

# Regency Surgery

**Service address:** Regency Surgery, 4 Old Steine, Brighton BN1 1FZ

**Date of surgery visit:** 18<sup>th</sup> August and 25<sup>th</sup> 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

	Regency Surgery	Brighton & Hove	
<b><u>Satisfaction</u></b>			
Overall surgery rating (1-10)	8.6	7.9	
Would recommend surgery to friend/family member	89%	87%	
<b><u>Quality of care</u></b>			
No. patients per doctor	2797	2394	
Overall quality of care - GP	90%	85%	
Overall quality of care - nurse	86%	90%	
<b><u>Booking appointments</u></b>			
Wait between booking and attending routine GP appointment	3.9 days	5.6 days	
Wait between booking and attending urgent appointment	1.4 days	1.3 days	
<b><u>Opening hours</u></b>			
Satisfaction with opening hours	79%	72%	

Regency Surgery has 4,416 registered patients and has 1.58 FTE doctors, making a ratio of one doctor per 2,797 patients. This provision of doctors is lower than the city average of one doctor per 2,394 patients.<sup>1</sup>

Patients rated the surgery at 8.6 out of 10 which was slightly better than the city average of 7.9.

Results from the patient survey indicated wait times for appointments, care quality and effectiveness of phone consultations as areas of strong performance for the surgery. Survey results indicated low patient awareness of special services and low uptake of online appointment booking compared to averages for Brighton and Hove.

Our visit rated the surgery as good in providing an environment for patients, giving it a score of 8 out of 10. There was room for improvement in providing a comfortable waiting environment for patients with a lack of suitable seating for the frail and elderly.

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

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

the city.



## 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 25 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

Regency Surgery had 4,416 registered patients and 1.58 FTE doctors making a ratio of one doctor per 2797 patients.

Surgery opening hours were from 8.30am - 6.30pm on Monday, Wednesday - Friday and 8.30am - 7.30pm Tuesday, closed at weekends.

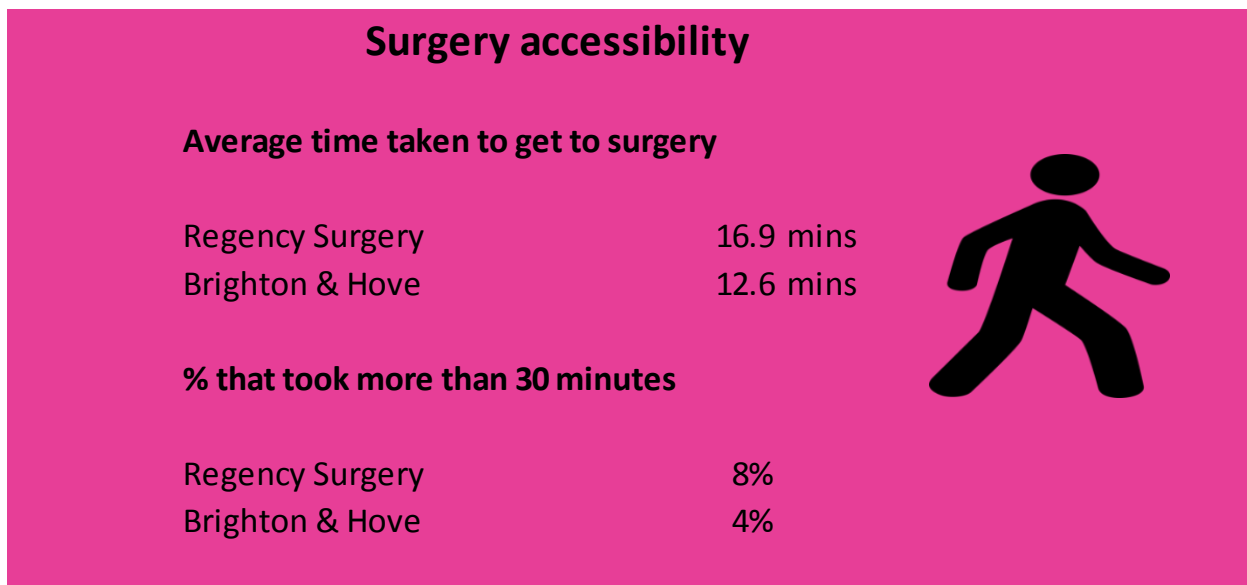
The surgery was working within Cluster Two in Brighton and Hove which also includes:

- Ship Street Surgery
- St Lukes Surgery
- Saldean & Rottingdean Medical Practice
- Avenue Surgery
- School House Surgery
- Regency Surgery
- Woodingdean Surgery

## Findings

### Accessibility

The average time taken to get to the surgery was 17 minutes, which was longer than the average for Brighton and Hove. A small proportion of patients, 8%, had to take more than 30 minutes, higher than the city average.

