

Matlock Road Surgery

Service address: Matlock Road Surgery, 10 Matlock Road Brighton, BN1 5BF

Date of surgery visit: 6th September 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

	Matlock Road Surgery	Brighton & Hove	
Satisfaction			
Overall surgery rating (1-10)	8.9	7.9	
Would recommend surgery to friend/family member	98%	87%	
Quality of care			
No. patients per doctor	4384	2394	
Overall quality of care - GP	93%	85%	
Overall quality of care - nurse	99%	90%	
Booking appointments			
Wait between booking and attending routine GP appointment	3.8 days	5.4 days	
Wait between booking and attending urgent appointment	0.6 days	0.9 days	
Opening hours			
Satisfaction with opening hours	84%	72%	

Matlock Road surgery has 2937 registered patients and has 0.67 FTE doctors (one GP), making a ratio of one doctor per 4384 patients. This provision of doctors is significantly lower than the city average of one doctor per 2394 patients.¹

Patients rated the surgery at 8.9 out of 10 which was better than the city average of 7.9.

Results from the patient survey indicated overall quality of care from the GP and nurse as areas of particularly strong performance. The practice was significantly better performing in nearly all areas than the city average, and no area was less strong compared to other surgeries in the city. Like many surgeries in Brighton and Hove, some patients would like to be able to see their GP during lunchtimes or evenings.

Our visit rated the surgery as good in providing an environment for patients, giving it a score of 9 out of 10. Only very minor areas for improvement were identified, namely additional signage for the toilets and removal of power sockets to bring the waiting area into line with guidance from the NHS in 2016.

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

Overall, the surgery was found to be performing 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 50 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

Matlock Road surgery had 2937 registered patients and has 0.67 FTE doctors (one GP), making a ratio of one doctor per 4384 patients. In the absence of the GP that retired in late 2016 locum GPs have been used to ensure satisfactory levels of cover. The surgery was accepting new patients at date of research.

Surgery opening hours were (as per the practice web site) 8.30am to 6.00 pm each weekday except Tuesdays 08.30 to 7.00pm. The surgery closed every weekday lunchtime from 1pm to 2pm. The surgery was not open at weekends.

The surgery was working within Cluster 6 in Brighton and Hove which also includes

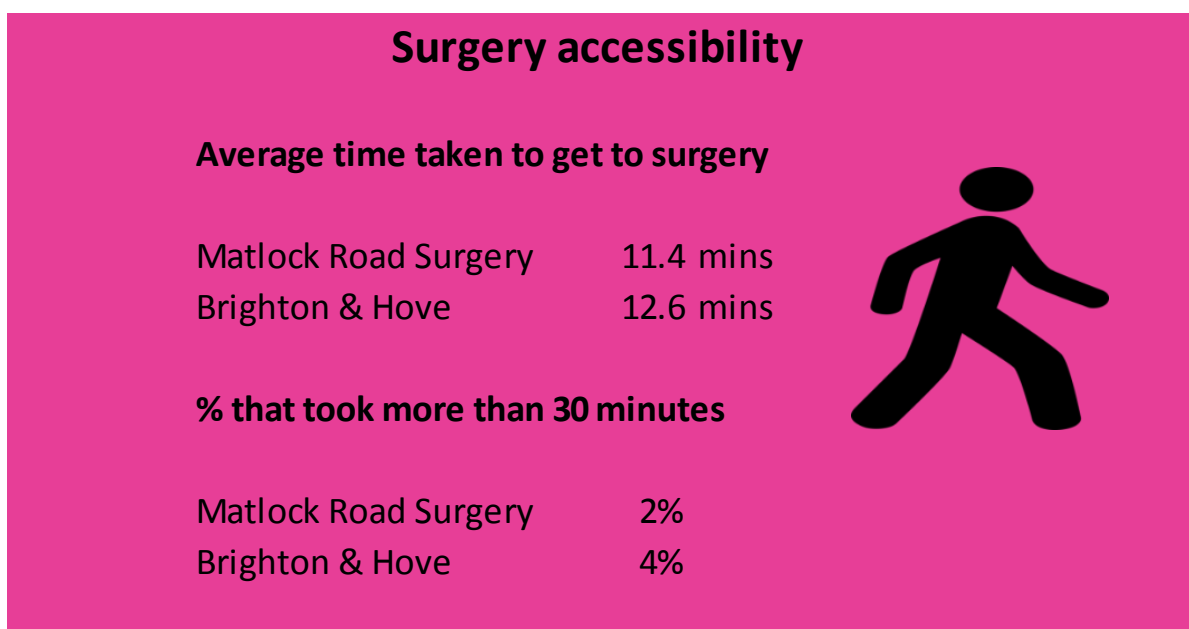
Benfield Valley Healthcare Hub, Brighton Health and Wellbeing Centre, Central Hove, Charter Medical Centre, Goodwood Court Medical Centre, Hove Park Villas, and Sackville Medical Centre.

Findings



Accessibility

The average time taken to get to the surgery was 11.4 minutes, which was slightly shorter than the average for Brighton and Hove. Only a small proportion of patients, 2%, had to take more than 30 minutes, lower than the city average.

