

School House Surgery

Service address: School House Surgery, Hertford Rd, Brighton BN1 7GF

Date of surgery visit: 5th October 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

School House Surgery has 6366 registered patients and has 2.0 FTE doctors, making a ratio of one doctor per 3183 patients. This provision of doctors is lower than the city average of one doctor per 2,394 patients.¹

Nine out of the ten patients surveyed were satisfied with the surgery and seven out of eight patients said they would recommend the surgery.

Our visit rated the surgery as good in providing an environment for patients, giving it a score of 8.2 out of 10. There was room for improvement with ensuring safeguarding information was available.



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 12 submissions from patients using the surgery. This 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

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

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

School House Surgery has 6366 registered patients and has 2.0 FTE doctors, making a ratio of one doctor per 3183 patients.

The surgery was accepting new patients at date of research.

Surgery opening hours were 8.30am - 6pm weekdays. The surgery was not open at the weekend.

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, Regency Surgery and Woodingdean Surgery.

The surgery has a 'virtual' Patient Participation Group in which patients are in contact through email.

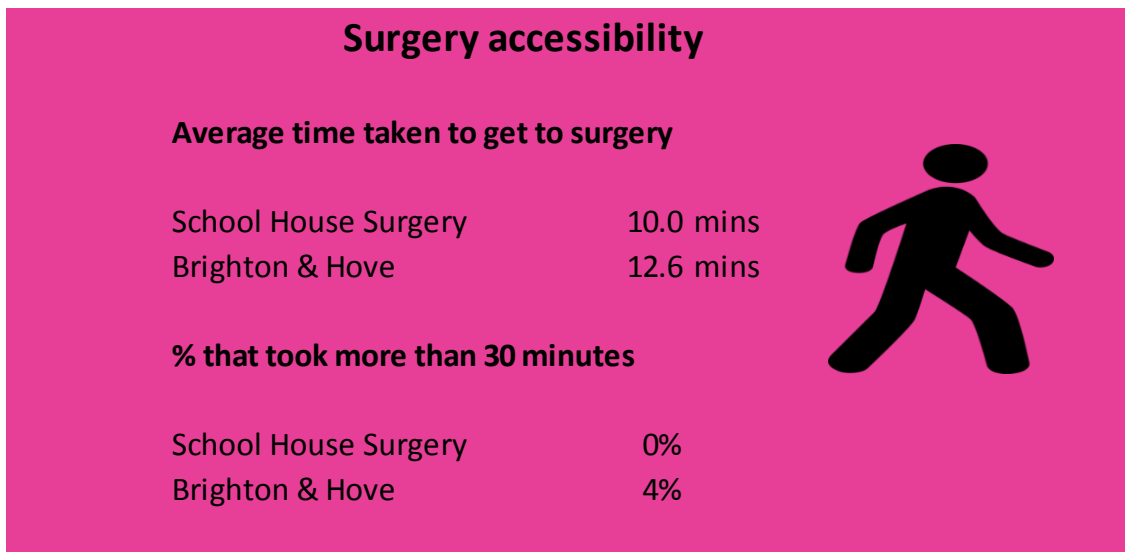
Findings

Accessibility

Ten out of 12 patients who responded to this question, took less than 15 mins and the



remaining two patients between 15 - 30 mins. None of the patients who answered this question took longer than 30 minutes. The time taken is less than the city average.

