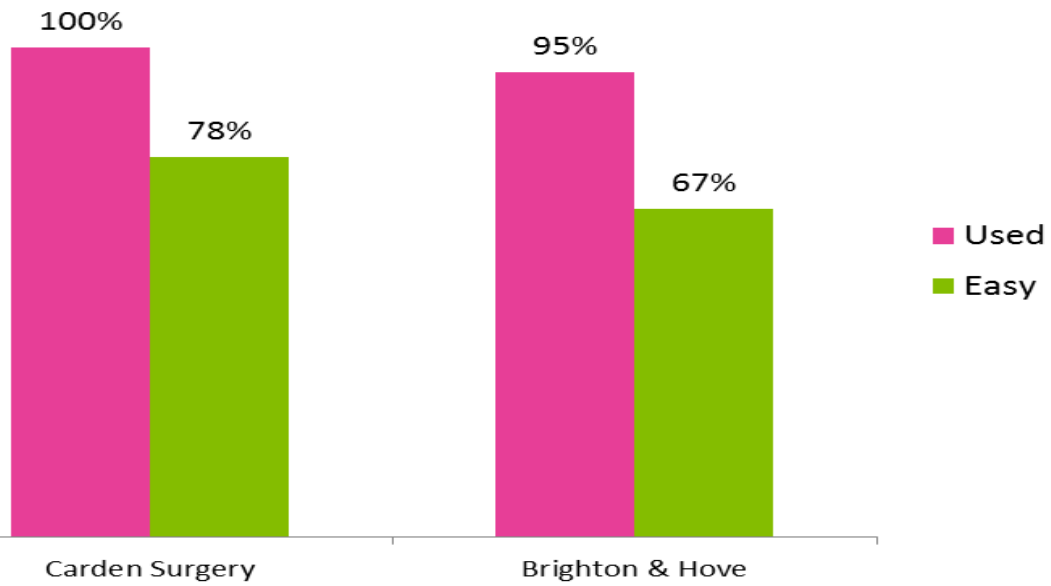
Using data from the Patient survey we assessed the proportion of patients who had used and found 'easy' to use different methods of booking appointments.

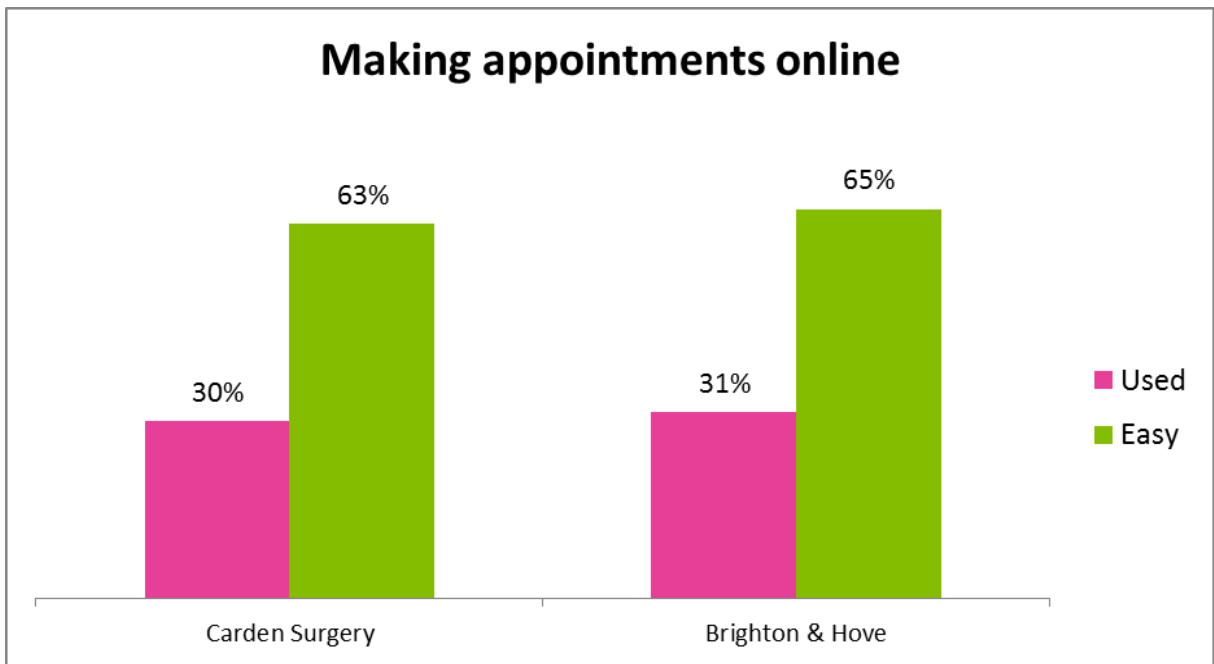
High numbers of patients reported that making appointments in person and by phone had been 'easy'. The percentages of patients using the online booking system, and who found this 'easy', were both akin to the city-wide average.

