

# Seven Dials Surgery

**Service address:** 24 Montpelier Crescent, Brighton BN1 3JJ

**Date of surgery visit:** 28<sup>th</sup> July 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

	Seven Dials Medical Centre	Brighton & Hove	
<b><u>Satisfaction</u></b>			
Overall surgery rating (1-10)	7.6	7.9	
Would recommend surgery to friend/family member	92%	87%	
<b><u>Quality of care</u></b>			
No. patients per doctor	2647	2394	
Overall quality of care - GP	67%	85%	
Overall quality of care - nurse	85%	90%	
<b><u>Booking appointments</u></b>			
Wait between booking and attending routine GP appointment	5.1 days	5.4 days	
Wait between booking and attending urgent appointment	0.8 days	0.9 days	
<b><u>Opening hours</u></b>			
Satisfaction with opening hours	53%	72%	

Seven Dials Surgery has 8206 registered patients and has 3.1 FTE doctors, making a ratio of one doctor per 2647 patients. This provision of doctors is very similar to the city average of one doctor per 2394 patients.<sup>1</sup>

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 telephone consultations and waiting times between booking and attending appointments as areas of stronger performance and quality of care by GPs as weaker areas of performance compared to other surgeries in the city.

Our visit rated the surgery as good in providing an environment for patients, giving it a score of 8 out of 10. Suggested areas for improvement were less cluttered presentation of signs in the toilet facilities and more clearly accessible information regarding patient feedback to surgery.

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

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



# 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 15 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 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

Seven Dials Surgery had 8206 registered patients and had 3.1 FTE doctors, making a ratio of one doctor per 2647 patients. The surgery was accepting new patients at date of research.

Surgery opening hours were 8am - 6pm weekdays, with telephone coverage until 6.30pm. Late opening after 6.30pm every Wednesday. The surgery is not open at the weekend.

The surgery was working within Cluster Five in Brighton and Hove which also includes University of Sussex Health Centre, Carden Surgery, The Haven Practice, Brighton Station Health Centre,

Montpelier Surgery and New Larchwood Surgery.

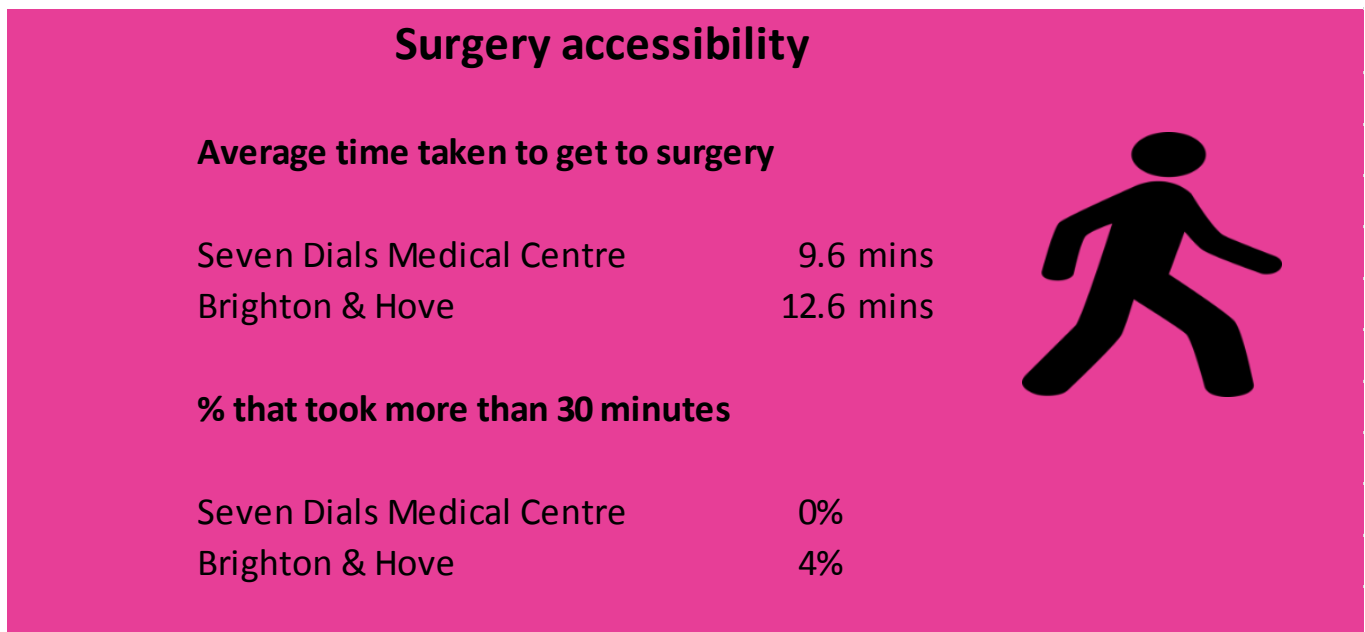
The surgery has a Patient Participation Group (PPG) in which patients communicate via email.

## Findings



### Accessibility

The average time taken to get to the surgery was 9.6 minutes, which was shorter than the average for Brighton and Hove. None of the patients that responded to the survey indicated that the time taken was more than 30 minutes.