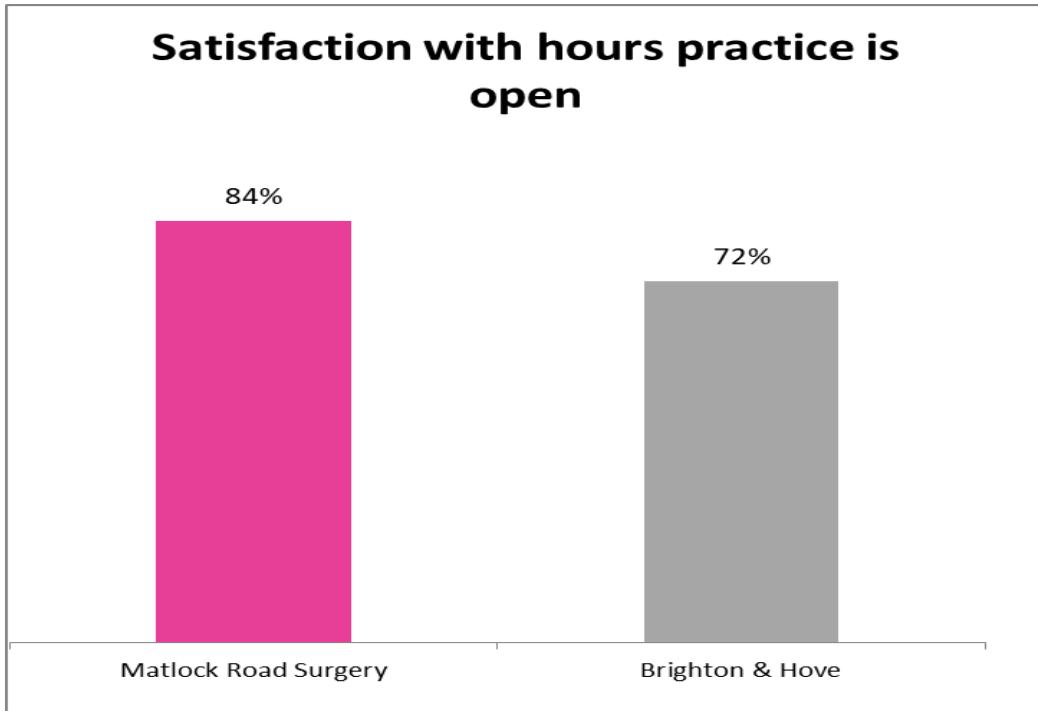


Opening hours

Surgery opening hours were 8.30am to 6.00 pm each weekday except Tuesdays 08.30 to 7.00pm. The surgery closed every weekday lunchtime from 1pm to 2pm. The surgery was not open at weekends.

Satisfaction with current opening hours

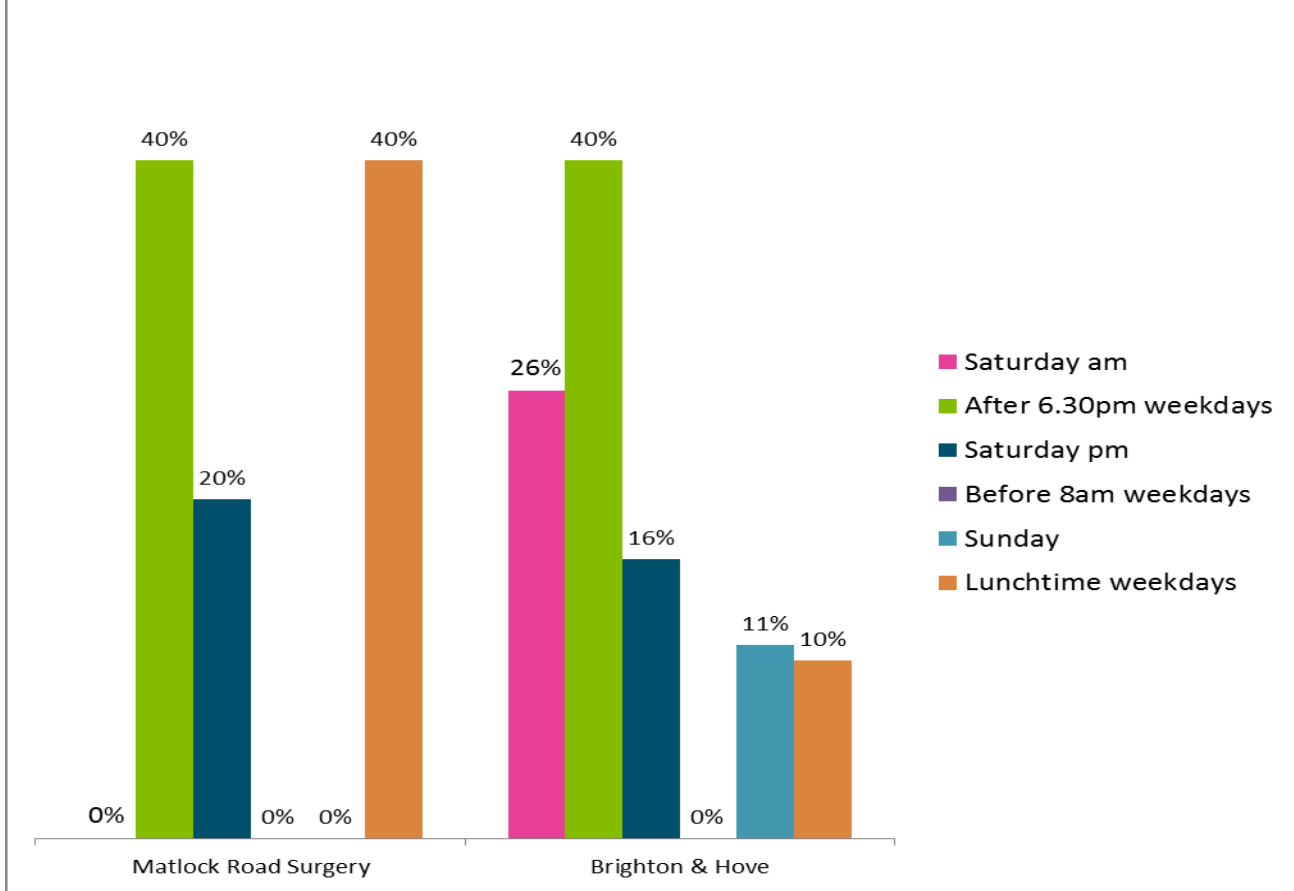
A significant majority (84%) of patients were satisfied with opening hours offered by the surgery.



Preferred additional hours if not satisfied

For the few patients who were not satisfied with existing opening hours, the most popular additional opening hours proposed were after 6.30pm on weekday evenings and weekday lunchtimes.