Making appointments in person



Making appointments by phone

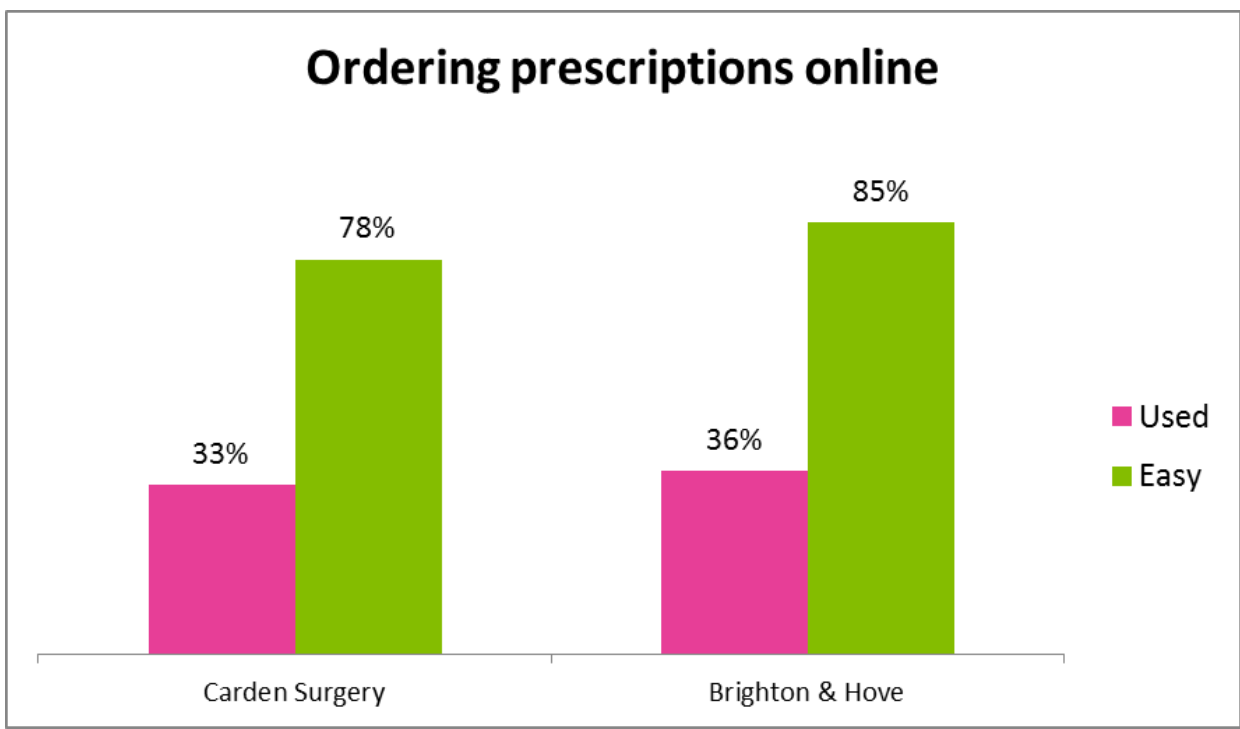


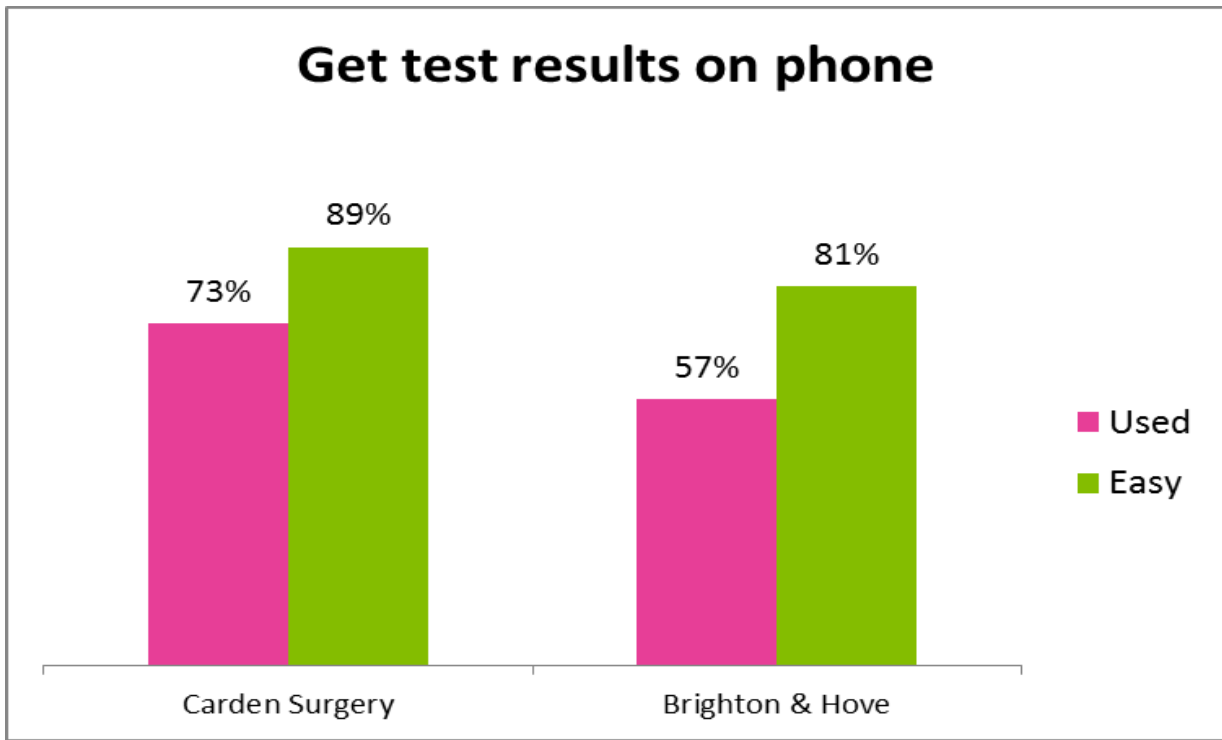


Ordering prescriptions online and getting test results by phone

Patients who had used these services largely reported the experience had been 'easy'.

The number of patients who reported having obtained test results by phone was higher than the city-wide average (73% compared to 57%), and a higher proportion had found this service 'easy' (89% compared with the city average of 81%).