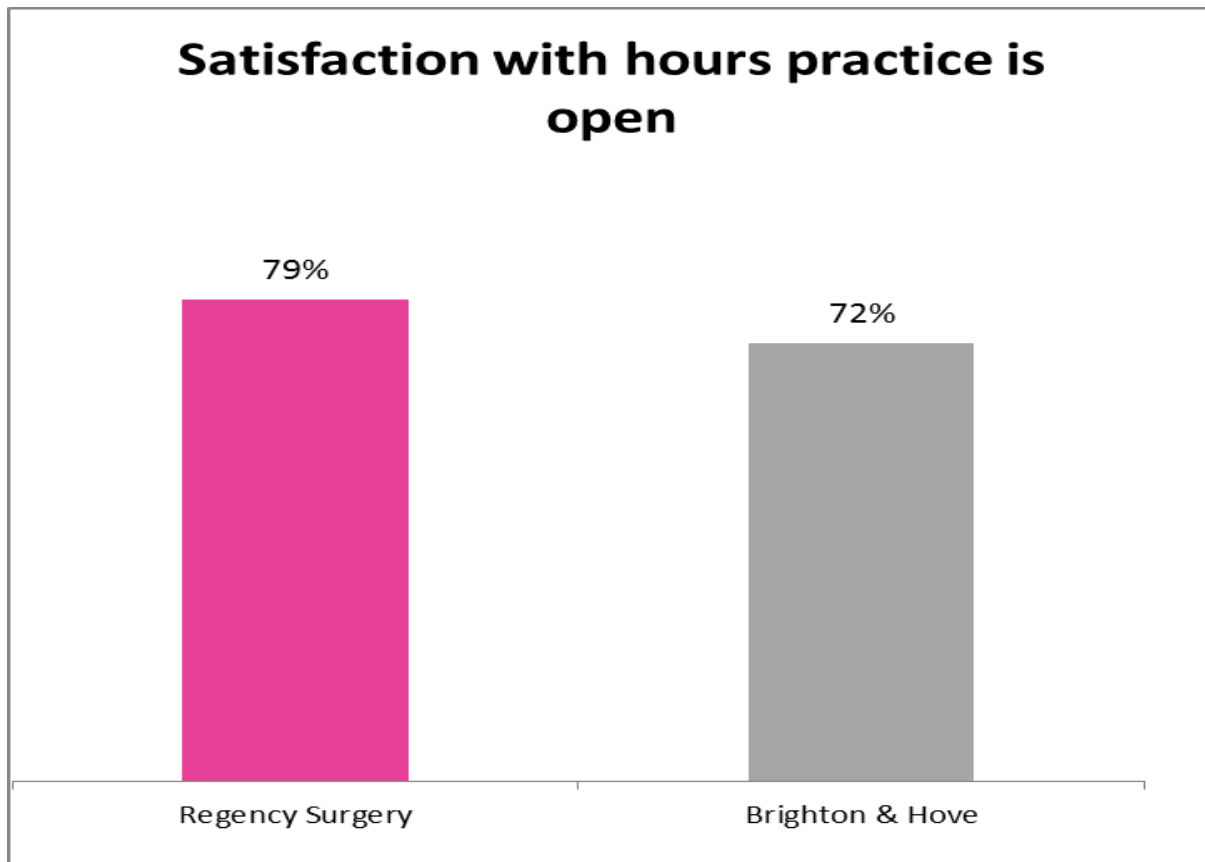


### Opening hours

Surgery opening hours were from 8.30am - 6.30pm on Monday, Wednesday - Friday and 8.30am - 7.30pm Tuesday, closed at weekends.

## Satisfaction with current opening hours

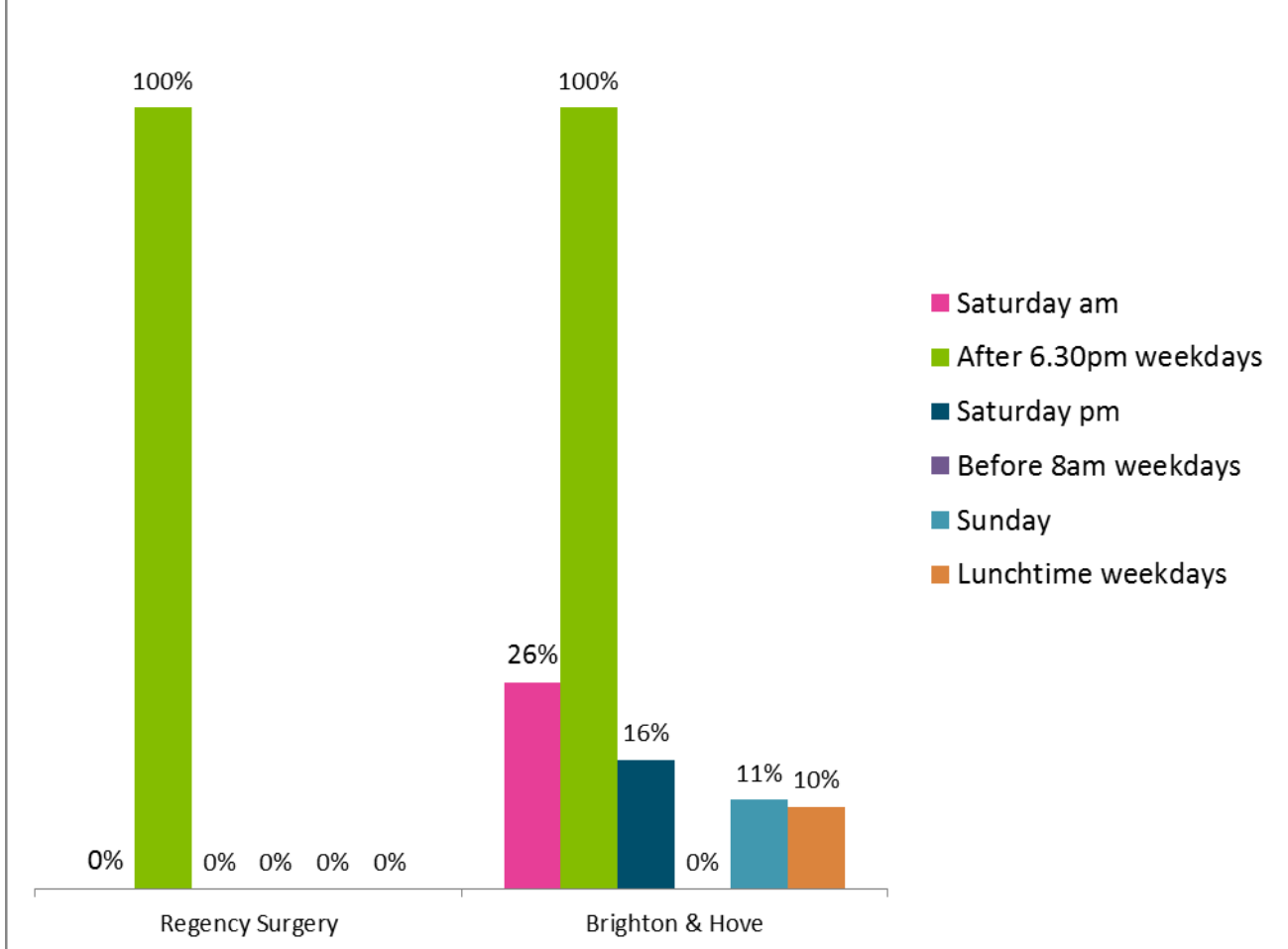
Patients were generally satisfied (79%) with opening hours offered by the surgery.



## Preferred additional hours if not satisfied

For those patients who were not satisfied with existing opening hours, the additional opening hours proposed were weekday evenings.