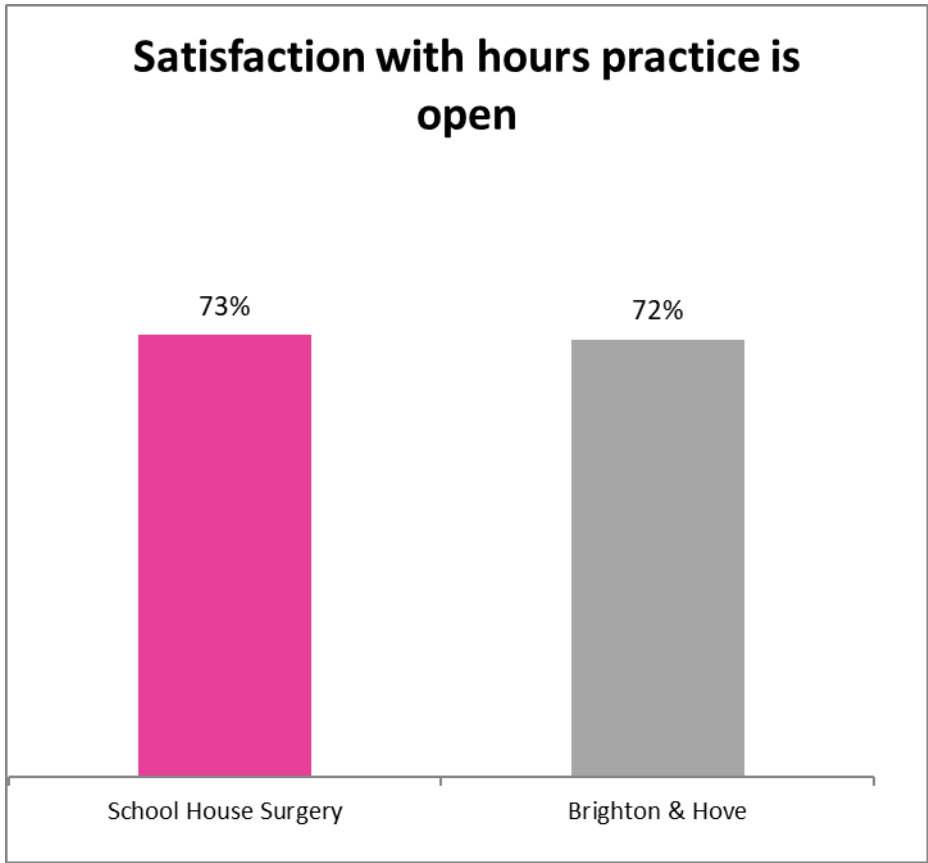


Opening hours

Surgery opening hours were 8.30am - 6pm weekdays. The surgery was not open at the weekend.

Satisfaction with current opening hours

Eight of the 11 patients who answered the question concerning opening hours were satisfied with the hours.



Booking appointments

The surgery offered all online facilities to book an appointment and order prescriptions.

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

Ease of booking appointments using different methods

Eleven people had made appointments in person and ten found this easy.