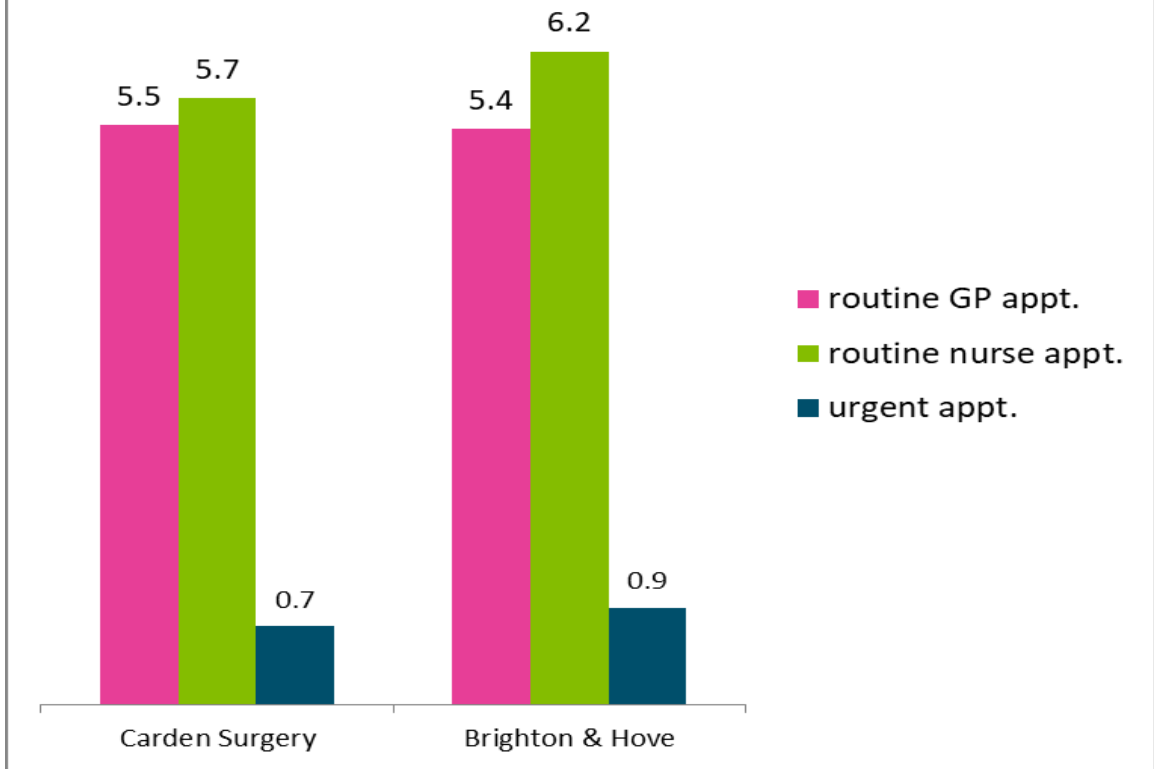


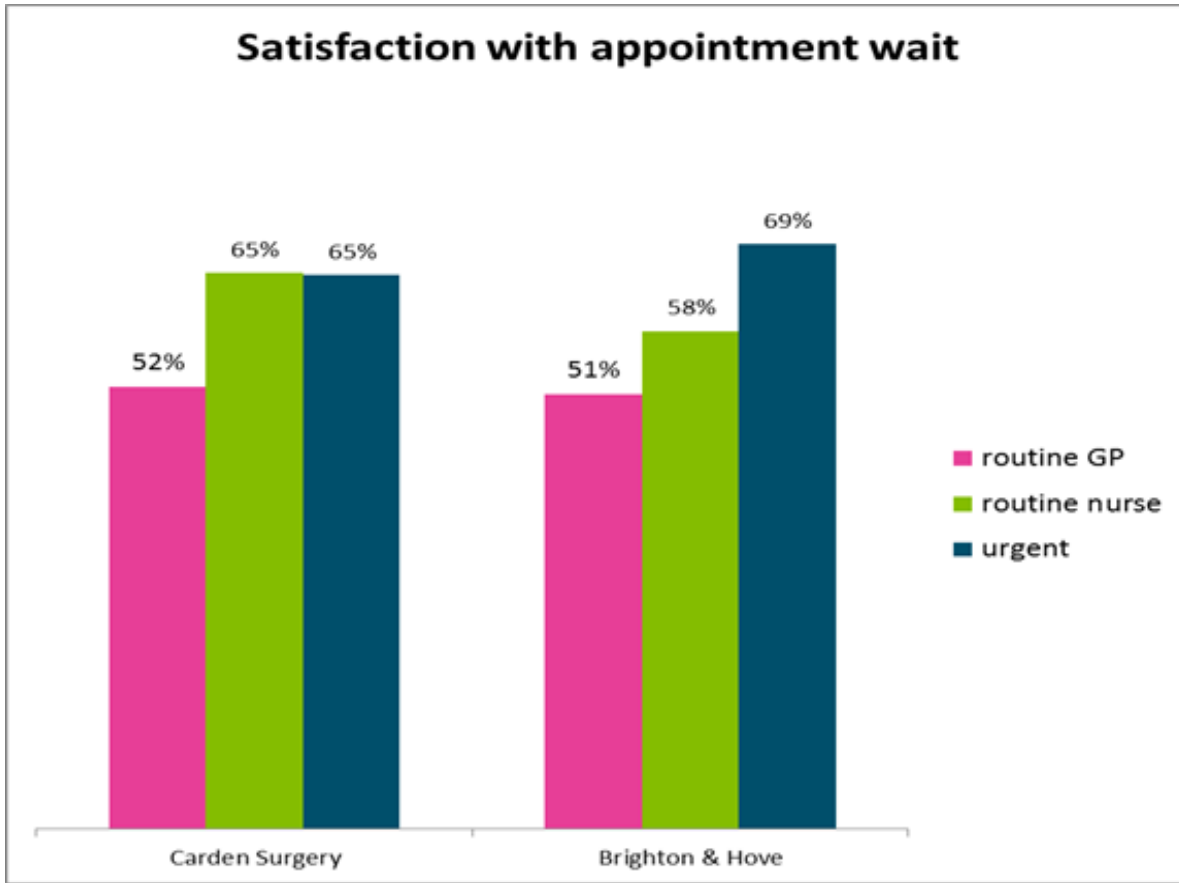


Wait between booking and attending appointments

The average days wait between booking and attending appointments were very similar to the city averages. Routine nurse appointments at 5.7 days were quicker than the city average of 6.2 days. This performance is reflected in satisfaction levels which are similar to the city-wide averages.