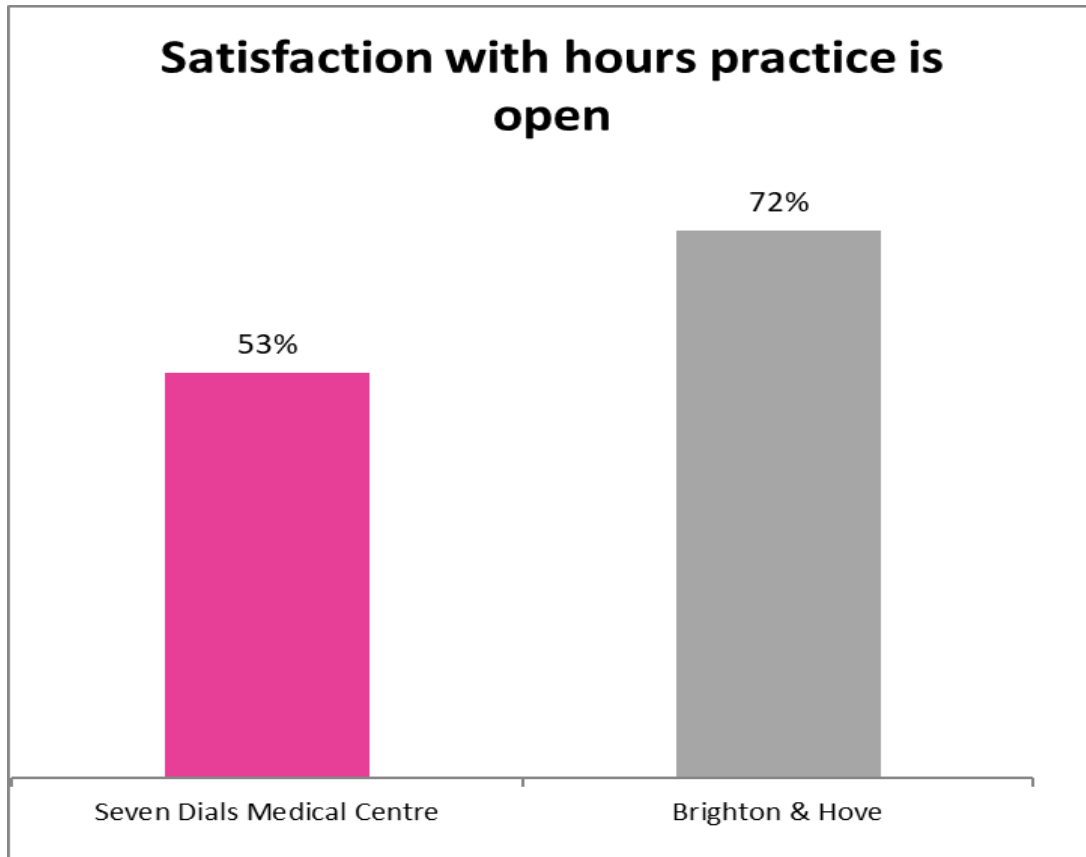
### Opening hours

Surgery opening hours were 8am - 6pm weekdays, with telephone coverage until 6.30pm. The surgery is not open at the weekend. Late opening after 6.30pm every Wednesday.

### Satisfaction with current opening hours

Eight out of fifteen patients were satisfied with opening hours offered by the surgery, lower than the Brighton and Hove average. While the surgery is open all day, our visit observed that

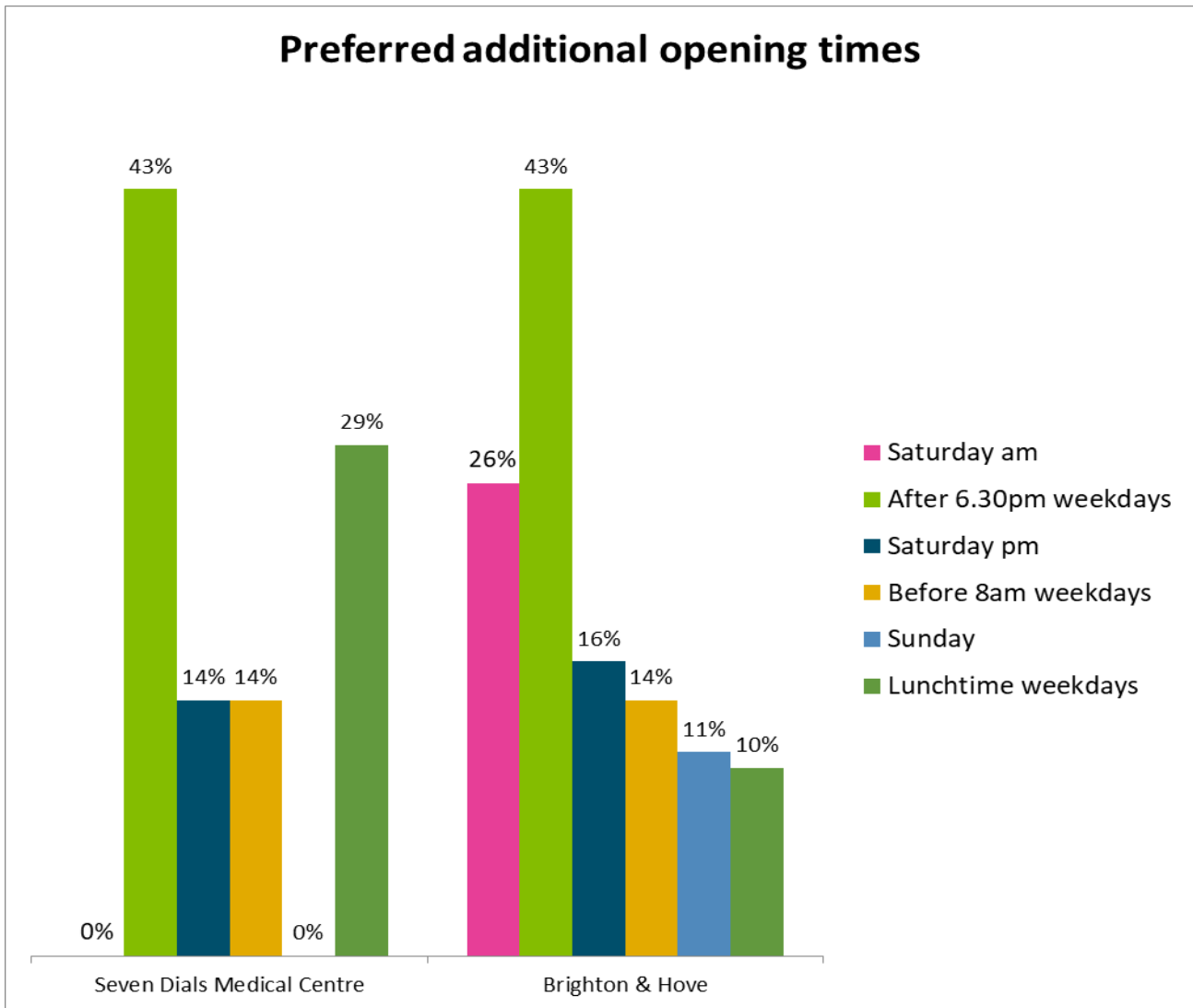
appointments seemed only to be available at set times and it may be that patient satisfaction would be improved with appointments available for longer periods. This is reflected in the preferred additional hours suggested by patients.



#### Preferred additional hours if not satisfied

For the seven patients who were not satisfied with existing opening hours, the most popular additional opening hours proposed were after 6.30pm weekdays and lunchtime weekdays. While the surgery are open once a week after 6.30pm, the survey data could not ascertain whether the preference was for additional late night openings.