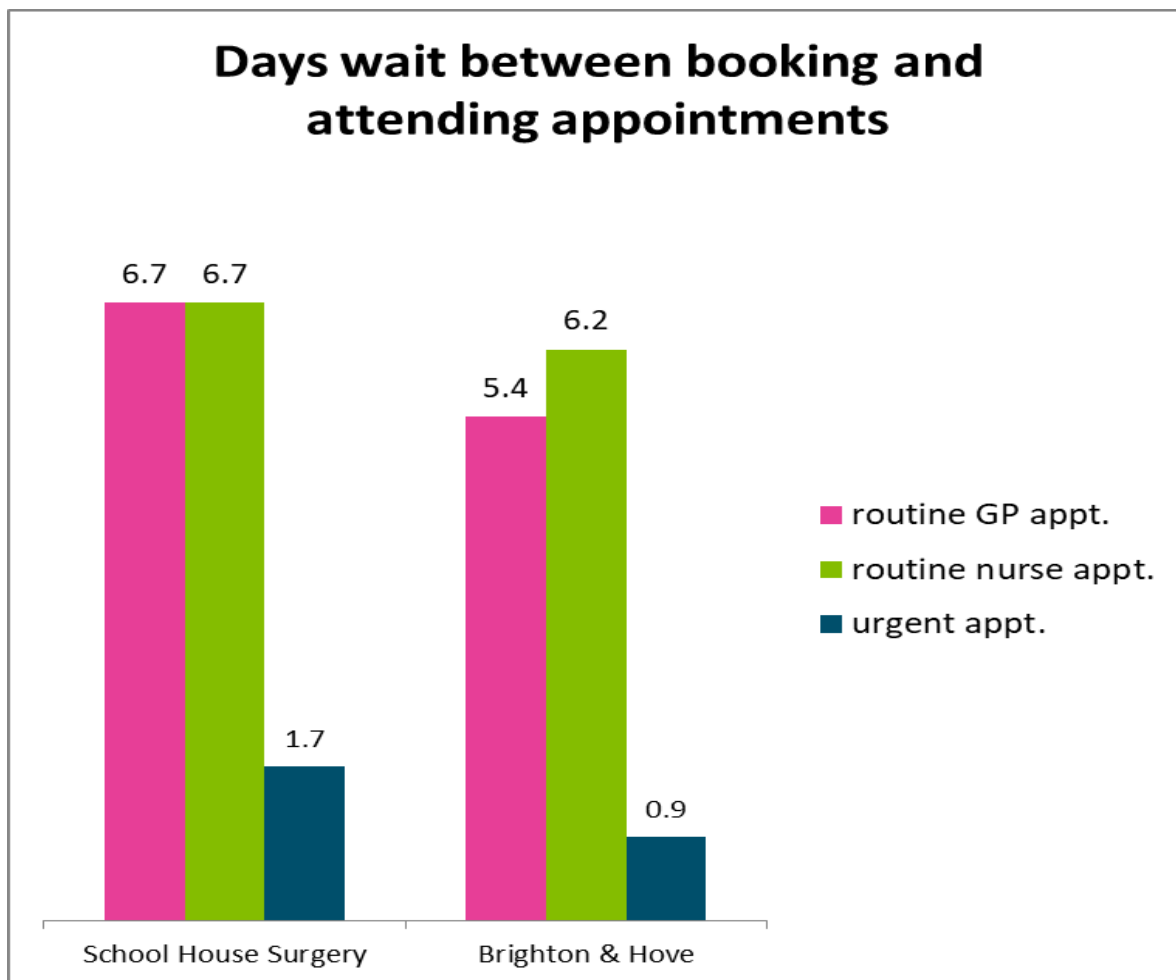
Eleven people had used telephone booking and all found this to be an easy method.

However, only two of the ten people who had used online booking found it to be easy. This finding may suggest the surgery could usefully improve their online booking facility as a potentially low-cost method of booking appointments.

Wait between booking and attending appointments

The days wait between booking and attending appointments were higher than the city average and this is reflected in the satisfaction figures. Six of 12 patients were satisfied with the wait for GP appointments and the same number for urgent appointments, while seven of 12 patients were satisfied with the waiting time for nurses appointments.

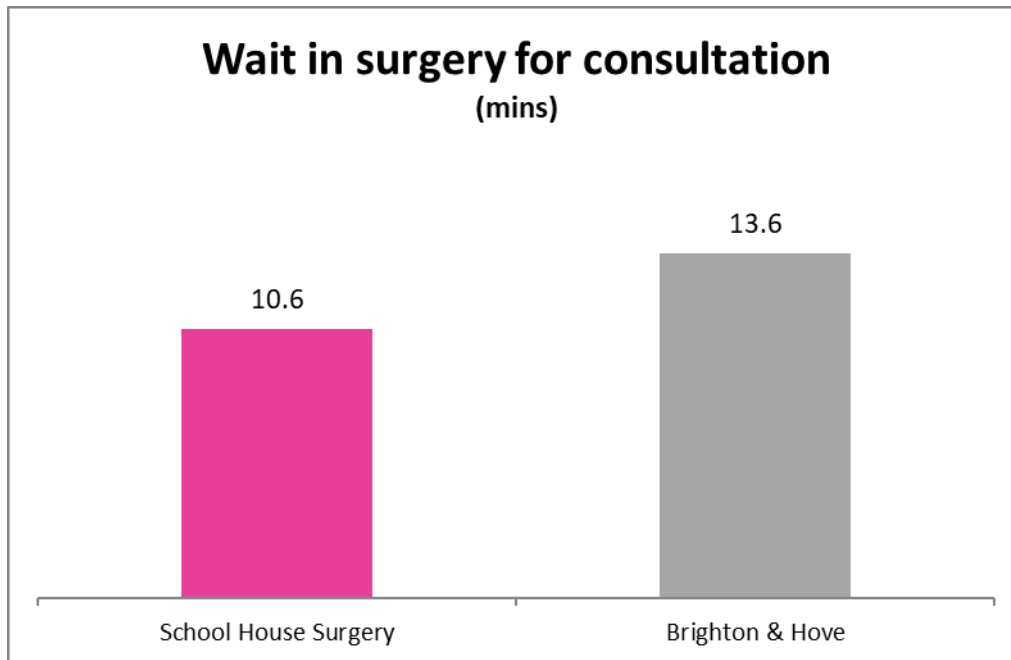
While the response numbers were low, the finding may suggest the surgery could improve their waiting times for appointments.