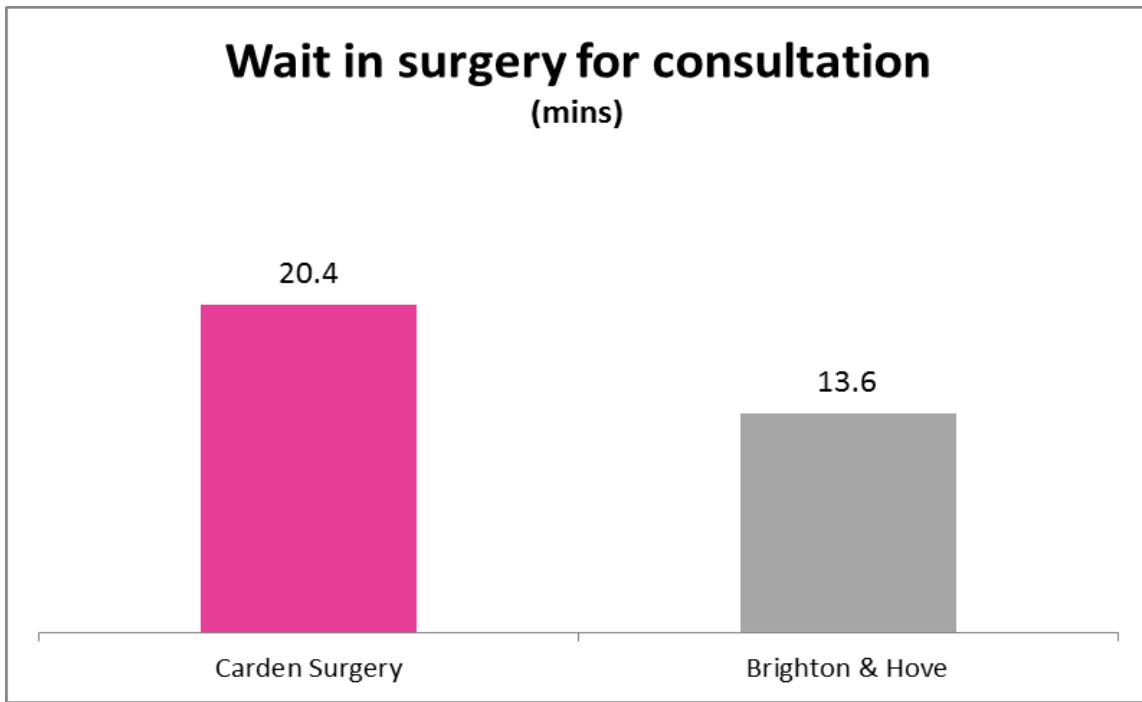
Days wait between booking and attending appointments





Wait at surgery

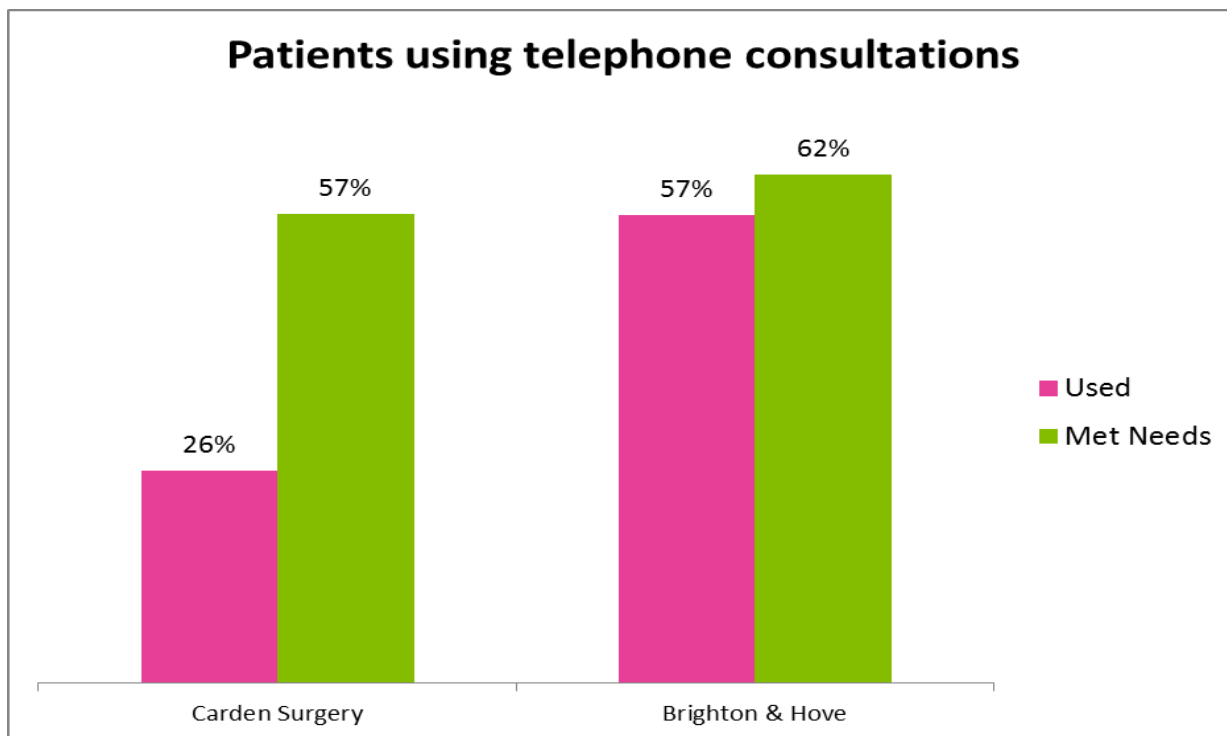
Carden surgery performed less well in the average wait in the surgery for the consultation. Patients reported an average wait of 20.4 minutes beyond their scheduled appointment time compared to the city average of 13.6 minutes.