## Preferred additional opening times



## Booking appointments

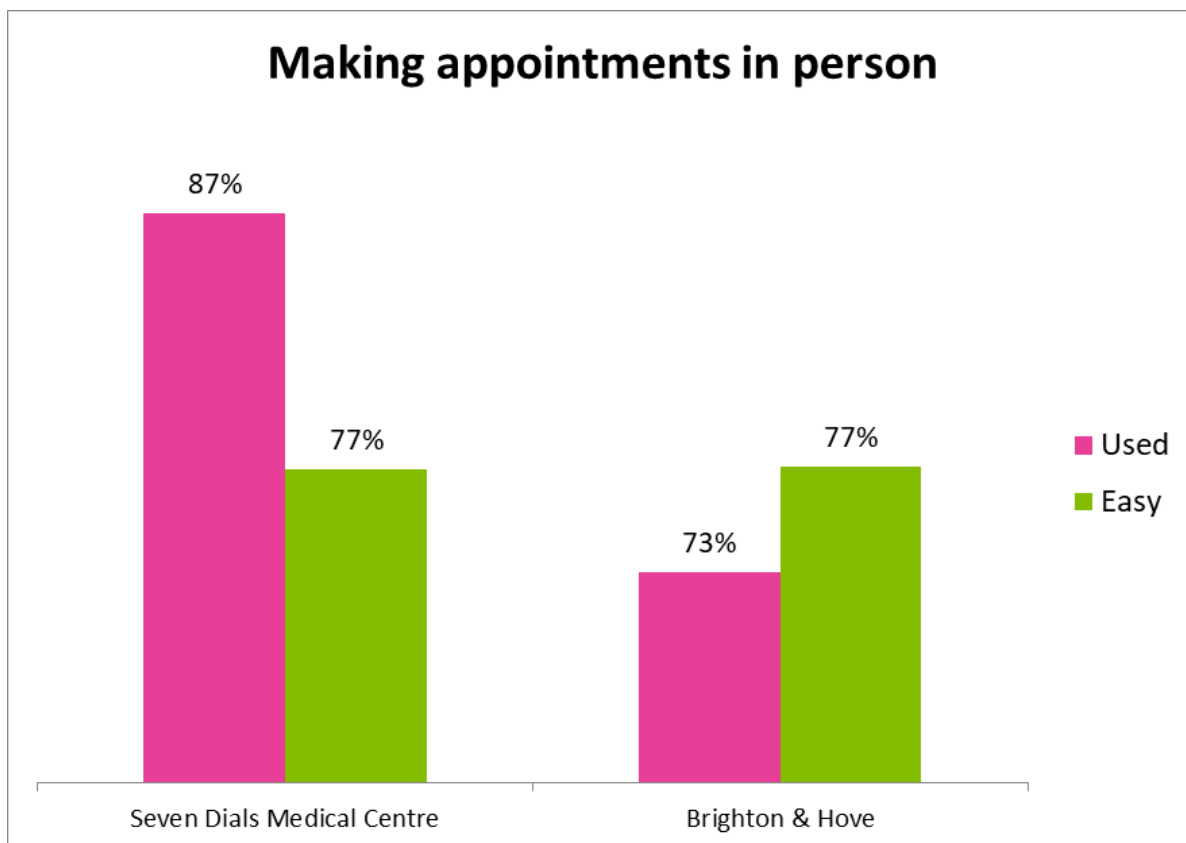
The surgery offered all standard methods of booking an appointment and electronic facilities for making prescriptions. Patient take-up of these services was relatively low.

	used
Online appointment booking	10%
Online repeat prescription	10%
Electronic prescriptions (sent to pharmacy)	17%
Link to a pharmacy	

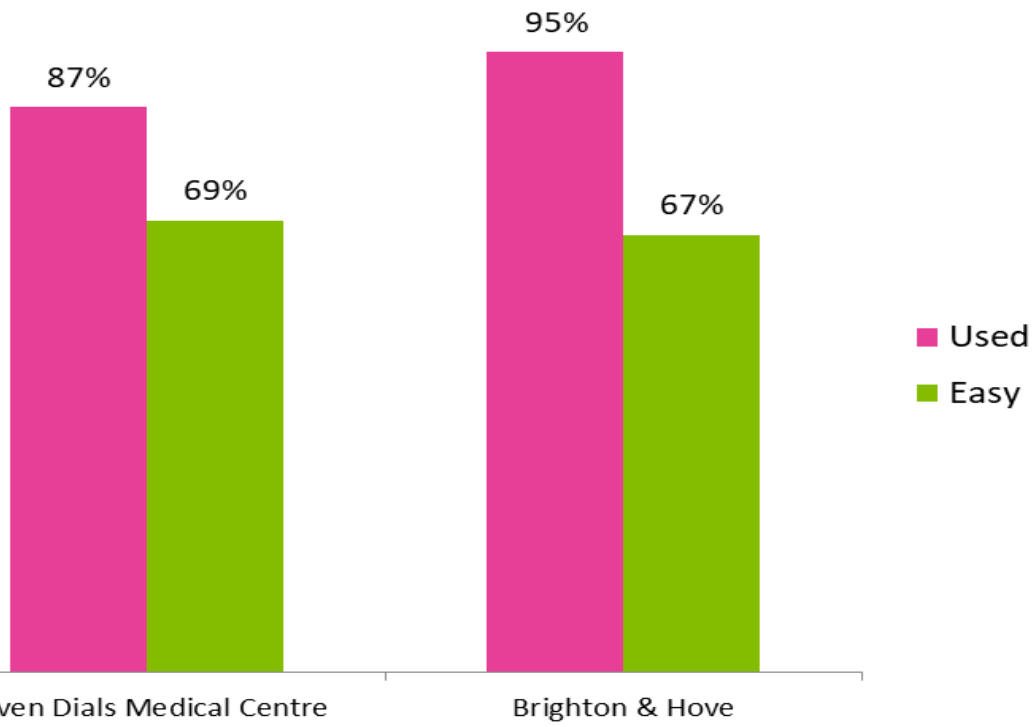
### Ease of booking appointments using different methods

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.

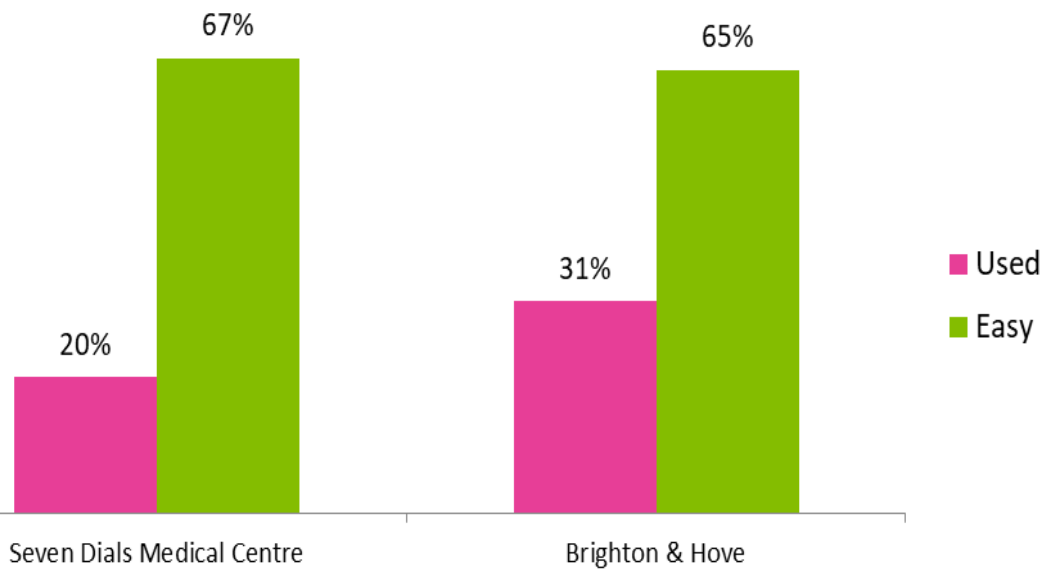
The majority of the fifteen patients reported that making appointments in person, by phone or online had been 'easy' and these satisfaction rates were comparable to the average for Brighton and Hove. However, only three patients had used the online booking system. This suggests that the surgery could encourage more patients to use this facility.