## Preferred additional opening times

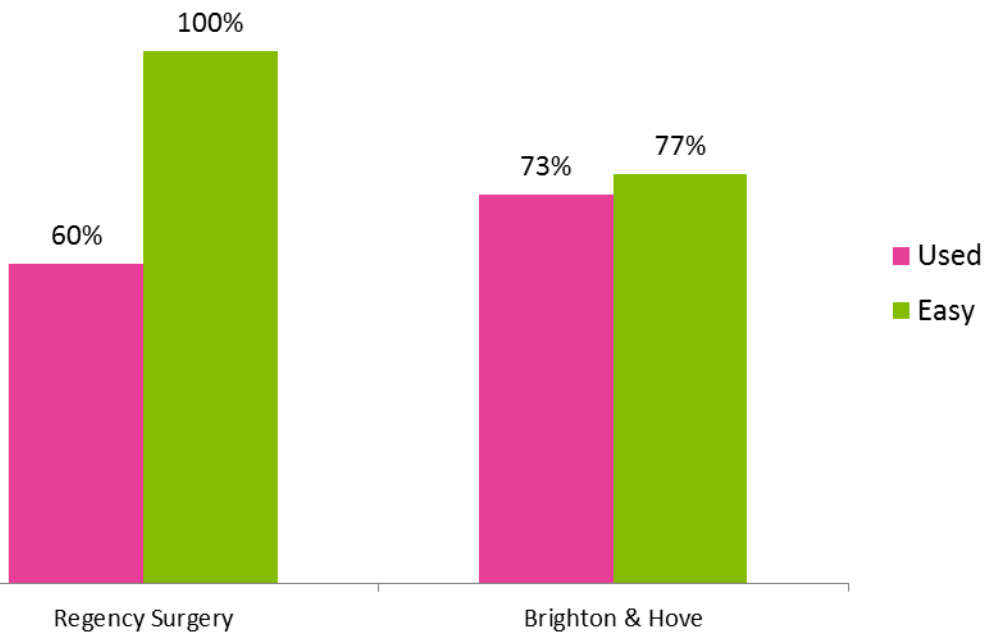


### Ease of booking appointments using different methods

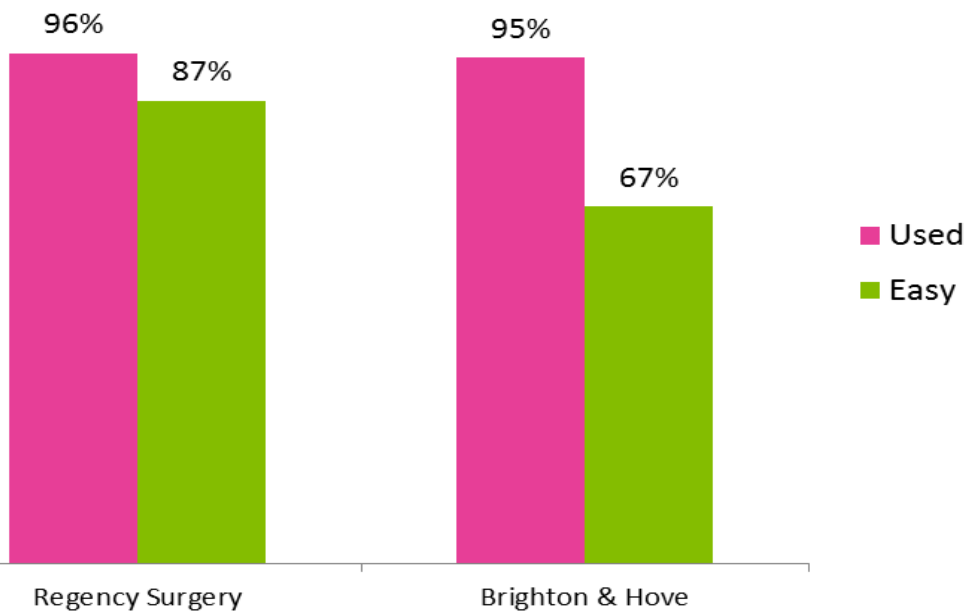
Using data from the Patient survey we assessed the proportion of patients who had used and found 'easy' to use different methods of booking appointments.

High numbers of patients reported that making appointments in person, by phone or online had been 'easy' and these satisfaction rates were all higher than the average for Brighton and Hove.