Preferred additional opening times



Booking appointments

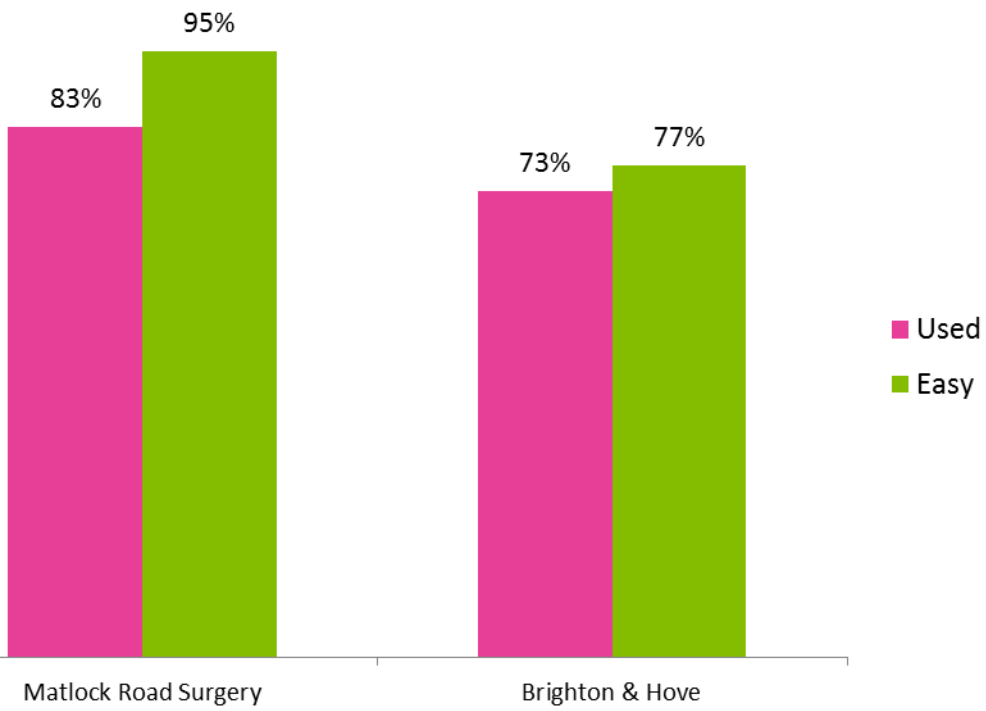
The surgery offered all standard methods of booking an appointment and electronic facilities for making prescriptions. Patient take-up of these electronic services, however, was low.

	used
Online appointment booking	11%
Online repeat prescription	11%
Electronic prescriptions (sent to pharmacy)	11%
Integrated pharmacy	

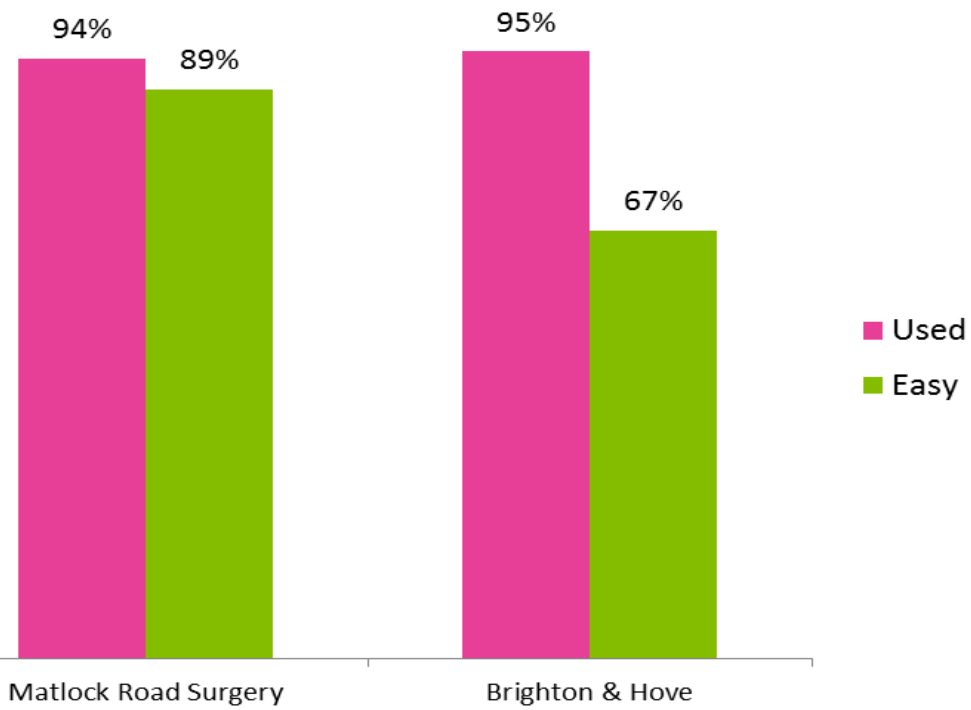
Ease of booking appointments using different methods

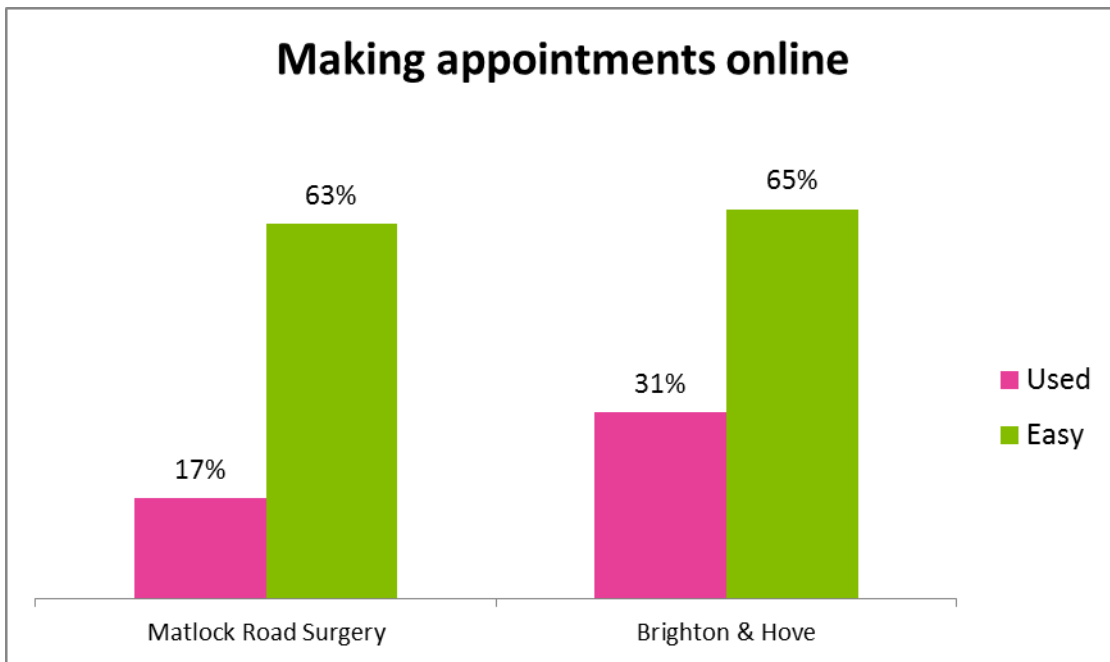
High percentages of patients reported that making appointments in person or by phone had been 'easy' and these satisfaction rates were significantly higher than the average for Brighton and Hove. A much lower percentage of patients had made appointments online, but of those that had done the percentage that regarded the process as 'easy' was significantly lower than for either in person or by phone, though very similar to the figure for Brighton and Hove as a whole.