## Making appointments by phone



## Making appointments online

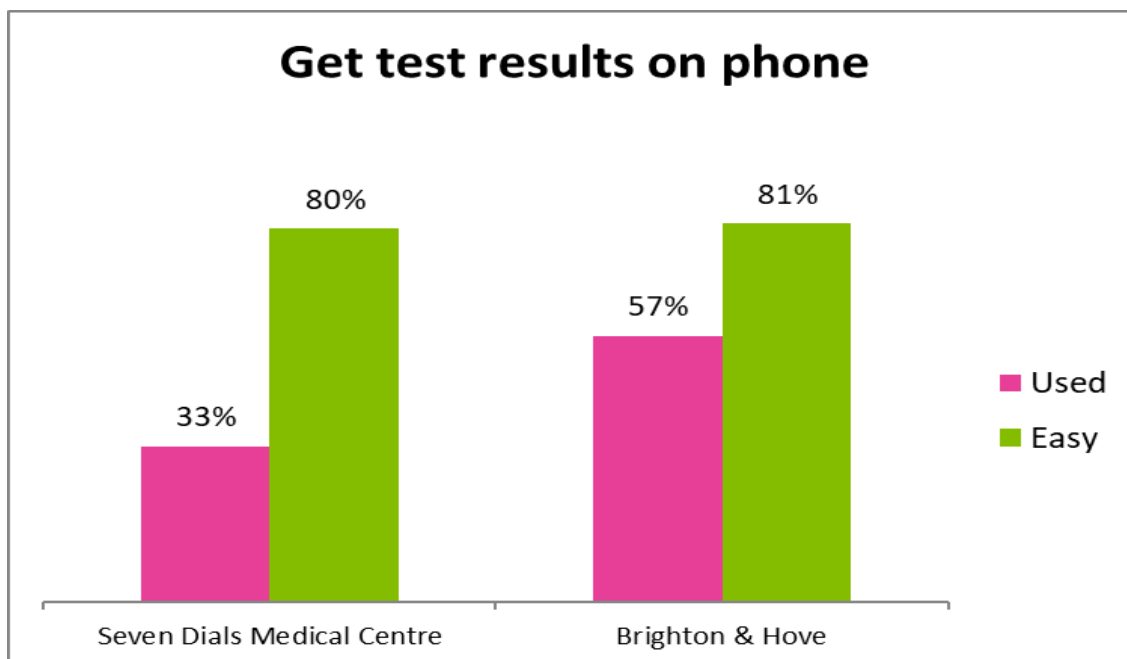
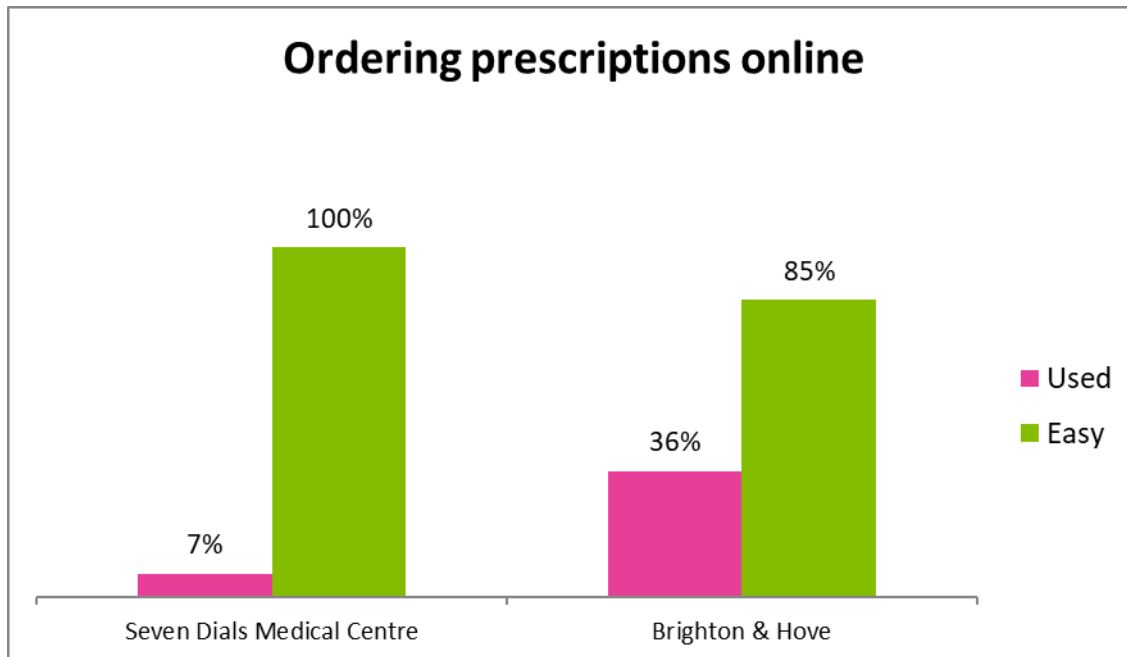




