

# St Luke's Surgery

**Service address:** The Grand Ocean Medical Centre, Longridge Ave, Saltdean BN2 8BU

**Date of surgery visit:** 11<sup>th</sup> 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

	St Luke's Surgery	Brighton & Hove	
<b><u>Satisfaction</u></b>			
Overall surgery rating (1-10)	7.2	7.9	
Would recommend surgery to friend/family member	87%	87%	
<b><u>Quality of care</u></b>			
No. patients per doctor	2326	2394	
Overall quality of care - GP	82%	85%	
Overall quality of care - nurse	95%	90%	
<b><u>Booking appointments</u></b>			
Wait between booking and attending routine GP appointment	0.9 days	5.4 days	
Wait between booking and attending urgent appointment	0.5 days	0.9 days	
<b><u>Opening hours</u></b>			
Satisfaction with opening hours	71%	72%	

St Luke’s Surgery had 2326 registered patients and has 1.0 FTE doctor, making a ratio of one doctor per 2326 patients. This provision of doctors is slightly higher than the city average of one doctor per 2394 patients<sup>1</sup>.

Patients rated the surgery at 7.2 out of 10 which was lower than the city average of 7.9.

Results from the patient survey indicated waiting times for appointments and quality of care on most criteria as areas of strong performance with ease of booking appointments and awareness of special services (e.g. screening and health checks) as less strong 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 9 out of 10.

There was room for improvement in providing a water dispenser, additional hand gel dispensers, some improved signage for the disabled toilet and the LED screens for calling patients and taking the children’s books off the floor

<sup>1</sup> 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 17 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 Healthwatch volunteers. The volunteers used an observation checklist to evaluate key issues relevant to the patient experience at the surgery.

### About the surgery

St Luke's Surgery had 2326 registered patients and 1.0 FTE doctor making a ratio of one doctor per 2326 patients.

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

Surgery opening hours were 8.30am to 1pm and 3pm to 6 pm on weekdays except for Wednesday pm when it was closed and Thursdays when the Surgery was open until 7pm. The surgery was closed at weekends.

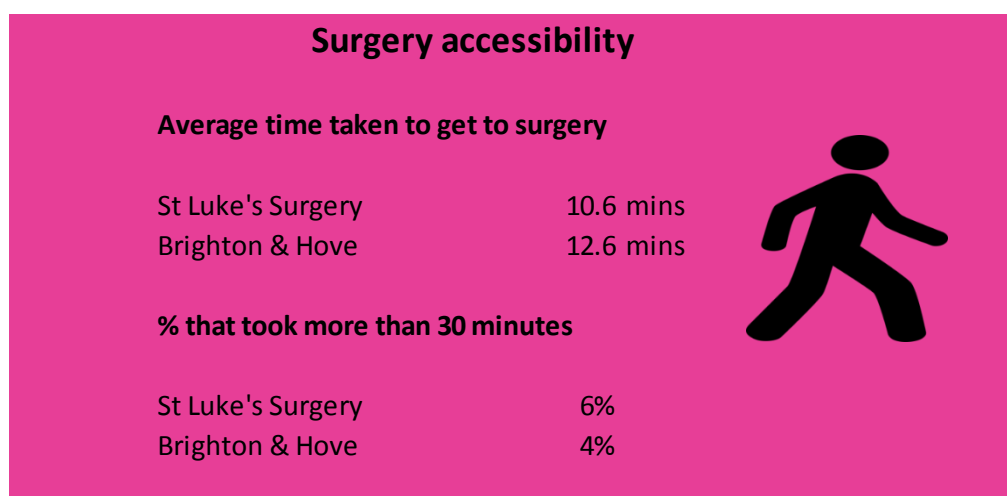
The surgery was working within Cluster Two in Brighton and Hove which also includes Ship Street Surgery, Saltdean & Rottingdean Medical Practice, Woodingdean Surgery, Ridgeway Surgery, The Avenue Surgery, School House Surgery and Regency Surgery.

## Findings



### Accessibility

The average time taken to get to the surgery was 10.6 minutes, which was shorter than the average for Brighton and Hove. Only a small proportion of patients, 6%, had to take more than 30 minutes, which was similar to the city average.