Quality of care

Telephone consultations

Close to a quarter of patients (26%) at the surgery had used telephone consultations in place of face to face consultations which is significantly lower than the city-wide average of 57%. A majority of these patients (57%) felt that the telephone consultation they had received had been effective in meeting their needs. These figures suggest the surgery could do more to encourage patients to make use of this service and also reflect on how the current system might be improved to ensure that it provides effective consultations for patients.

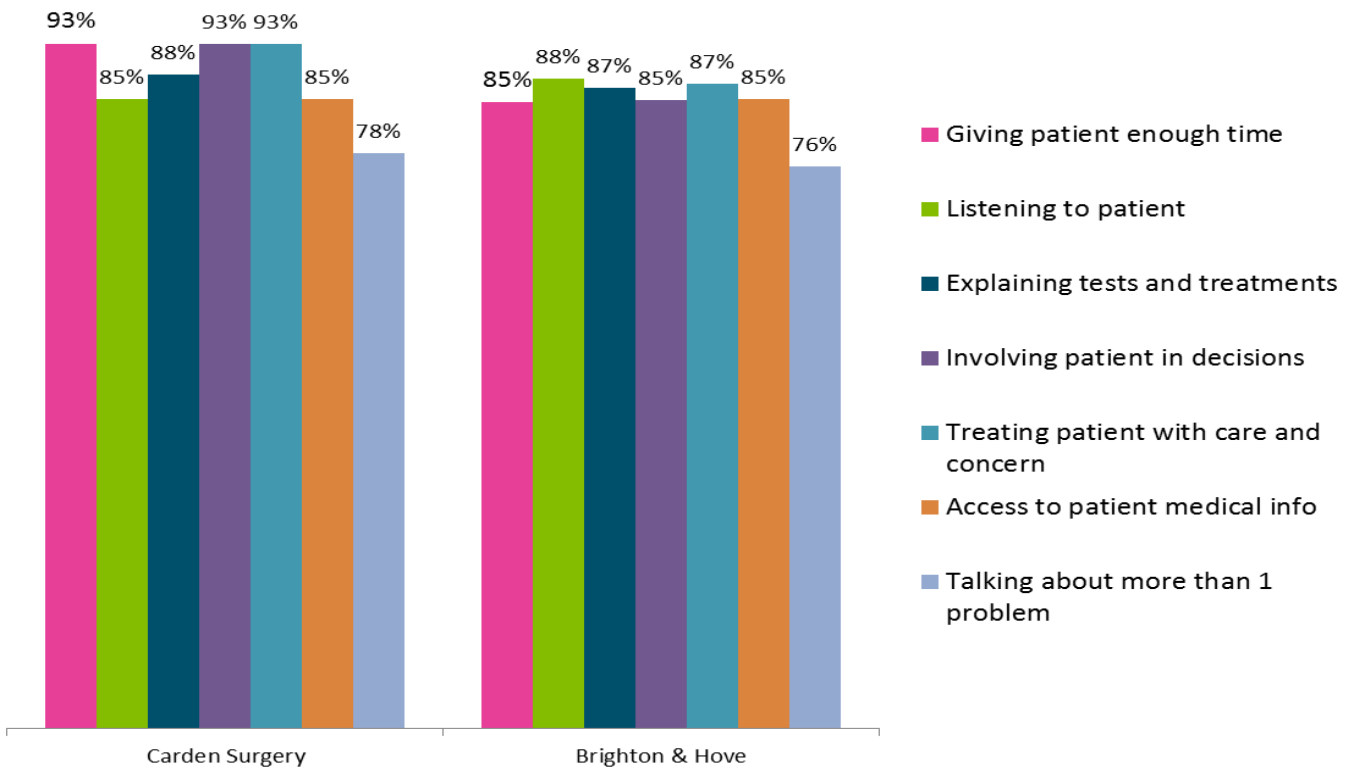