## Ordering prescriptions online and getting test results by phone

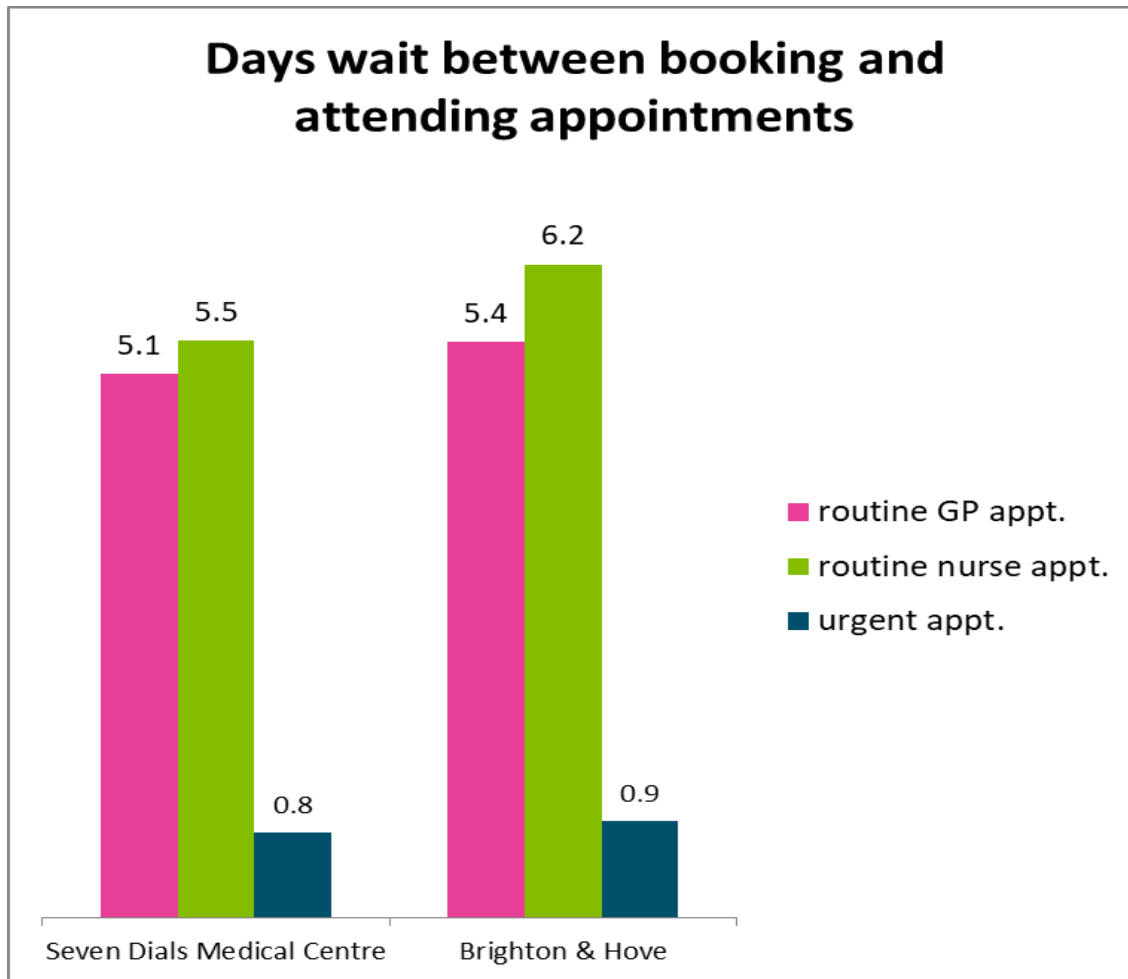
Patients who had used these services largely reported the experience had been 'easy'.

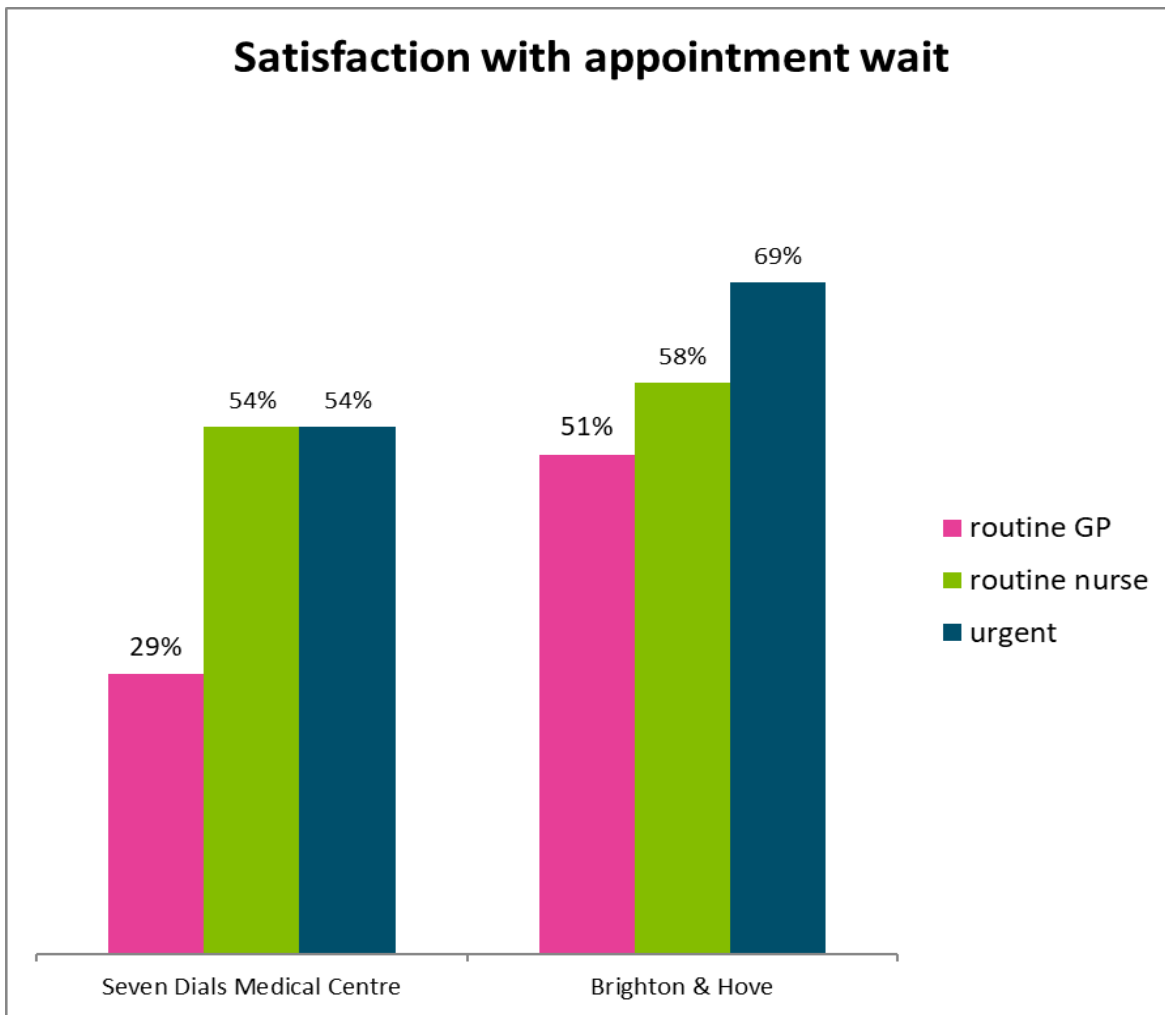
However, only a few patients who responded to the survey had used these services (one patient had used the prescription ordering service and five patients had received test results over the phone). This may suggest that the surgery would do well to promote these services more widely to patients. However, with such a small number of users, we cannot ascertain this for certain.