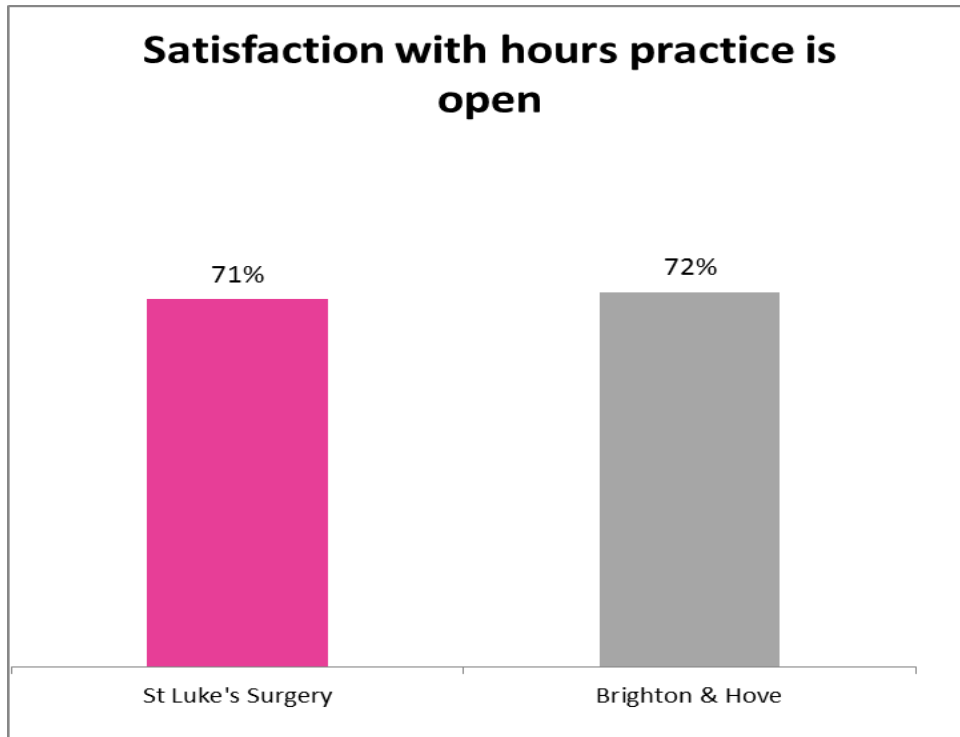


### Opening hours

Surgery opening hours were 8.30am to 1pm and 3pm to 6 pm on weekdays except for Wednesday pm when it was closed and Thursdays when the Surgery was open until 7pm. The surgery was closed at weekends.

## Satisfaction with current opening hours

The majority of patients (71%) were satisfied with opening hours offered by the surgery, very similar to the average for Brighton and Hove.



## Booking appointments

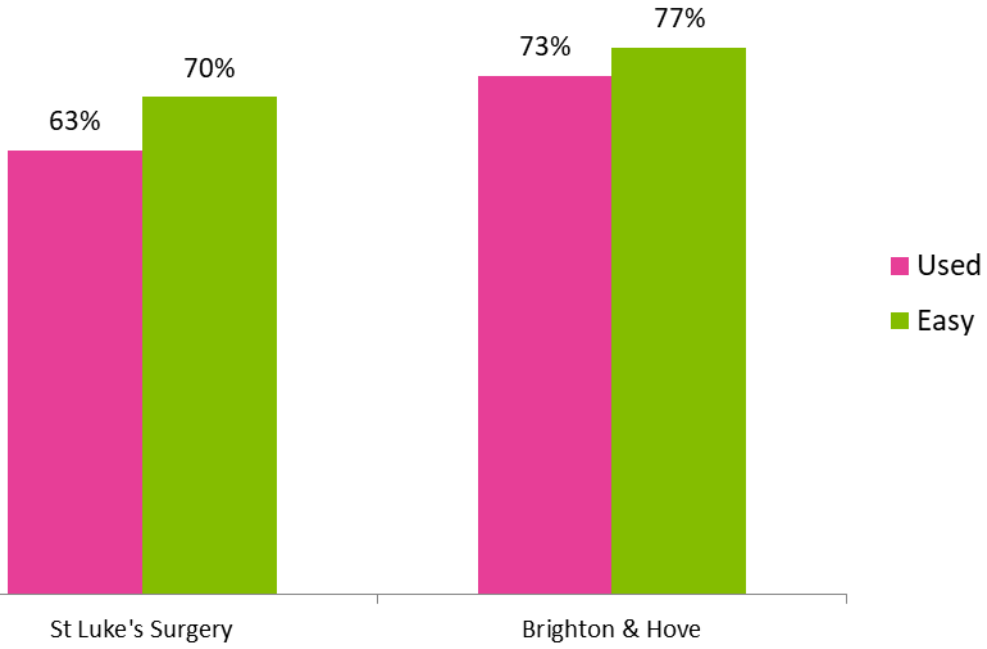
The surgery offered all standard methods of booking an appointment and electronic facilities for making prescriptions. Patient take-up of electronic services for booking appointments and repeat prescriptions was fairly low at 21%.

		used
Online appointment booking	✓	21%
Online repeat prescription	✓	21%
Electronic prescriptions (sent to pharmacy)	✓	61%
Integrated pharmacy	✗	