Care provided at consultation

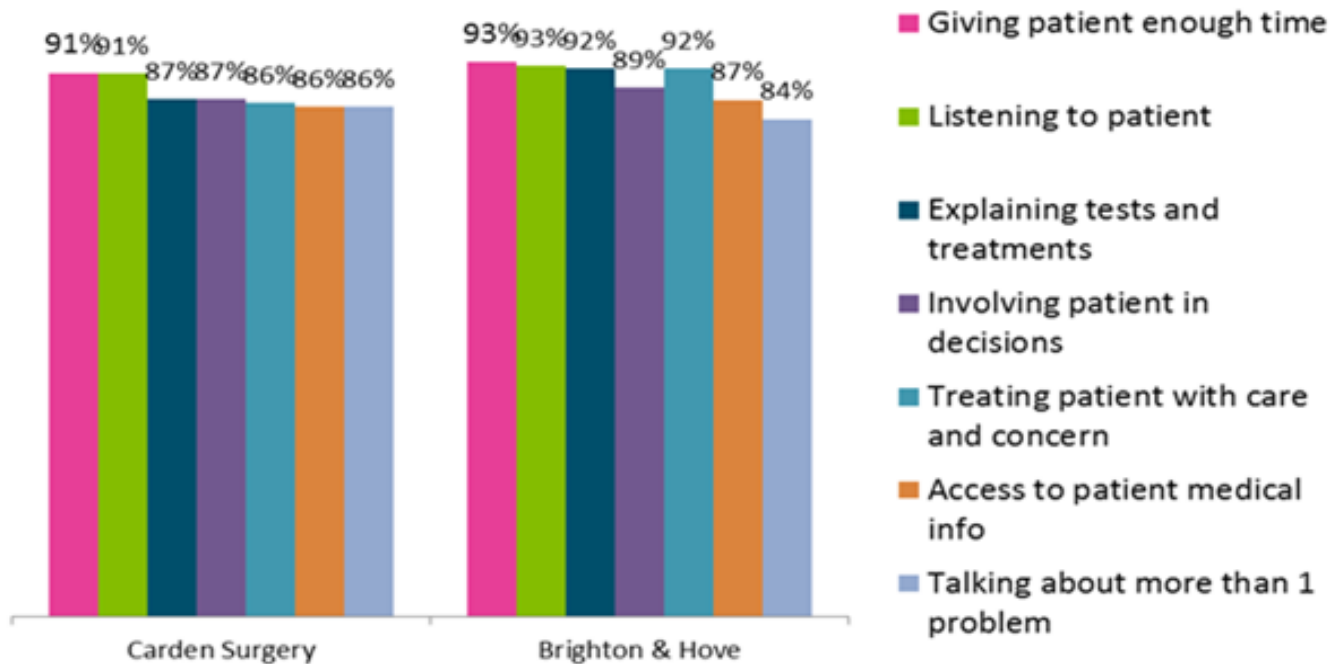
A high proportion of patients reported 'good' quality of care across seven standard criteria. The average quality score was 88% for GP consultations which is slightly higher than the average for the city of 85%. The average quality score was 88% for nurse consultations which is similar to the average for the city of 90%.

For GP consultations, Carden surgery scored higher than the city-wide average when it came to giving patients enough time; for involving patients in decision-making and for treating patients with care and concern.