### Wait between booking and attending appointments

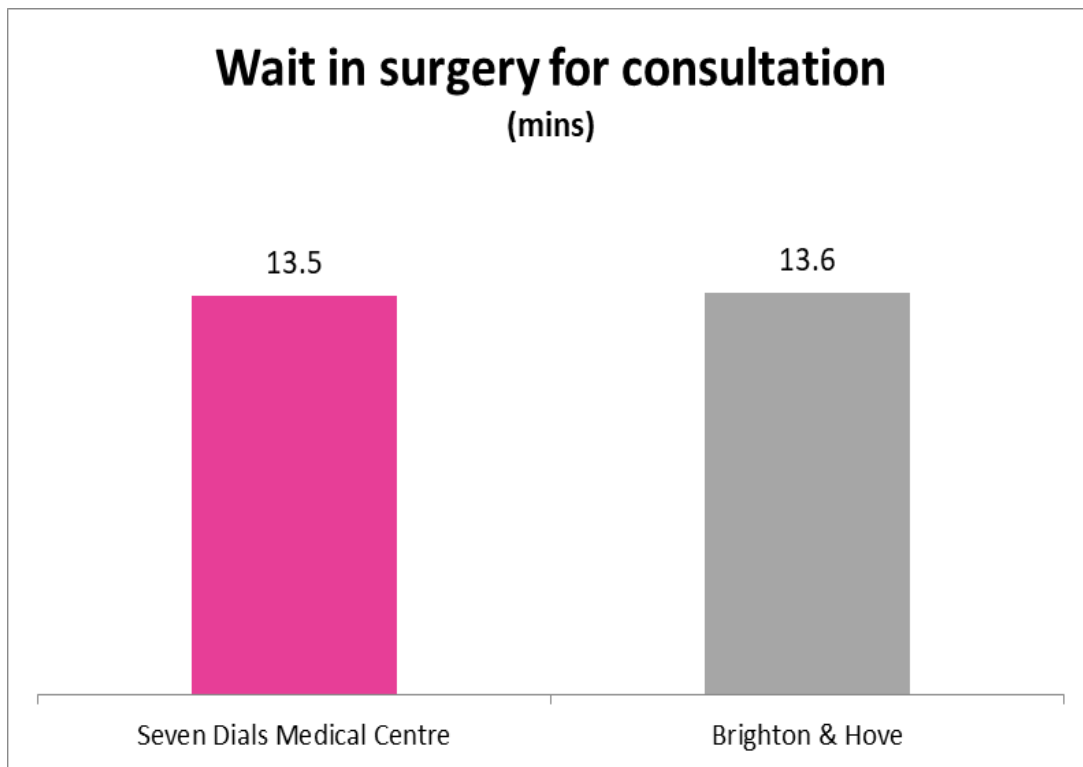
The days wait between booking and attending appointments were slightly lower than the city average. Satisfaction levels are lower than the average across the city, and in the case of routine GP appointments, only four patients rated the wait as satisfactory, which suggests this is a potential area for improvement.





#### Wait at surgery

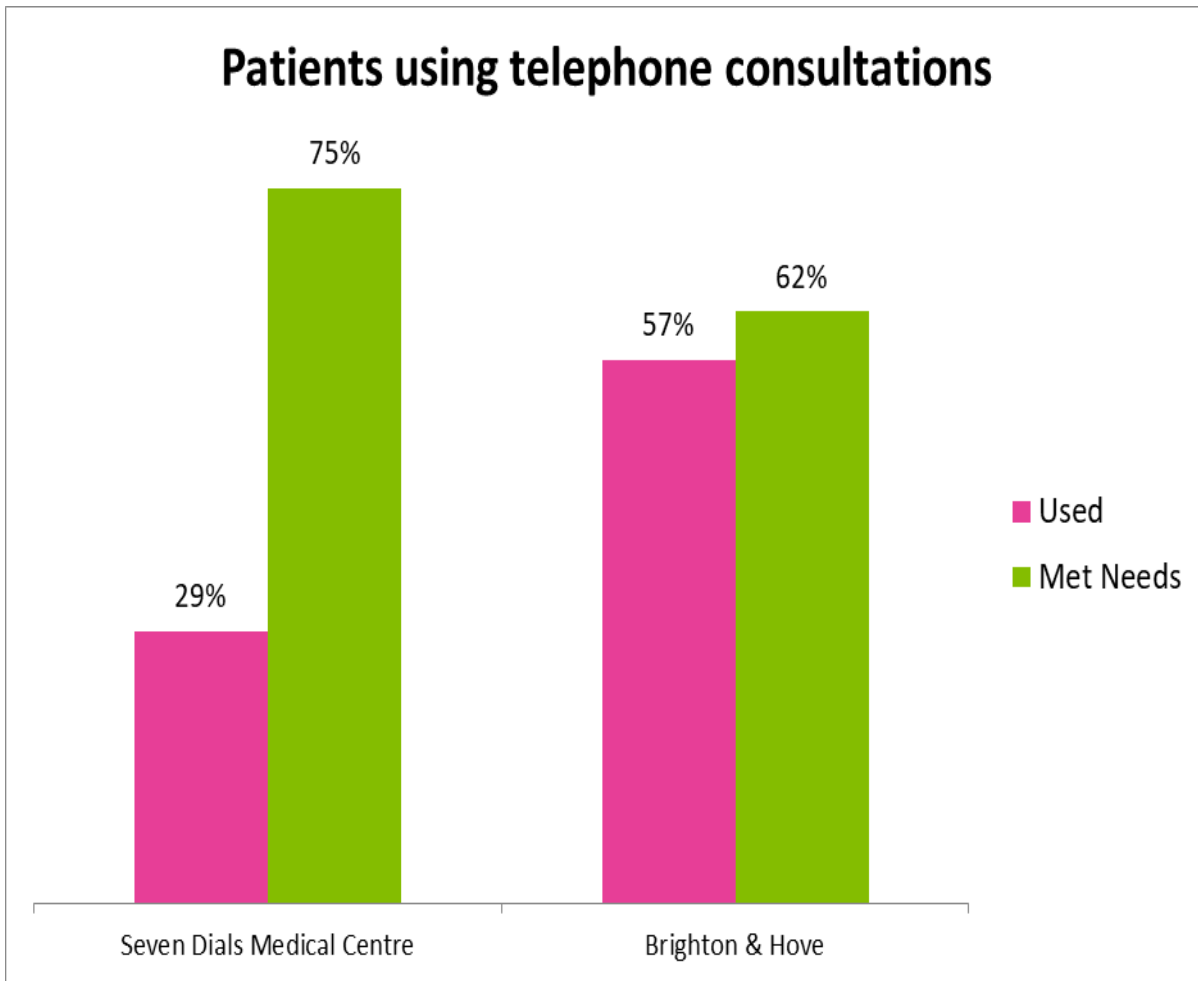
Seven Dials surgery performed comparatively to the average wait in the surgery for a consultation. Patients reported an average wait of 13.5 minutes compared to the city average of 13.6 minutes.