Making appointments in person



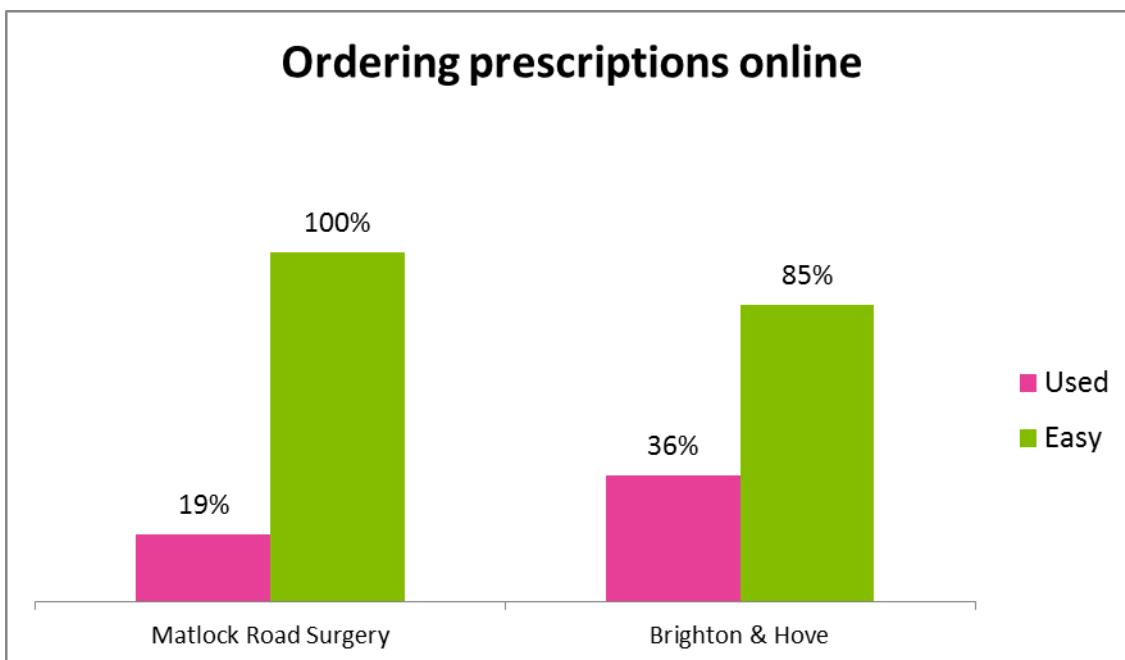
Making appointments by phone

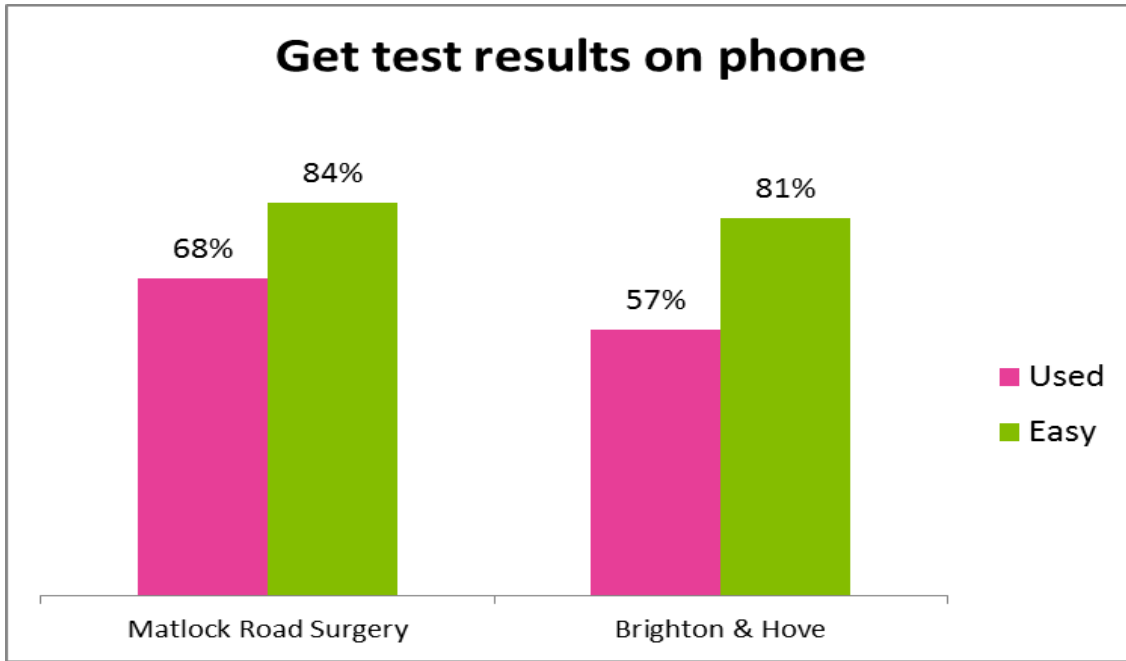




Ordering prescriptions online and getting test results by phone

Patients who had used these services largely reported that the experience had been 'easy', in particular for ordering prescriptions online, which was significantly better than the Brighton and Hove average (though based on a smaller than average percentage of patients who had used that service).