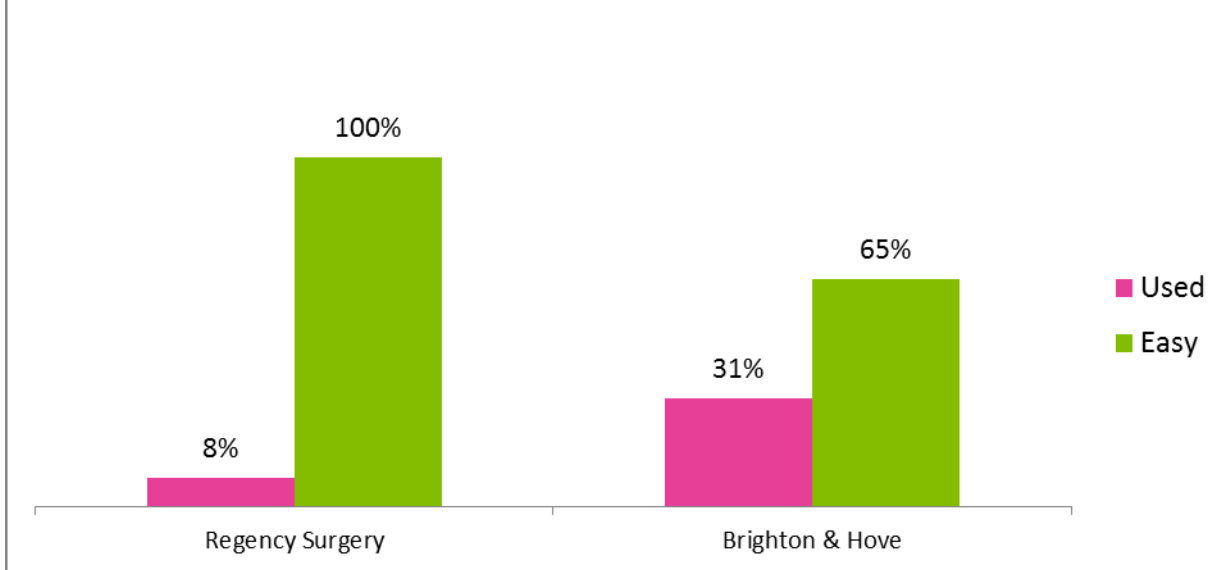
### Making appointments in person



### Making appointments by phone



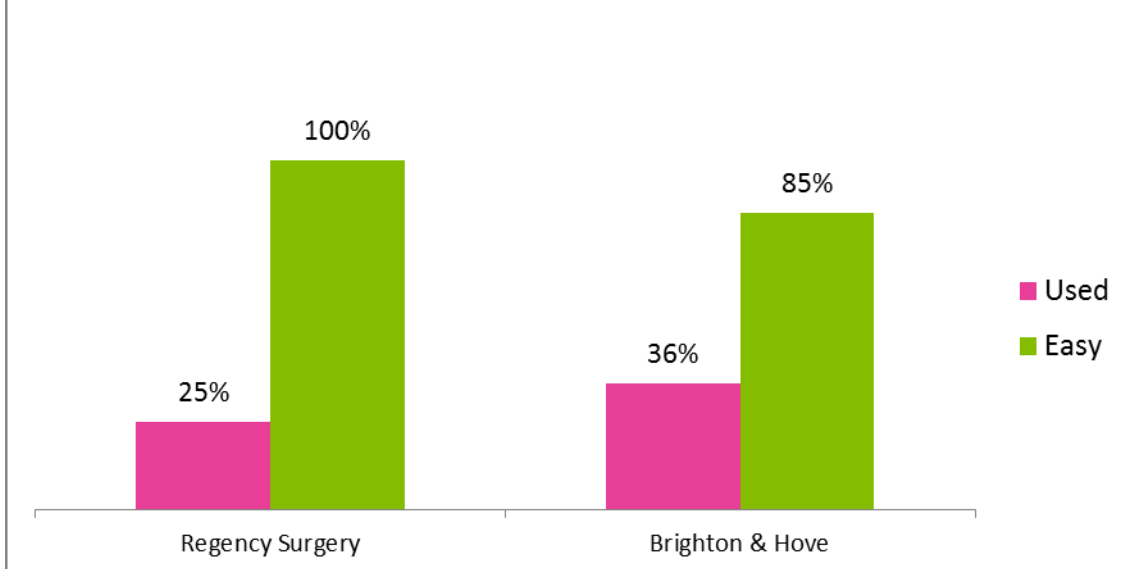
## Making appointments online



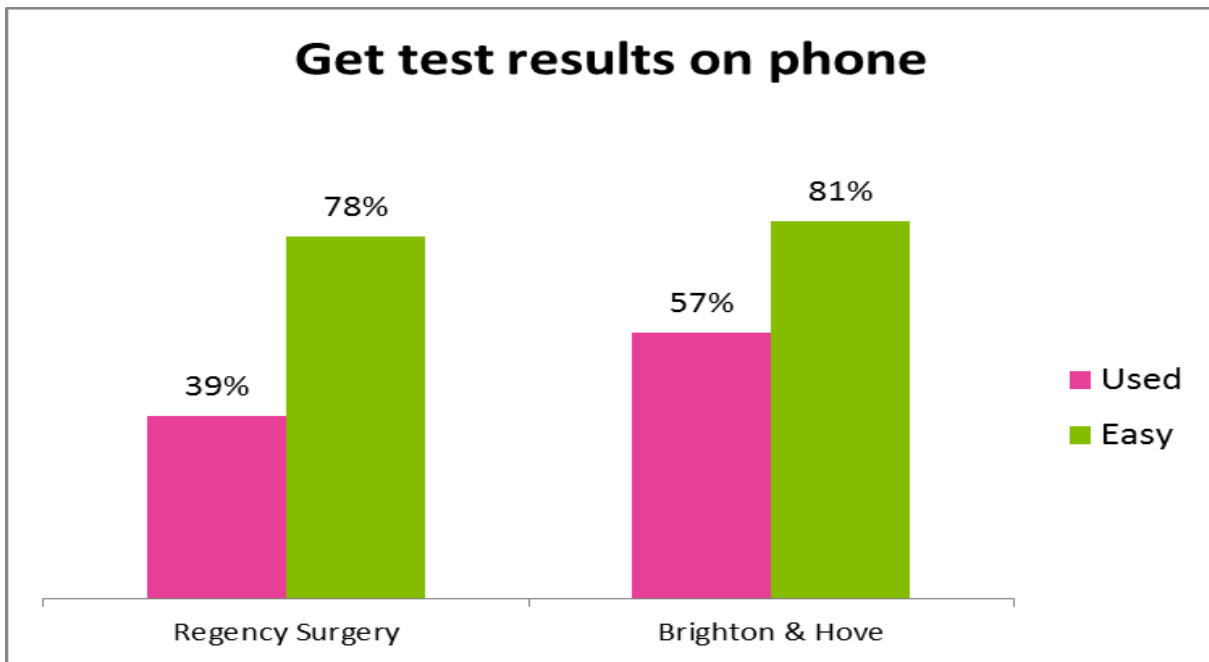
## Ordering prescriptions online and getting test results by phone