## Quality of care

### Telephone consultations

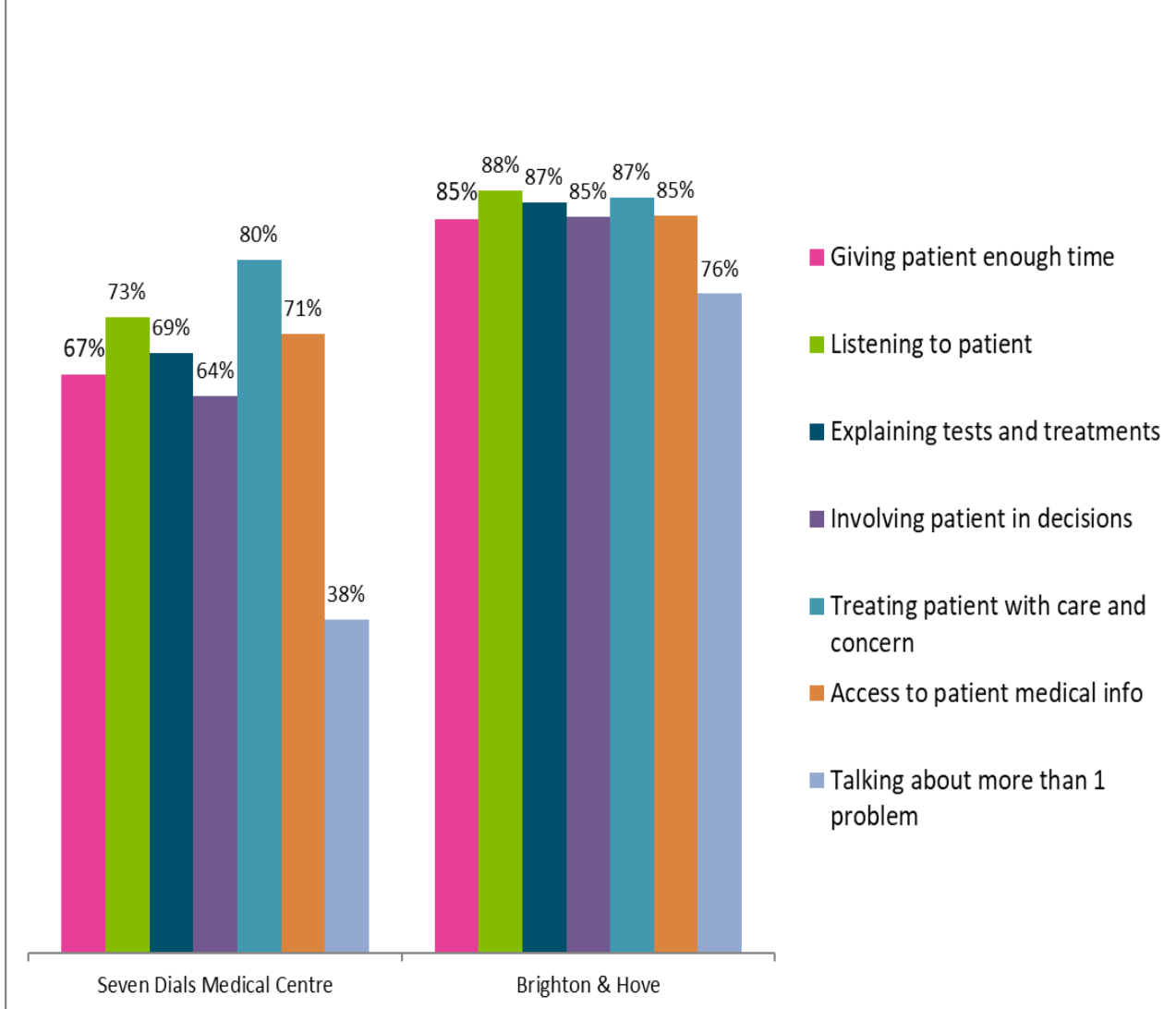
Four patients, who responded to this question, had used telephone consultations in place of face to face consultations at Seven Dials Surgery. Of these, three patients felt that the telephone consultation had been effective in meeting their needs. These figures suggest the surgery could do well to increase the use of this type of consultation, though again with such a small number of users, we cannot ascertain this for certain.



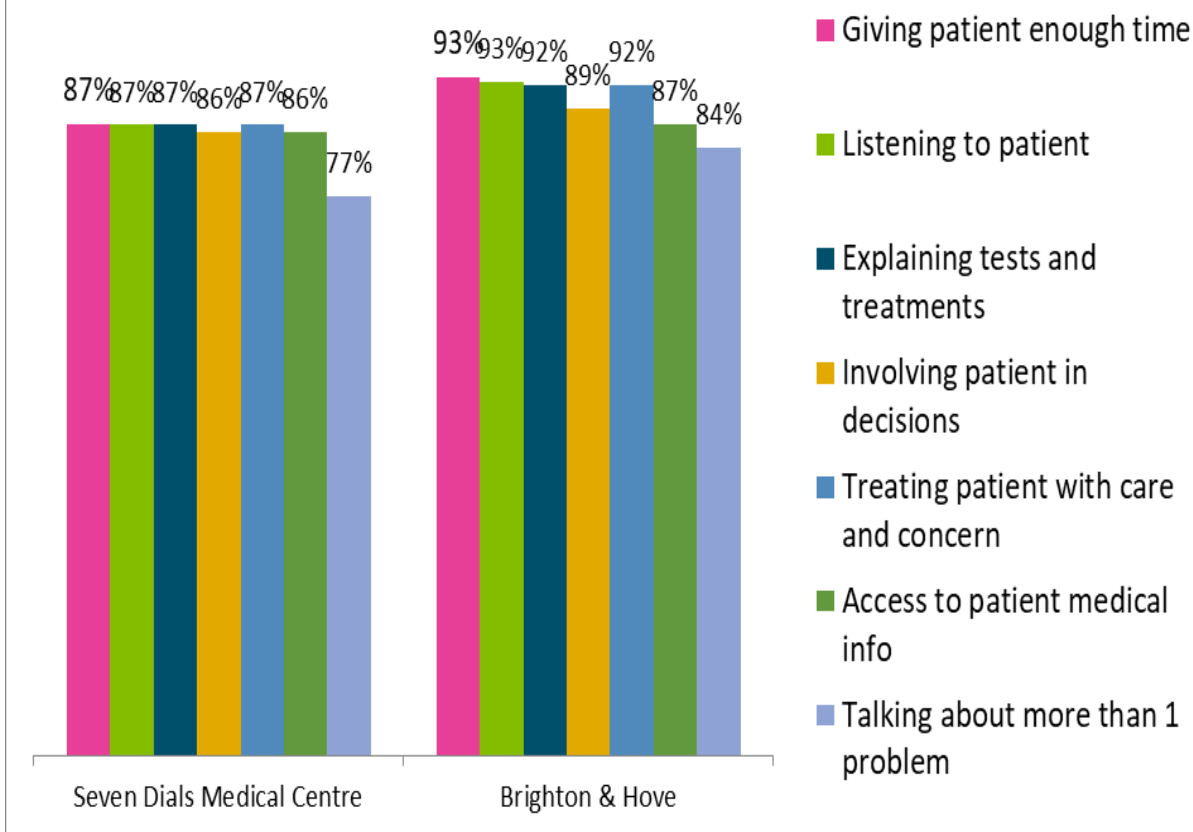
#### Care provided at consultation

While the majority of patients reported ‘good’ quality of care by GPs and nurses, across most of the seven standard criteria, all figures were lower than the average scores across Brighton and Hove. Also in the case of ‘talking about more than one problem’ with the GP, only five patients recorded this as good, which may indicate the surgery could allow some flexibility within appointments for patients to raise additional concerns, without the need to book a separate appointment.