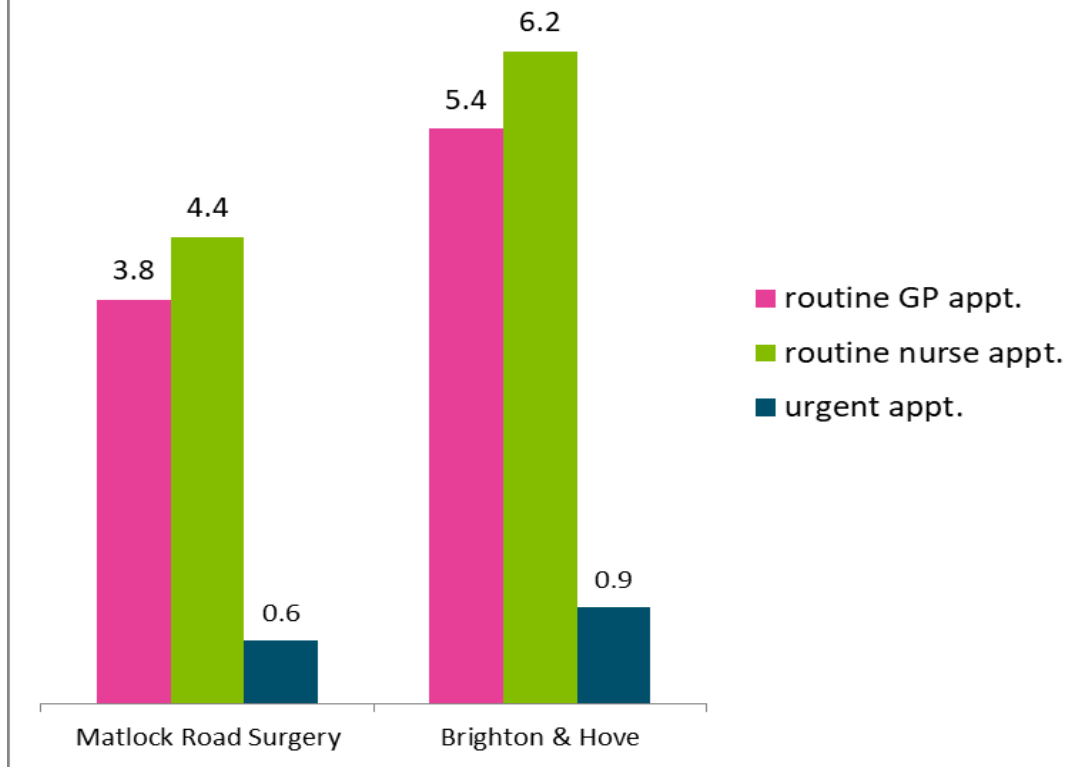


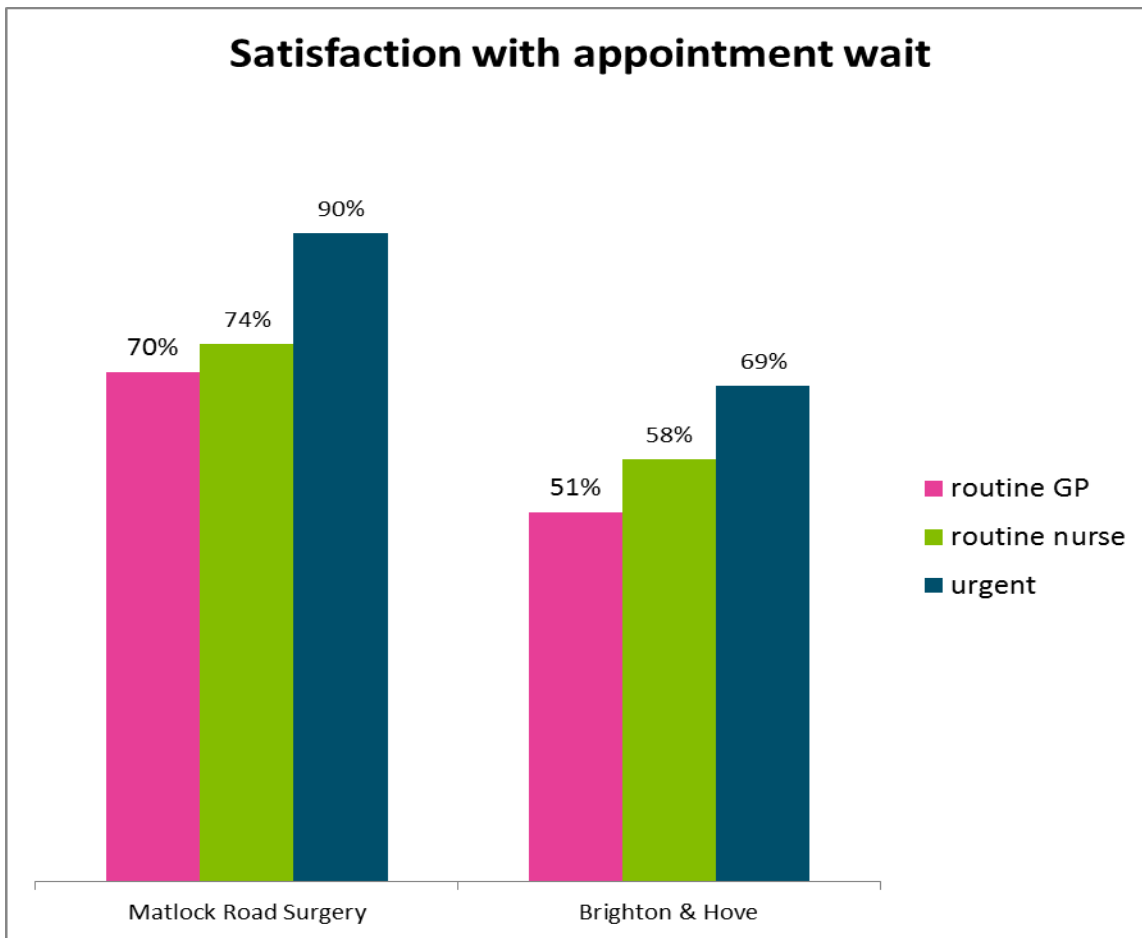


Wait between booking and attending appointments

The number of days wait between booking and attending for routine and urgent appointments were significantly shorter than the city average. This strong performance is reflected in satisfaction levels with significantly higher than average figures for each type of appointment.