Wait at surgery

School House surgery seems to have performed well in comparison with the average waiting time in the surgery. Two patients responded that their appointment was on time, six patients waited between 5 and 10 minutes, three waiting between 10 and 20 minutes and one patient

waited between 20 and 45 minutes. The average of 10.6 minutes compared favourably against the 13.6 minutes average waiting time across Brighton and Hove.



Quality of care

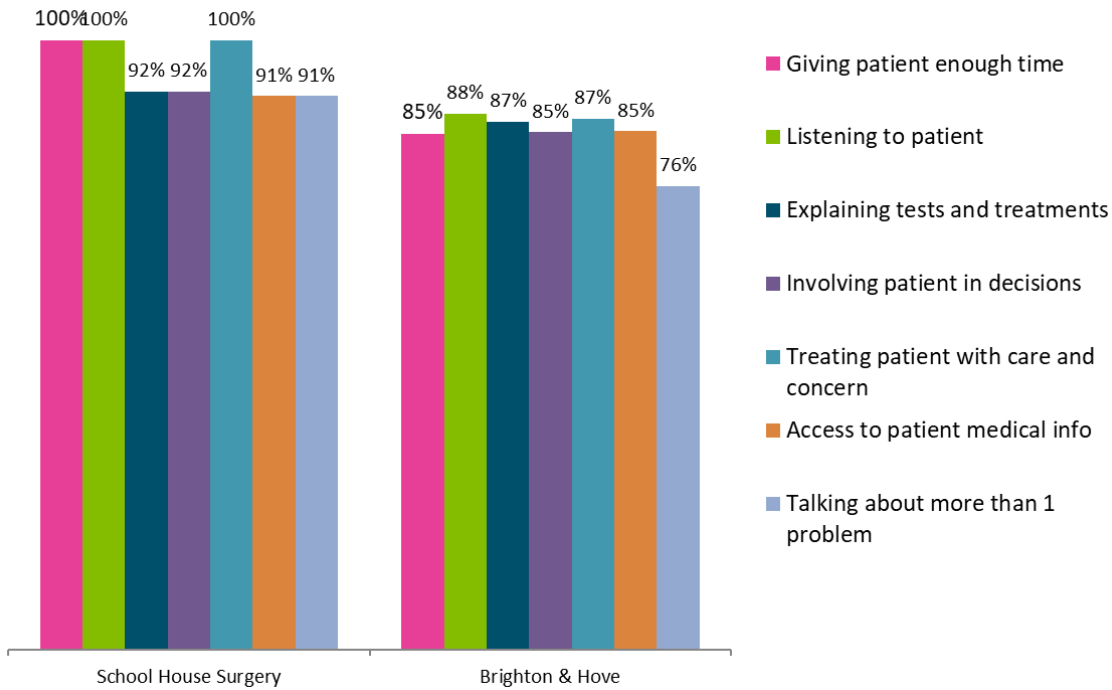
Telephone consultations

From the twelve people who responded to this question, two patients had used telephone consultations in place of face to face consultations at School House surgery and both felt that the telephone consultation had been effective in meeting their needs. With only two patient experiences of this, we cannot ascertain whether this is an effective alternative to face to face consultations. However, we could suggest that the surgery try to increase the number of patients using this service and engage patients in feedback, as this could prove an effective option in the future.

