

Saltdean and Rottingdean Medical Practice

Service address: Saltdean and Rottingdean Medical Practice
Grand Ocean Longridge Avenue
BN2 8BU

Date of surgery visit: 11th 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

Saltdean and Rottingdean Medical Practice had 9960 registered patients and had 3.67 FTE doctors, making a ratio of one doctor per 2,714 patients. This provision of doctors was slightly lower than the city average of one doctor per 2,394 patients.¹

1 of the 4 patients surveyed, reported they were satisfied with the surgery.

Our visit rated the surgery as good in providing an environment for patients, giving it a score of 9 out of 10. However, there was room for improvement in providing signage for the waiting room toilets and providing accessible seating for disabled patients.



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 4 submissions from patients using the surgery.

This very small sample meant that findings from the patient survey were not statistically robust and should only be considered as broad indications.

- **GP Practice survey**

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

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

- **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

Saltdean and Rottingdean Medical Practice had 9960 registered patients and had 3.67 FTE doctors, making a ratio of one doctor per 2,714 patients. This provision of doctors was slightly lower than the city average of one doctor per 2,662 patients.

The surgery was not accepting new patients at date of research.

Surgery opening hours were 0800 - 1200 and 1500 - 1800 weekdays. The surgery was closed at weekends.

The surgery was working within Cluster 2 in Brighton and Hove which also included:

Ship Street Surgery
St Lukes Surgery
Avenue Surgery
School House Surgery
Regency Surgery
Woodingdean Surgery

Findings

Accessibility

Three out of four patients surveyed took less than 15 minutes to get to the surgery. One patient took a quarter to half an hour.

Opening hours

Surgery opening hours were 0800 - 1200 and 1500 - 1800 weekdays. The surgery was closed at weekends.

Satisfaction with current opening hours

One out of four patients surveyed were satisfied with opening hours offered by the surgery.

Booking appointments

The surgery offered all standard methods of booking an appointment and electronic facilities for making prescriptions. Patient uptake of the online appointment booking and repeat prescription was relative low but was high for use of electronic prescriptions.

		used
Online appointment booking	✓	11%
Online repeat prescription	✓	11%
Electronic prescriptions (sent to pharmacy)	✓	48%
Integrated pharmacy	✗	

Ease of booking appointments using different methods

Two out of three patients said that making an appointment in person had been easy.

One out of four patients said that making an appointment by phone had been easy.

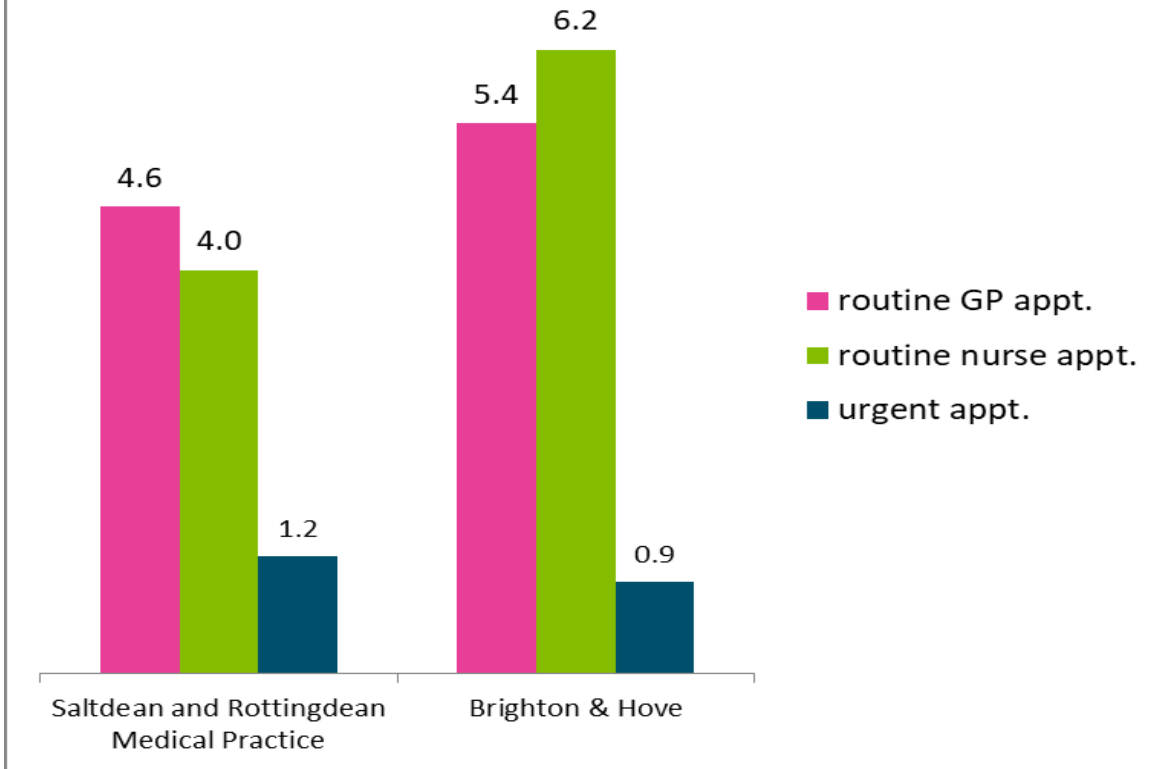
Getting test results by phone

Two out of three patients said that getting test results on the phone had been easy.

Wait between booking and attending appointments

For the four patients that responded, the days wait between booking and attending appointments were lower or similar to the city average. Only one out of four patients were satisfied with wait times for routine GP appointments and two out of four for other appointments.