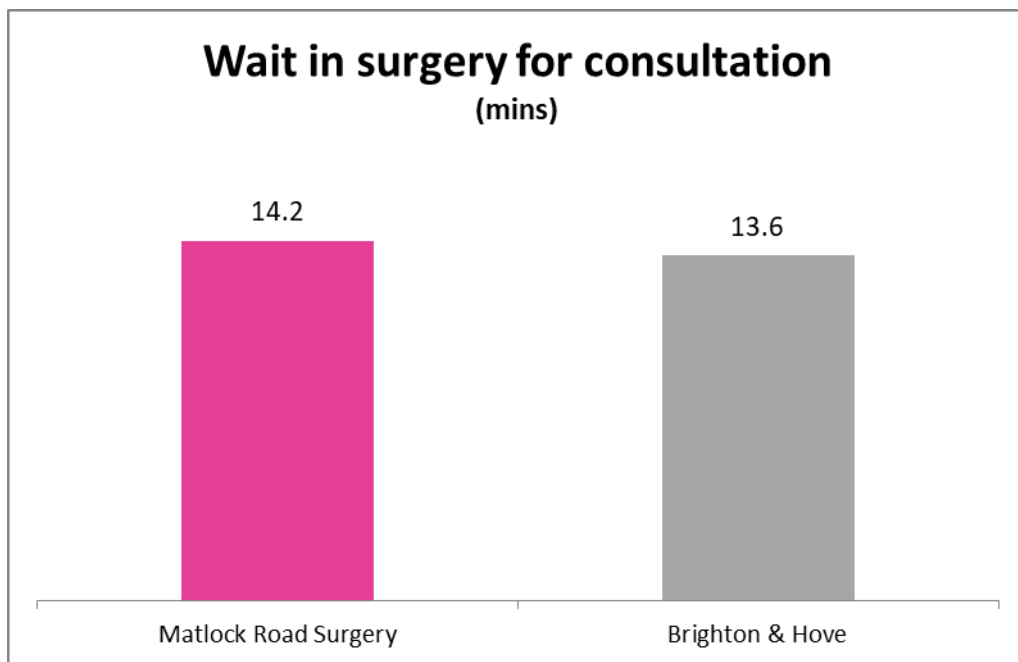
Days wait between booking and attending appointments





Wait at surgery

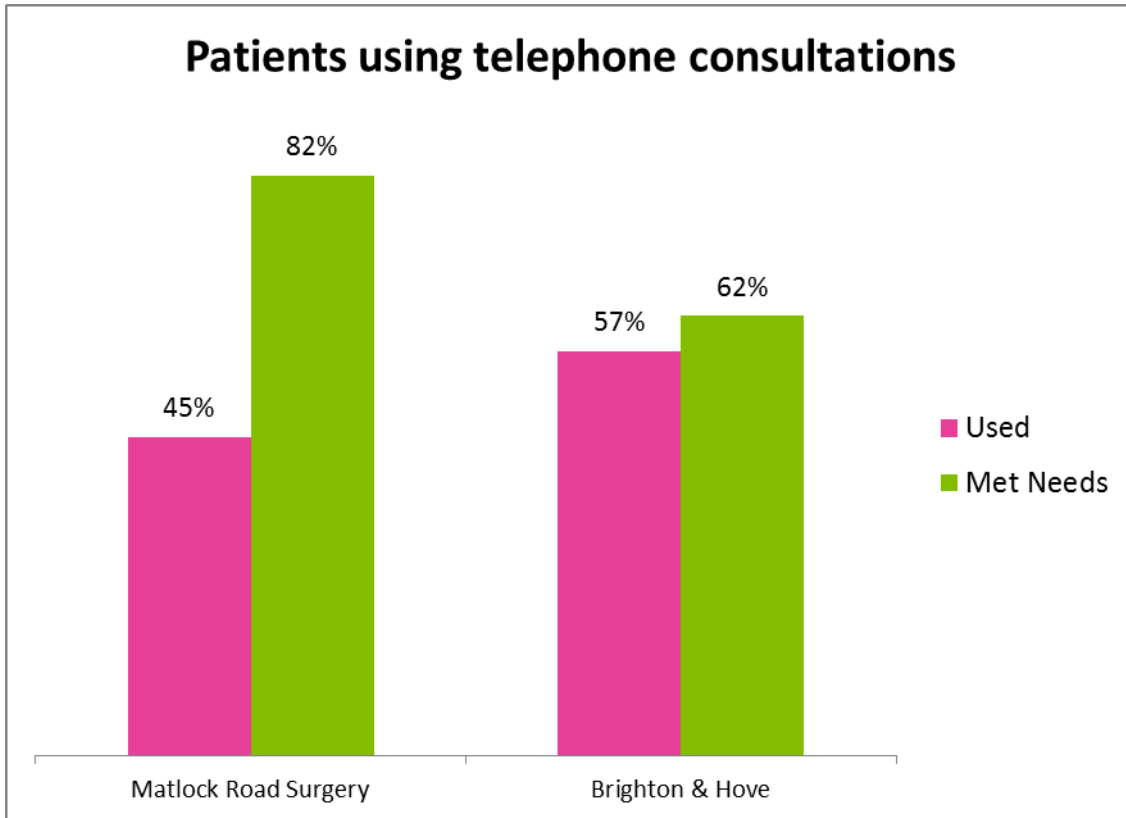
Matlock Road performed slightly less well in the average wait in the surgery for the consultation. Patients reported an average wait of 14.2 minutes beyond the appointment time compared to the city average of 13.6 minutes.