Quality of care in GP consultation



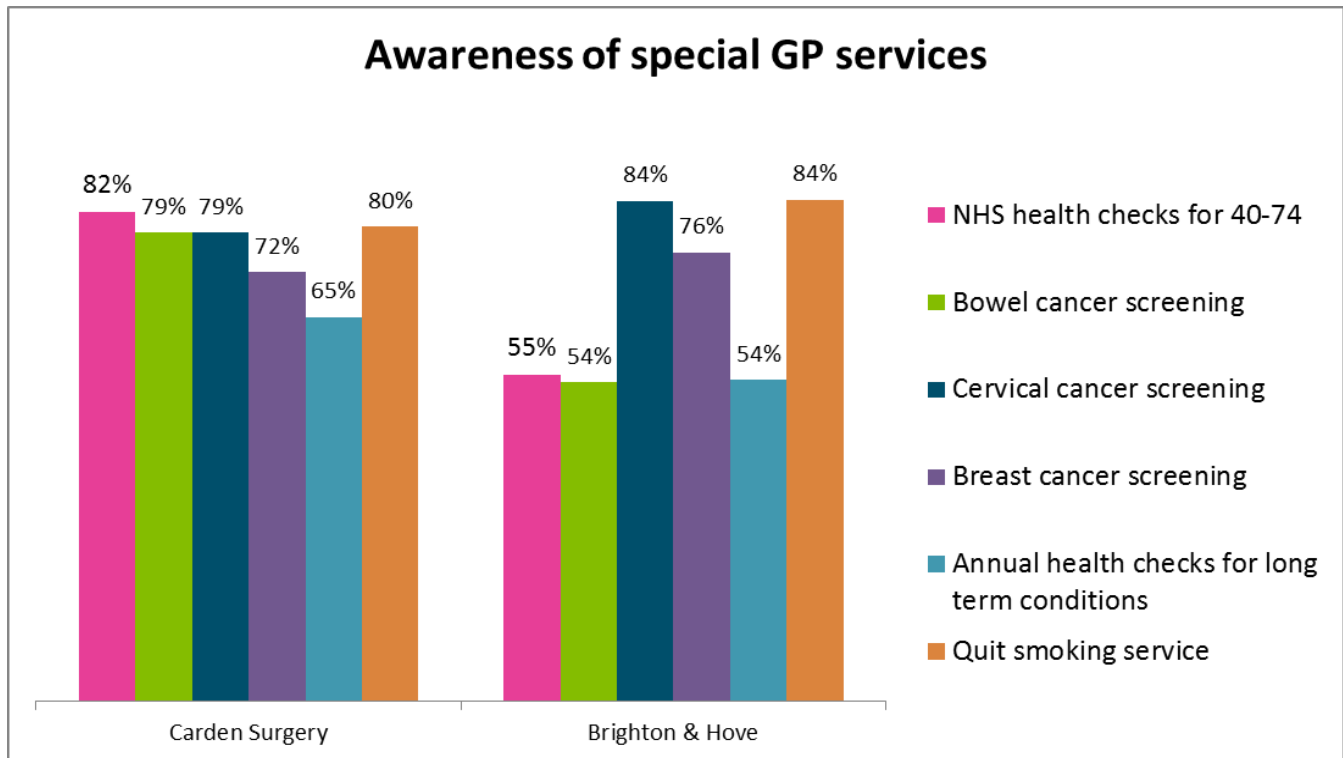
Quality of care in nurse consultation



Special GP services

Awareness of special services

Patient awareness of special services was generally similar to the averages for the city. However there was particularly high awareness of NHS healthchecks for 40/75 year olds (82%) and bowel cancer screening (79%). Awareness levels in these two areas were significantly higher than the city-wide averages.



Environment

Our visit rated the surgery as good in providing an environment for patients with some room for improvement, giving it a score of 6.8 out of 10.

Whilst there was not a large amount of space to display information, the literature available in the waiting area was relevant and uncluttered. Safeguarding information for children was clearly in evidence; however none was seen for adults. There was a patient-information TV with good relevant information that updated slowly enough to allow sufficient time to read what was displayed.

Signposting to the toilets could be improved. The toilets, including disabled toilets, were not clearly signposted in the waiting area. The disabled toilets did not have male/female signs which it felt might confuse some patients. The toilets were all clean. In the disabled toilets it may not be easy for some patients to reach toilet roll whilst seated. Some general redecoration would benefit several of the toilets.

The visit found the surgery performing less well on providing a comfortable environment for patients. The chairs seen were clean, in good condition and had arm rests. However the chairs were all the same size and type which would not necessarily meet the needs of bariatric patients for example. In addition, drinking water was not easily accessible, with patients needing to ask a receptionist for this.

During the visit good communication of staff with patients was witnessed.

Information about providing feedback on the practice was seen but was difficult to read suggesting that the accessibility of this information could be improved.

Overall evaluation of practice