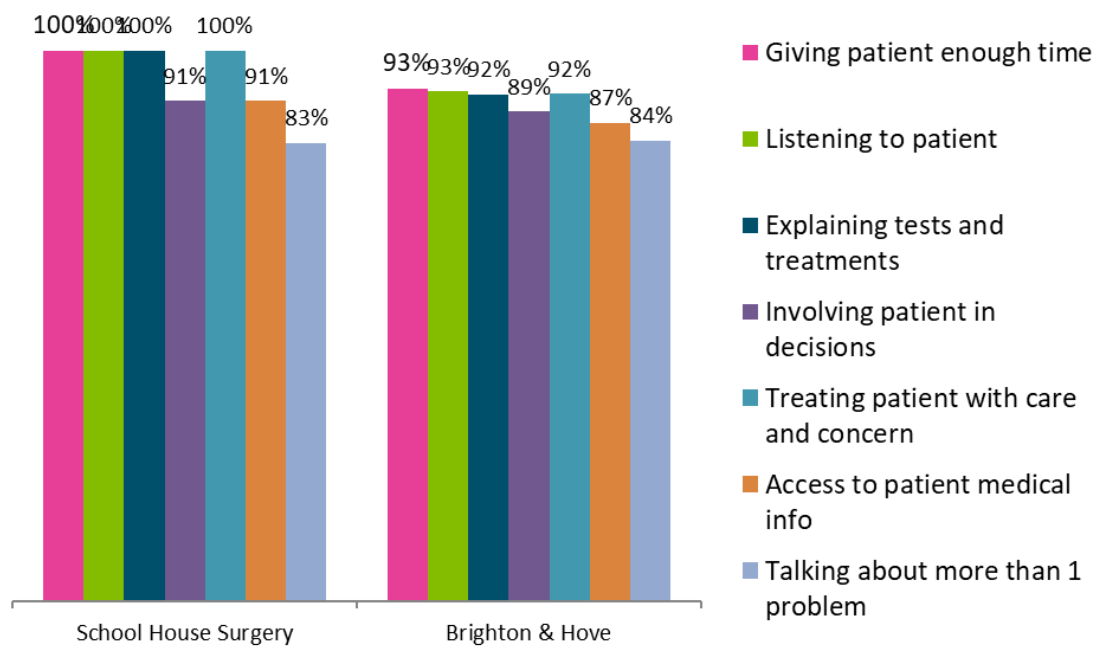
Care provided at consultation

The majority of patients reported 'good' quality of care by both GPs and nurses across all of the seven standard criteria and in several cases all twelve patients reported the quality of care as 'good'. All figures were similar or higher than the averages across the city.