Quality of care

Telephone consultations

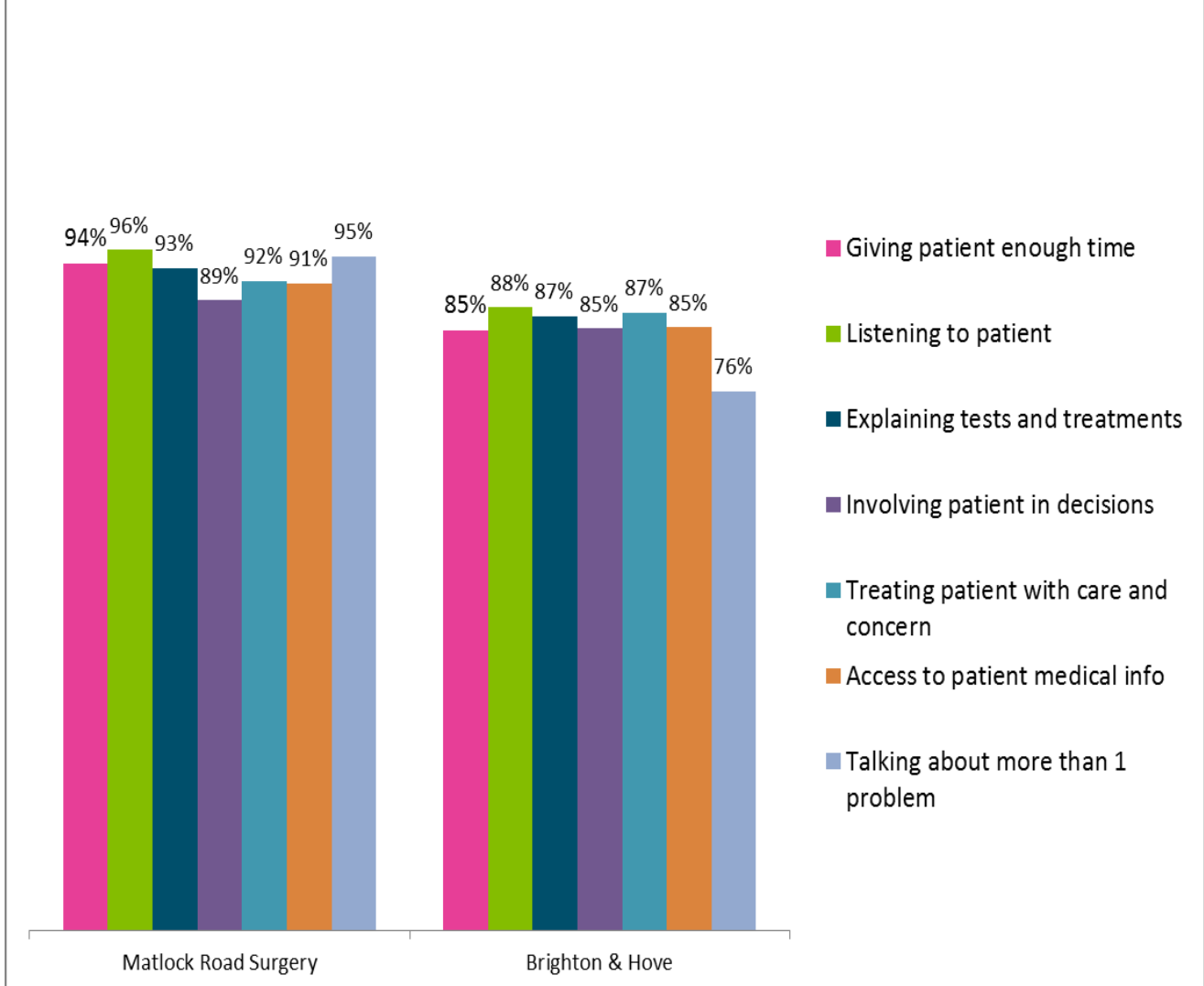
Close to half of patients at the surgery had used telephone consultations in place of or in addition to face to face consultations. Such consultations are sometimes used to identify how urgent patients' needs really are. A high proportion (significantly better than the average for Brighton and Hove) of these patients felt that the telephone consultation they had received had been effective in meeting their needs. These figures suggest the surgery is managing this approach well and providing effective consultations for patients when these are employed.



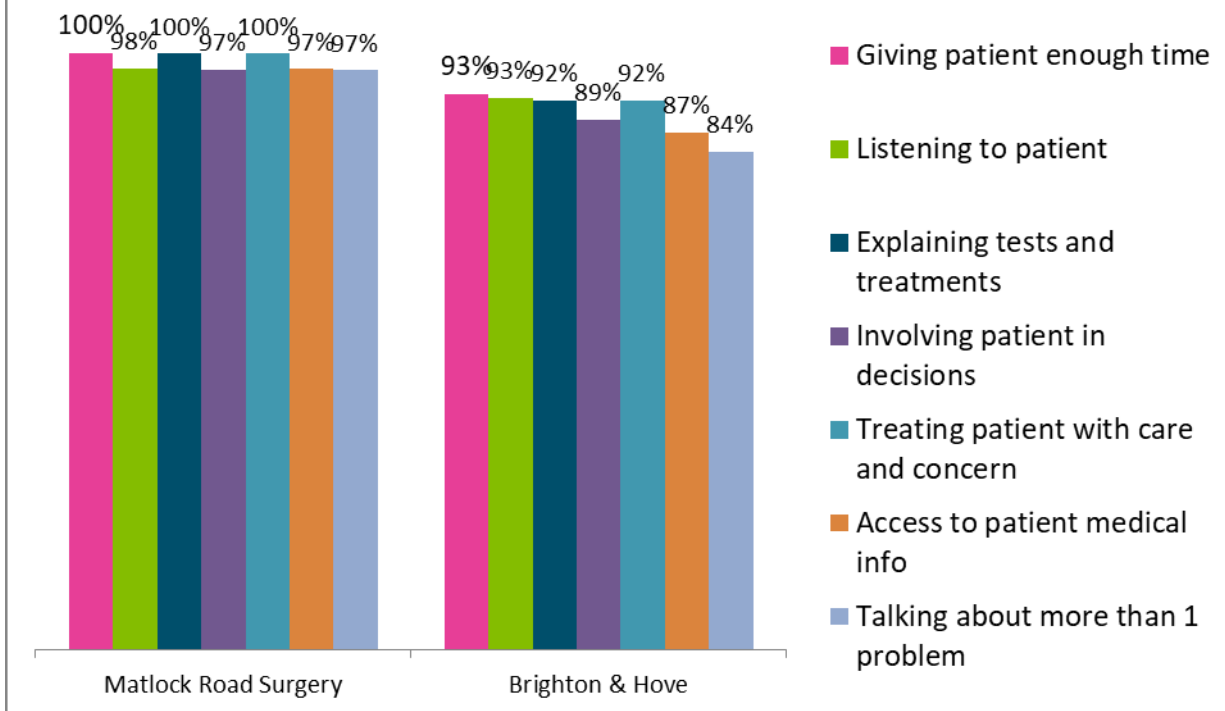
Care provided at consultation

A very high proportion of patients reported 'good' quality of care across seven standard criteria. The average quality score was 93% for GP consultations and 99% for nurse consultations, both of which were somewhat higher than the average for the city.