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

## Ordering prescriptions online



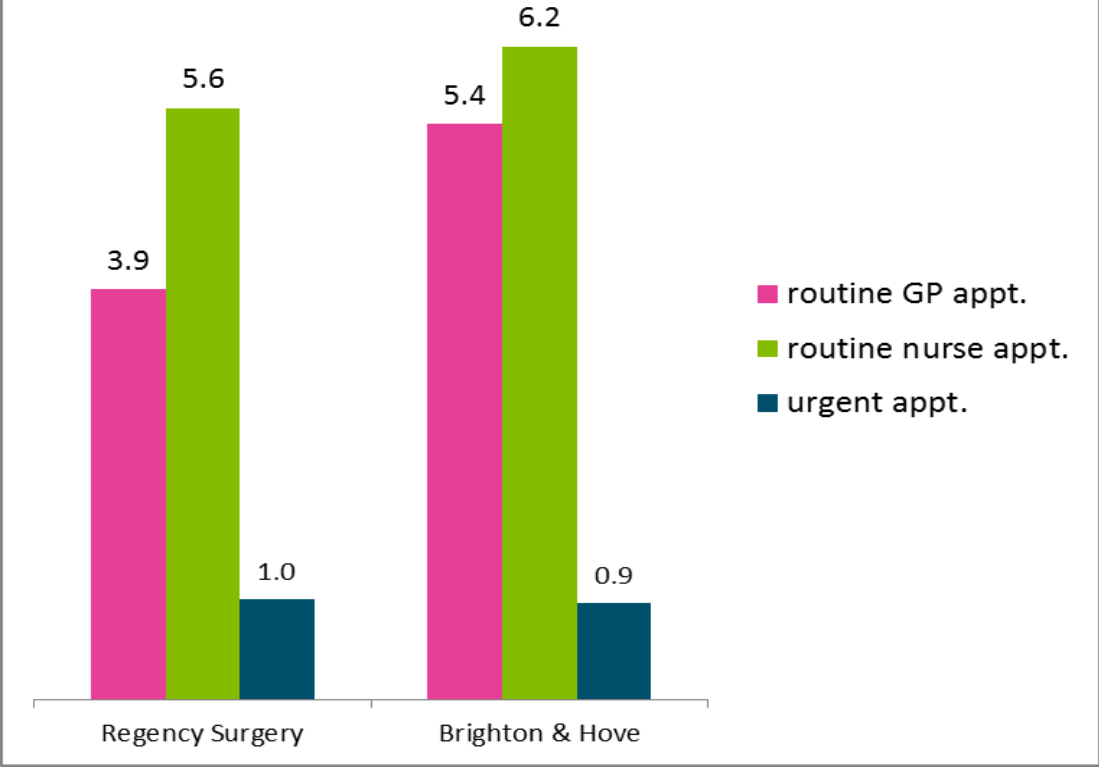


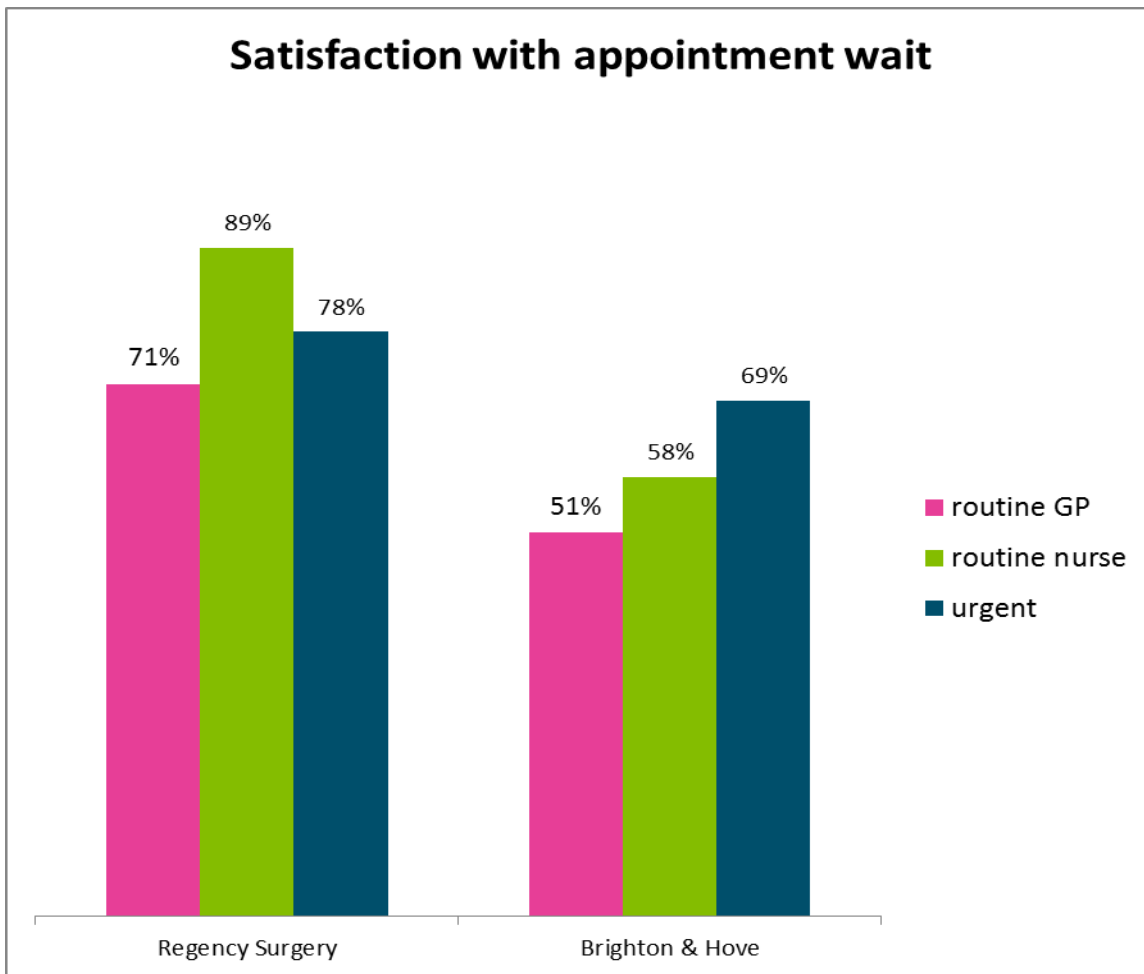


#### Wait between booking and attending appointments

Regency performed better than the Brighton and Hove average for the days wait for routine GP appointments, 3.9 compared to 5.4 days, and better for routine nurse appointments, 5.6 compared to 6.2 days, and similar for the wait for urgent appointments, 1.0 days compared to 0.9 days. Patient satisfaction levels with these waits were higher than average figures for each type of appointment.