Days wait between booking and attending appointments



Wait at surgery

Patients reported wait times of between 15 and 30 minutes beyond the appointment time longer than the city average of 13.6 minutes.

Quality of care

Telephone consultations

No patients surveyed said they had used telephone consultations to receive care.

Care provided at consultation

The four patients surveyed reported low scores for GP quality of care across seven standard criteria, giving patient enough time, listening to patient, explaining tests and treatment, involving patient in decision, treating patient with care and concern, access to patient medical information and talking about more than one problem. Only on 'access to patient medical information' did a majority of patients report good quality of care.

Scores were much higher for nurse quality of care with a majority of patients reporting good care across all criteria.

Special GP services

Awareness of special services

Patient awareness of special services was mixed with high awareness reported by patients for cervical cancer screening and breast cancer screening but low awareness for NHS health checks for 40-74 year olds, bowel cancer screening and the quit smoking service.

Environment

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

Signage in the practice was clear and unambiguous throughout. Information on display (leaflets and posters) were up to date, easy to read and well organised. Disease-related material was usefully categorised by type of disease. Information about safeguarding and abuse was on display. There was a separate, dedicated noticeboard for the Patients Participation Group.

Hand gel dispensers were available in the reception area, though not in the waiting area. Additional dispensers could usefully be installed in the main waiting area. Notices encouraging the use of sanitising gel were on display in the reception area.

The toilets were clean and tidy. Although there was a clear notice in the waiting room indicating the location of one of the patient toilets (in the corridor leading to the St Luke's consulting room and the anti-coagulation room) there were no signs to the other patient toilet in the corridor where the consulting rooms for Saltdean and Rottingdean patients go nor for the disabled toilet which was just outside the waiting area. We suggest adding signs indicating the

location of these toilets.

Staff were very welcoming and greeted patients and visitors in a friendly and calm manner. Although it is possible that conversations with patients could be overheard there were signs at both reception desks encouraging other patients to stand back and respect others' privacy. Patients were encouraged to use the touch-screen self-check-in screens (both practices use the SystemOne patient record system used in many other practices in the City. LED displays are used to tell patients when they're being called in to see their doctor. Separate displays were used for the two surgeries (which share the same waiting area) - one on each side of the room. Doctors do not generally come out to call for patients. Although a short "ping" noise is made when a new patient is called via the LED display, the names only appear for a few seconds on the screen, so it is fairly easy for patients to miss their call (we observed this happen while we were in the waiting area). We suggest that new signs be put up on the walls underneath each LED display to make it clearer to patients which set of doctors each relates to.

The waiting area was spacious, well-lit and clean and tidy. All the chairs for patients were wipe-clean. We noted that only a small fraction had arms, which we are aware are often helpful for older patients to help them to stand up. We also noted that all electric power sockets had protection, which is inconsistent with the NHS guidance. Two wheelchairs were available for patients if needed.

We noted that there was no drinking water dispenser available for patients (water was available on request from the reception staff), but that the PPG is considering investing money raised by them on a dispenser. We also noted that there was no sphygmomanometer available for patients to use to check their blood pressure as is common in many other GP surgeries in the City. There were some stains in the waiting area carpet (in the area near the main windows), but like the rest of the practice the waiting area was in every other respect in a very good state of repair.

Books for child patients were piled on the carpet in a corner of the room. We suggest that an alternative should be considered, such as either a bookcase on the wall or a small table to make them accessible yet tidy and clean.

Family and Friends forms were available on both sets of reception desks, with a single box on the desk. Although there were no specific leaflets or posters about how to make a complaint, there were practice leaflets in the each reception desk which explained policies and procedures for complaints. Similar information is given on the practices' web sites. In addition, cards encouraging patients to give feedback online (at iWantGreatCare.org) were on display on the reception desk.

Overall evaluation of practice

The four patients that completed the survey gave low satisfaction scores for the surgery, rating it 5.0 out of 10 overall, one patient reported they were satisfied with surgery and one patient said they would recommend the surgery to a family member or friend.

Overall rating of surgery

Rating on 1-10 scale

Saltdean and Rottingdean Medical Practice	5.0
Brighton and Hove	7.9

Satisfaction with GP practice

Saltdean and Rottingdean Medical Practice	25%
Brighton and Hove	79%

Recommend practice to family and friends (FFT)

Saltdean and Rottingdean Medical Practice	25%
Brighton and Hove	86%

6 Too long to wait for appointments. Not enough time to talk to

the doctor. Not all of the doctors have a good patient manner. 🍏

🍏 I do not feel that all my issues are listened to and some are dismissed and I am still suffering from ailments that doctors do not wish to investigate 🍏

Suggested facility improvements



1. Improved signage for toilets in waiting room.

Response from practice manager:

The reason why there was no patient toilet sign on Saltdean's toilets was because the designers thought that this toilet could be left free should GP/Nurses need patients to provide specimens. However, we are going to add signs to this toilet and the disabled toilet as suggested.

2. Provide signage indicating which LED display calling patients for appointments relates to which surgery i.e. Saltdean and Rottingdean or St Lukes.

Response from practice manager:

Each screen has the name of the individual surgery recorded on it which will show repeatedly every 5 mins or so, so don't think that it is necessary to add another sign underneath. We have lengthened the amount of time the patients name is showing on the display as suggested.

3. Provide more seating in waiting areas suitable for disabled patients.

Response from practice manager:

New chairs with arms are on order and will be available shortly.

4. Provide accessible information for patients on how to make a complaint.

Response from practice manager:

We do have a poster up on the notice boards saying how to make a complaint to either surgery