Quality of care in GP consultation



Quality of care in nurse consultation

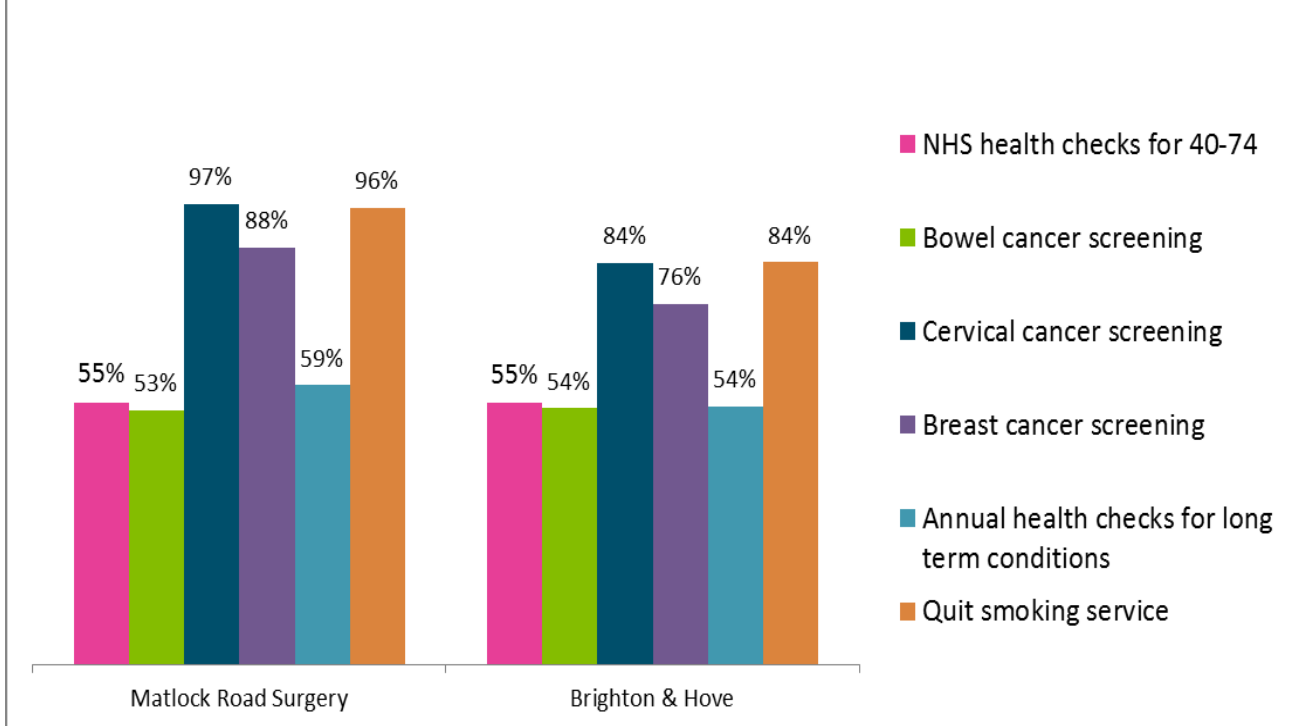


Special GP services

Awareness of special services

Patient awareness of NHS health checks for 40-74 year olds, bowel cancer screening and annual health checks for long term conditions was similar to the average for the city. However, there was a significantly higher awareness of cervical cancer screening (97%), breast cancer screening (88%) and Quit Smoking service (96%).

Awareness of special GP services



Environment

Our visit rated the surgery as very good in providing an environment for patients, with only very minor scope for improvement, giving it a score of 9 out of 10.

The practice is small but well laid out, with all clinical and patient areas on the ground floor. Staff were friendly, welcoming and calm. Patient feedback on the environment was very positive. Seating was plentiful and comfortable.

There was a selection of leaflets and posters on display, all of which were current, relevant and clear, including leaflets explaining how to make suggestions and complaints. There were two toilets available, one fully accessible and equipped for disabled patients. The toilets were clean and tidy. Although the surgery was small enough to be able to find the toilets easily, a sign on the wall in the waiting area may be a useful addition to assist patients.

We noted that all power sockets in the waiting area were covered using socket protector devices. We note that this is inconsistent with NHS guidance issued in June 2016, which requires such devices to be removed.

Unusually for the GP surgeries in the city there was a freephone in the entrance lobby for calling a taxi for patient pick-up.

Overall evaluation of practice

Patients were positive in their overall evaluation of the surgery, giving it higher ratings compared to the average for Brighton and Hove, in particular in their level of satisfaction with the practice as a whole (96%) and their likelihood to recommend the practice to family and friends (98%).

Overall rating of surgery	
Rating on 1-10 scale	
Matlock Road Surgery	8.9
Brighton and Hove	7.9
Satisfaction with GP practice	
Matlock Road Surgery	96%
Brighton and Hove	79%
Recommend practice to family and friends (FFT)	
Matlock Road Surgery	98%
Brighton and Hove	86%

- “ All of the staff at Matlock Road practice are excellent, they work above and beyond what’s expected, and my family have all been patients there for 20 years. ”
- “ Listening to other residents in the city I feel very lucky to belong to this GP practice as I’m aware that this level of primary care is not the same in other practice ”



Key Recommendations

1. Offer weekday evening opening hours on more days and beyond 7pm.
2. Encourage patient take-up of electronic appointment booking and electronic repeat prescriptions.
3. Increase use of telephone consultations to provide fast and effective consultations with patients.
4. Encourage awareness of NHS health checks for 40-74 year olds, bowel cancer screening and annual health checks for long term conditions which are all less known about by patients than other special services.



Suggested facility improvements

1. Consideration should be given to putting a sign on the wall in the waiting area indicating the location of the toilets.
2. Electricity socket protectors in areas accessible to patients should be removed in line with NHS guidance published in 2016.