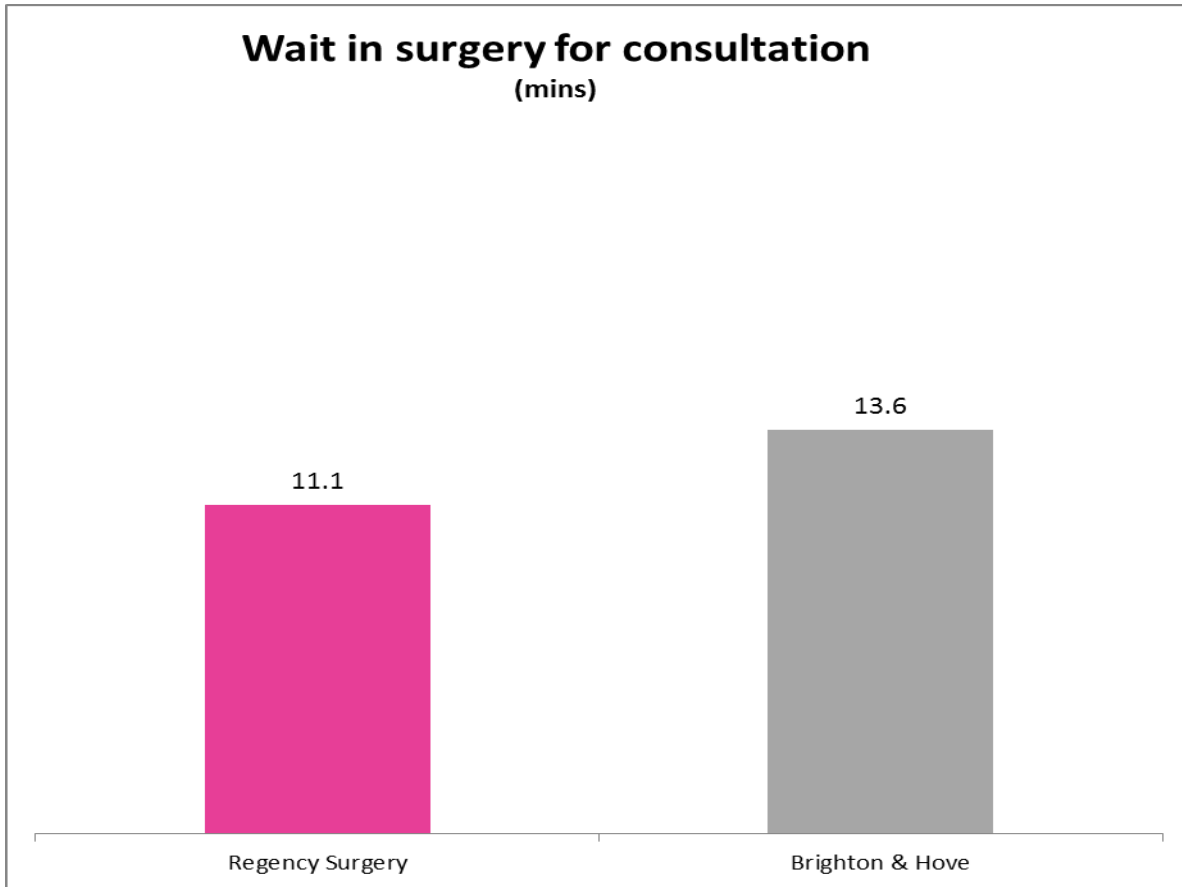
# Days wait between booking and attending appointments





#### Wait at surgery

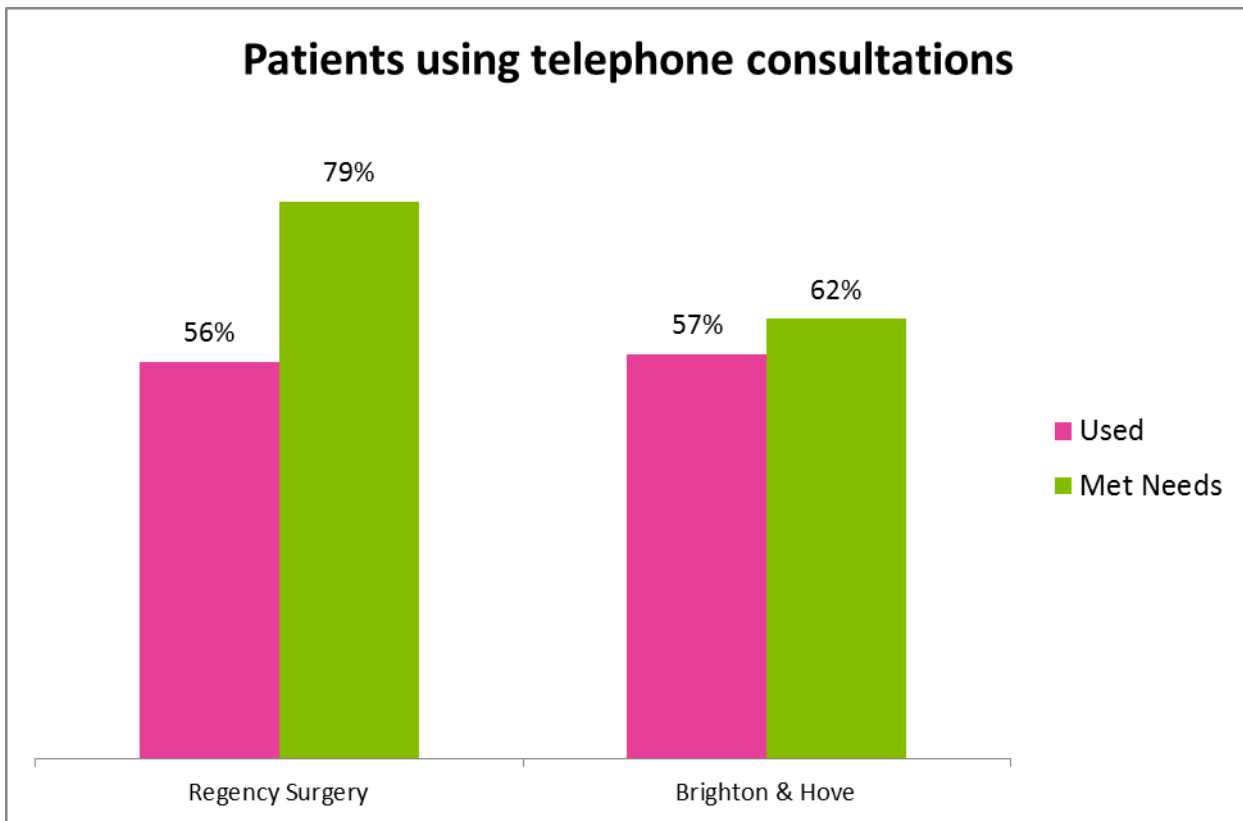
Regency performed well in the average wait in the surgery for the consultation. Patients reported an average wait of 11.1 minutes compared to the city average of 13.6 minutes.