Patients were generally positive in their overall evaluation of the surgery, giving it slightly higher or similar ratings to those in Brighton and Hove.

Overall rating of surgery

Rating on 1-10 scale

Carden Surgery	7.6
Brighton and Hove	7.9

Satisfaction with GP practice

Carden Surgery	85%
Brighton and Hove	79%

Recommend practice to family and friends (FFT)

Carden Surgery	84%
Brighton and Hove	86%

- “ Once seen it’s a good service but there is a long time for appointments. Always running late. Opening after 6.30 weekdays and Saturday am would be good. ”
- “ I am uncertain how the surgery will provide the same excellent service when the 2 long term doctors retire. ”
- “ Appointments after 6.30 weekdays and Saturday would be good. ”
- “ Doctors are very helpful, proactive and not afraid to direct me to other medical services immediately for additional tests/x-rays. ”



Key Recommendations

1. Consider opening at lunchtimes on weekdays.
2. Consider improvements to the phone booking system to make this easier for all patients.
3. Improve the average wait time in the surgery for consultations.
4. Do more to encourage patients to make use of the telephone consultation service and also reflect on how the current system might be improved to ensure that it provides effective consultations for patients.



Suggested facility improvements

5. Provide a variety of chairs in the waiting area and ensure these meet the needs of bariatric patients.

Response from practice manager:

New chairs have recently been purchased to accommodate needs of bariatric patients.

6. Provide a water dispenser in the waiting area so that patients do not need to ask a receptionist for this.
7. Ensure that information about to make a comment or complaint is more easily displayed, and make it easier for patients to leave feedback.

Response from practice manager:

The complaints procedure is documented on the wall as you walk in and also on our interactive TV. As reported, there is a friends and family box on the reception desk. There is also a comment box on the other side of reception.

8. Ensure adult safeguarding information is made available in the waiting area.
9. Consider making improvements to the disabled toilets to improve overall accessibility.