## Quality of care in GP consultation



## Quality of care in nurse consultation

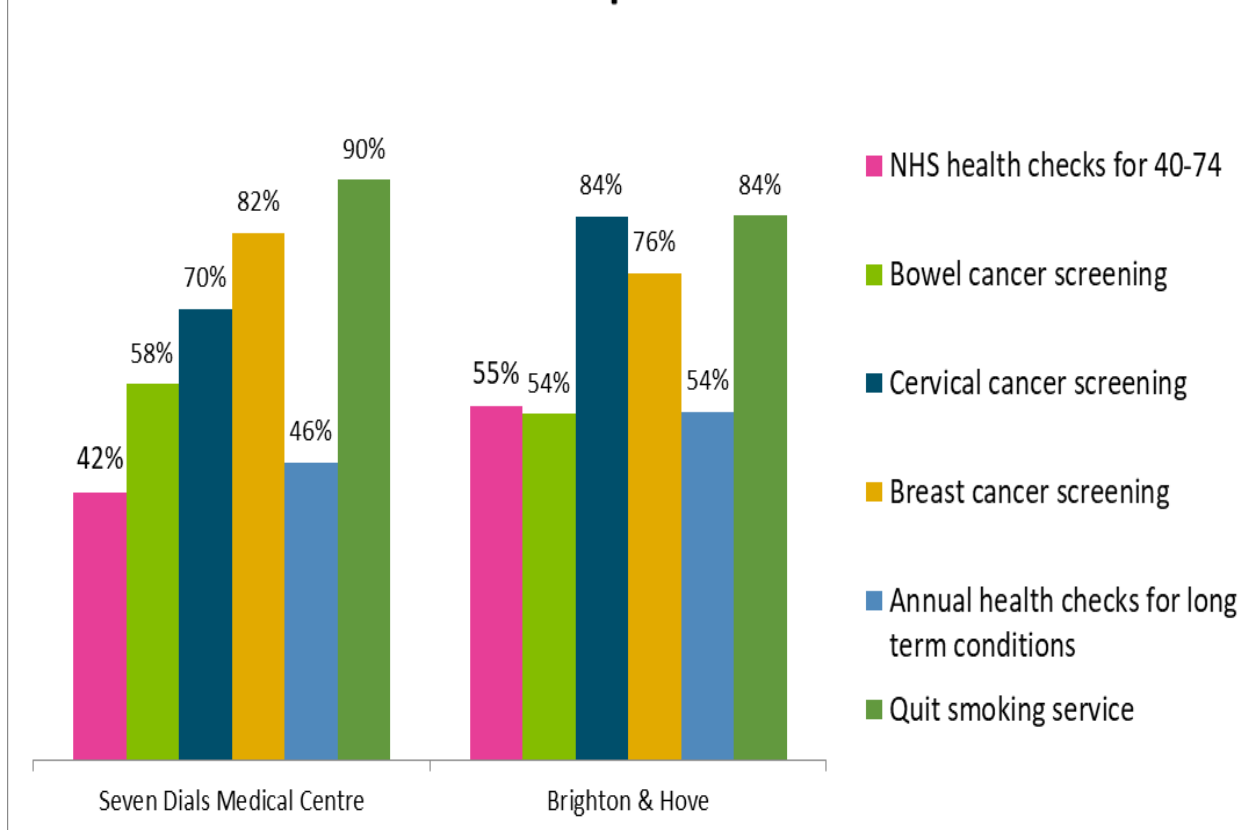


## Special GP services

### Awareness of special services

Patient awareness of special services was varied when compared to the average for the city. In particular, awareness of NHS health checks for 40-74 year olds (five patients) and annual health checks for long term conditions (six patients) were less than 50%, while awareness was better than the average scores for breast cancer screening and the quit smoking service.

## Awareness of special GP services



## Environment

Our visit rated the surgery as good in providing an environment for patients, giving it a score of 8 out of 10. The display of information was uncluttered, up-to-date and relevant. Navigation could have been improved by grouping under subject headings. Toilet facilities were signposted. However, it was felt that some confusion might be caused by a high number of signs within the toilet, detracting from the importance of the emergency cord and this could be helped with the use of different colours. Also, there were a number of notices advising that only one problem should be brought into each appointment and our volunteers felt this was somewhat excessive.

The visit heard a very unclear message through the tannoy system. However, some doctors preferred to call their patients in, in person. While the surgery was open through the lunch period, appointments appeared to be available later in the afternoon.

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



Information on patients providing feedback to the surgery was not observed on our visit.

## Overall evaluation of practice

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

Overall rating of surgery			
Rating on 1-10 scale		Recommend practice to family and friends (FFT)	
Seven Dials Surgery	7.6	Seven Dials Surgery	92%
Brighton and Hove	7.9	Brighton and Hove	86%
Satisfaction with GP practice			
Seven Dials Surgery	80%		
Brighton and Hove	79%		

- “ They provide a friendly and efficient service ”
- “ Caring and knowledgeable doctors ”
- “ I don't feel I am listened too and the GP doesn't appear to know me or my conditions ”
- “ There is not enough time to explain my condition ”



# Key Recommendations

## 1. Expand the times when appointments are available to cover more of the time the surgery are open.

Response from practice manager:

*We are open all day so am unsure why a patient would state we are not, the phone lines to speak to a receptionist are only emergencies between 12.30 and 3pm so maybe they mean that, but we have 'Patient partner' on the answer message and patients are able to book appointments via this 24 hrs a day or online.*

## 2. Allow patients the option of raising additional concern at a consultation, without the need to book a separate appointment.

Response from practice manager:

*Patients need to ask reception to book a longer appointment slot if they have more than 1 problem to discuss, this will allow enough time to discuss them.*

## 3. Improve the ease of booking appointments.

Response from practice manager:

*There are several options for making appointment. For same day appointments patients can walk in or ring in at 8am & 3pm. Future appointments can be booked at any time of day. Patients can also book 24 hrs a day via the automated system or online.*

*Patients are asked at registration to register for the online facility so continually encouraged.*

## 4. Consider offering weekend opening to provide flexibility.



## Suggested facility improvements

### 5. Ensure information regarding patient feedback is more accessible.

Response from practice manager:

*This information is also available on our website.*

### 6. Consider sub-headings for leaflets displayed.

Response from practice manager:

*All posters and leaflets are grouped together under the subject they represent considering the limited space we have.*

### 7. Consider reducing the number of posters in the toilet facilities and those posters concerning one condition per appointment.

Response from practice manager:

The GP standard appointment time is 10 minutes and the surgery want to inform patients that they cannot bring numerous problems to a single slot and need to book longer when they book their appointment. Otherwise this causes the GP to run over and other patients to be kept waiting longer and in turn complain. Therefore there are posters asking patients to book longer slots for more problems, there will be some allowances along the way.

### 8. Encourage doctors to invite patients in, in person or improve the tannoy system.

Response from practice manager:

Tannoy is working fine - I am not sure what was wrong on the day your volunteers were here.