## Quality of care

### Telephone consultations

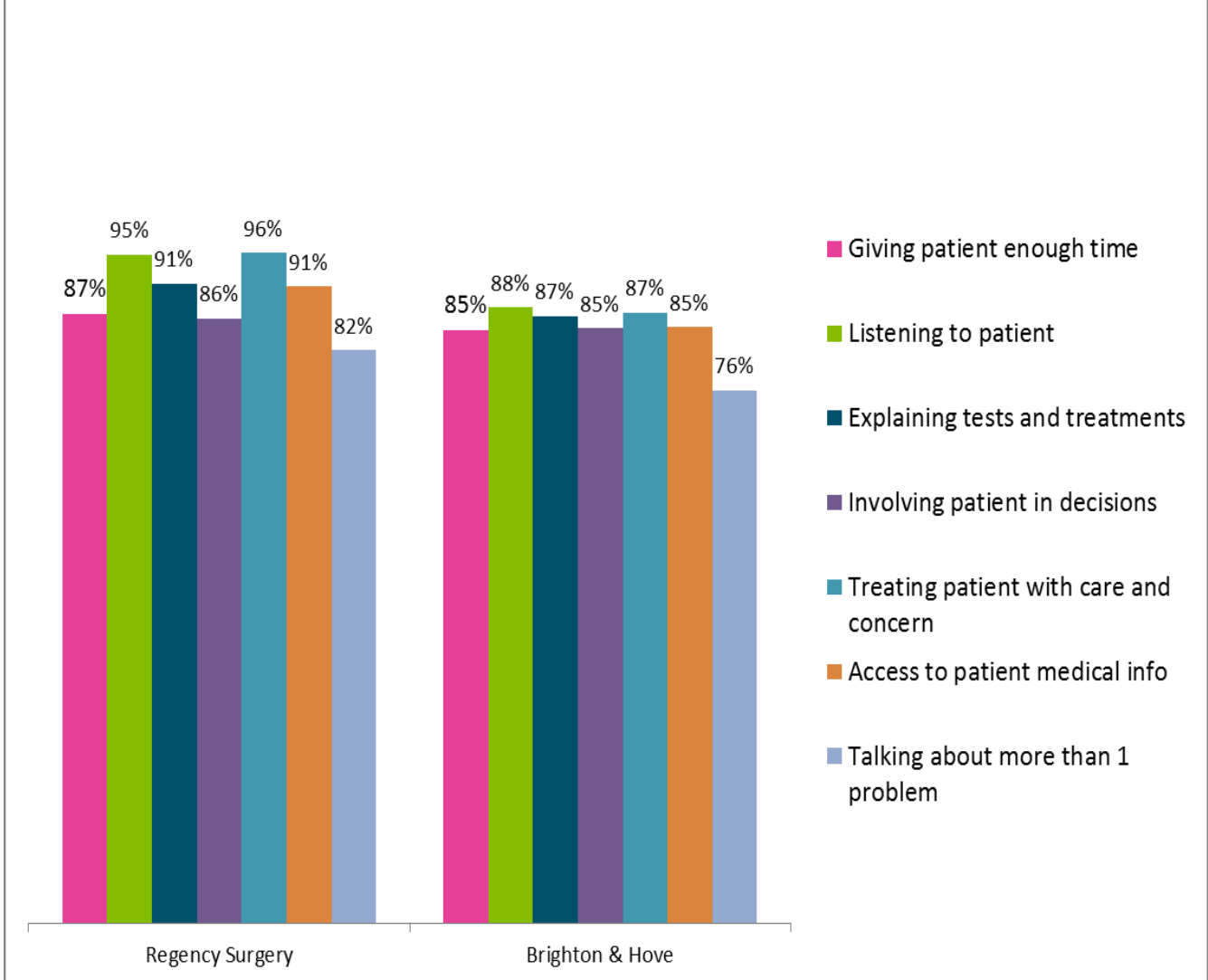
Close to half of patients at the surgery had used telephone consultations in place of face to face consultations. A high proportion of these patients felt that the telephone consultation they had received had been effective in meeting their needs. These figures suggest the surgery is managing this system well and providing effective consultations for patients when these are employed.



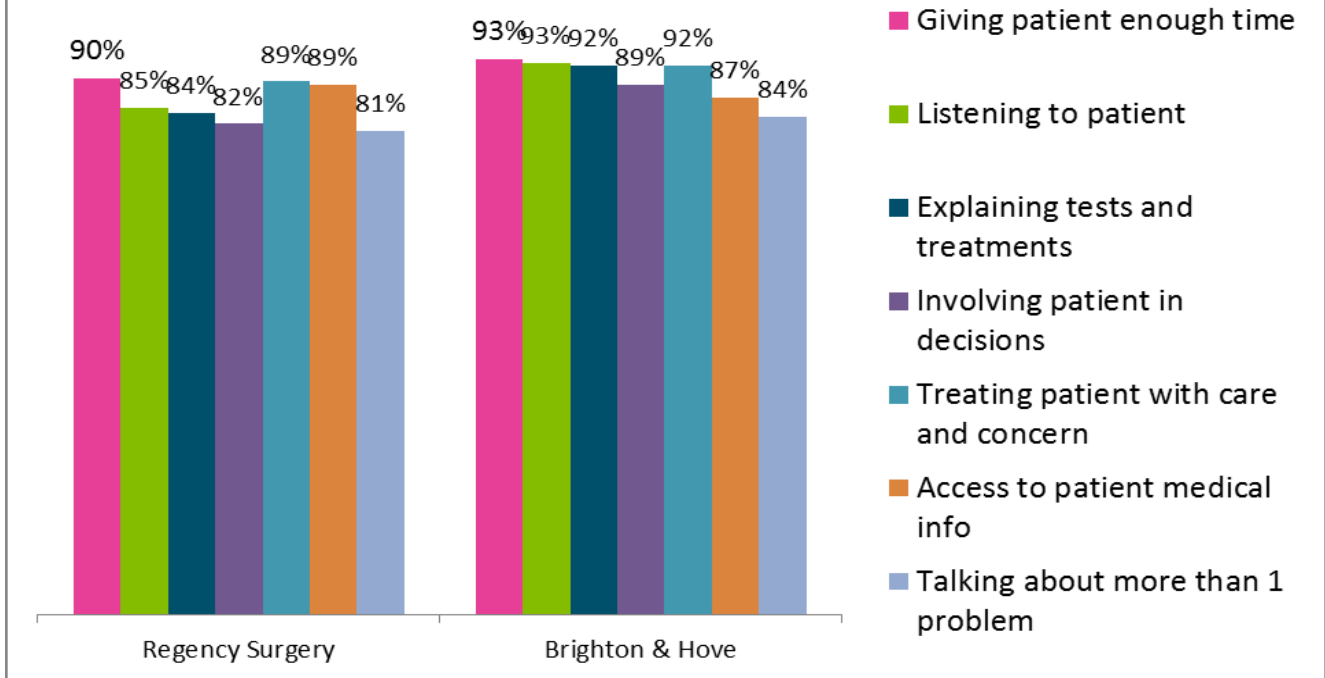
#### Care provided at consultation

A high proportion of patients reported 'good' quality of care across seven standard criteria. The average quality score was 90% for GP consultations and 86% for nurse consultations, both of which were similar to the average for the city.