Quality of care in GP consultation



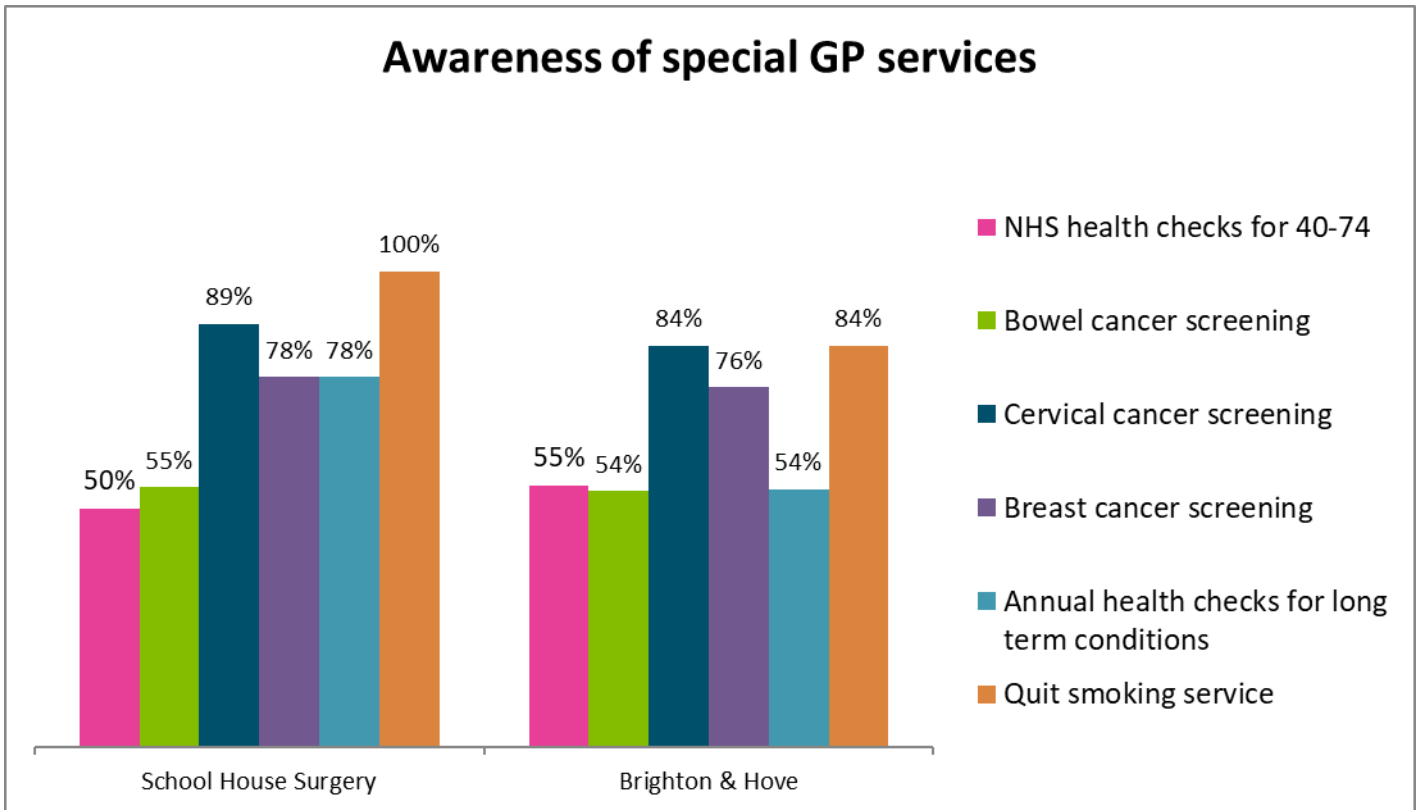
Quality of care in nurse consultation



Special GP services

Awareness of special services

Patient awareness of special services was similar when compared to the average for the city.



Environment

Our visit rated the surgery as good in providing an environment for patients, giving it a score of 8.2 out of 10.

Our visit observed that staff were friendly and welcoming and that there was a good atmosphere in the waiting room. While there was no specific disability-friendly chairs, there were chairs with arm rests to assist physically-challenged patients. Water was available from the receptionist and there was hand gel in the lobby. The toilets were well sign-posted. Feedback forms were available on the counter and clearly marked.

The information displayed was mostly comprehensive and well presented. Our volunteers noted that while safeguarding and 'end of life care' was mentioned in a subheading, there did

not appear to be any information available on these subjects. Our volunteers also mentioned a minor point that the sign regarding switching mobile phones off could be clearer.

Overall evaluation of practice

The twelve patients who completed the survey were generally positive in their overall evaluation of the surgery, giving it the same or higher ratings than the average across Brighton and Hove.

Overall rating of surgery	
Rating on 1-10 scale	
School House Surgery	7.9
Brighton and Hove	7.9
Satisfaction with GP practice	
School House Surgery	90%
Brighton and Hove	79%
Recommend practice to family and friends (FFT)	
School House Surgery	88%
Brighton and Hove	86%

Very helpful and they have always looked after me

all the staff there are great

It's difficult not being able to book an appointment - calling on the day can be stressful

More bookable appointments online please

You need reminders of appointments to be sent out

particularly when it is three weeks after the original booking



Key Recommendations

1. Improve the online booking facility.
2. Improve waiting times for appointments (from booking to appointment).
3. Increase the number of patients using the telephone consultation as an alternative to face-to-face consultation and engage patients in feedback on this alternative as a potential option for the future.
4. Increase patient awareness of special GP services.



Suggested facility improvements

5. Ensure information is included on safeguarding and if a subheading mentions 'end of life care', this information should be displayed below it.

Appendices

1. GP Patient survey
2. GP Practice survey
3. Observation Checklist