## Quality of care in GP consultation



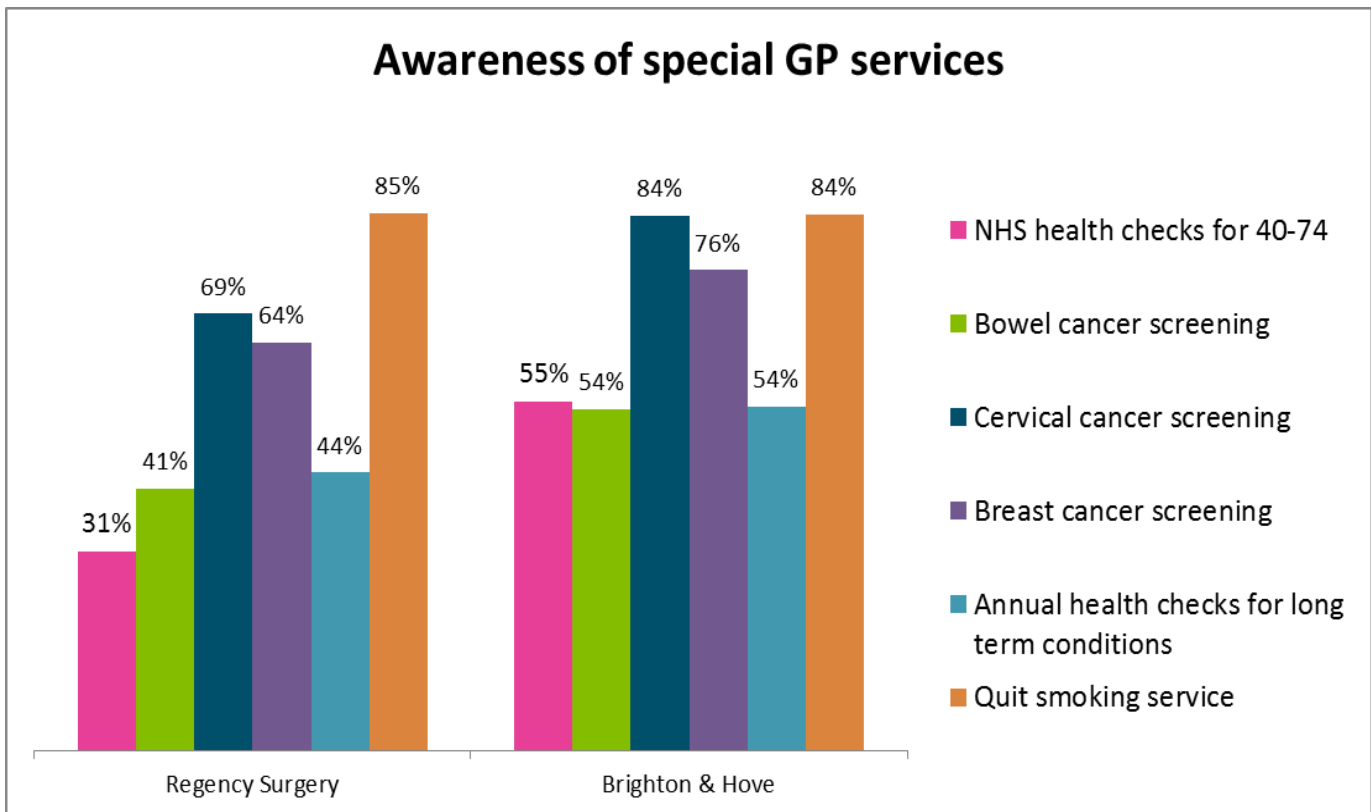
## Quality of care in nurse consultation



## Special GP services

### Awareness of special services

Patient awareness of special services was lower than average for the city with low awareness of NHS health checks for 40-74 (31%) and bowel cancer screening (41%).



## Environment

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

There was a good display of health-related information for patients with information clearly organised and up to date. The waiting room was clean and tidy with hand gel located outside of the entrance door to the surgery. The toilet is kept locked and patients need to ask for the key from reception. The sign for the toilet could be in a more visible location in the waiting room. It is very difficult to reach the toilet roll when needed in the toilet. The hand dryer wasn't working on the day the surgery was visited.

The two receptionists were very welcoming to patients treating them with respect and dignity and calmly sorting out any difficulties. Conversations could not be overheard from the waiting room.

Water was not available in the waiting room but the receptionist advised that patients could always ask them for a drink. No chairs in the waiting room had arms or were large in size. On



the day of the visit it was quite cold in the waiting room, especially when the door opened. The Friends and Family box was clearly visible but no forms could be seen.

## 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.

<b>Overall rating of surgery</b>	
<b>Rating on 1-10 scale</b>	
Regency Surgery	8.6
Brighton and Hove	7.9
<b>Satisfaction with GP practice</b>	
Regency Surgery	79%
Brighton and Hove	79%
<b>Recommend practice to family and friends (FFT)</b>	
Regency Surgery	89%
Brighton and Hove	86%



## Key Recommendations

1. Increase patient awareness of health checks e.g. NHS health checks for 40-74 and bowel cancer screening.
2. Increase the proportion of patients using online booking.



## Suggested facility improvements

3. Provide a sign in the waiting room for the toilet.
4. Provide more chairs with arm rests for elderly or disabled people.
5. Provide easy-to-see instructions on how to make complaints.
6. Improve ease of using the facilities in the toilet.