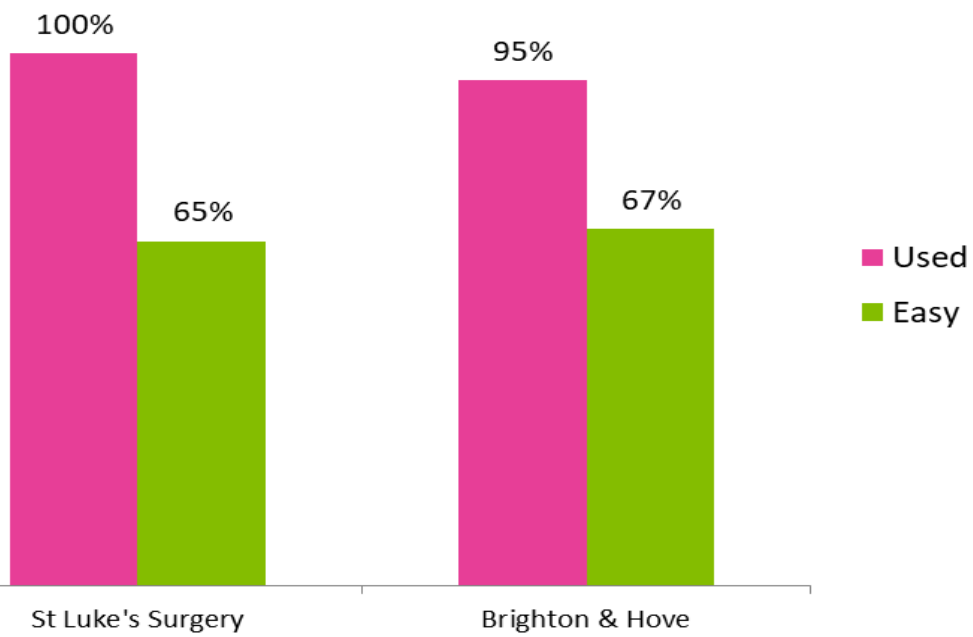
## Ease of booking appointments using different methods

A majority of patients reported that making appointments in person or by phone had been 'easy'. These satisfaction rates were similar or slightly lower than the average for Brighton and Hove. Only two patients in our survey had tried booking appointments online and they were evenly split on how easy it was.

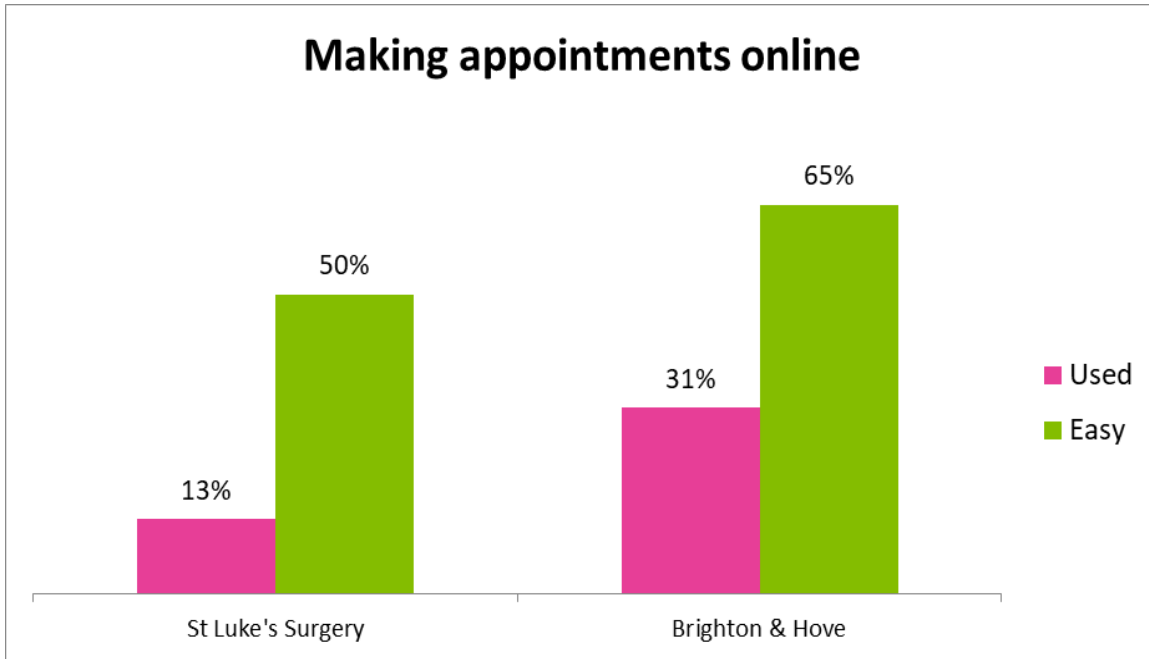
### Making appointments in person



### Making appointments by phone



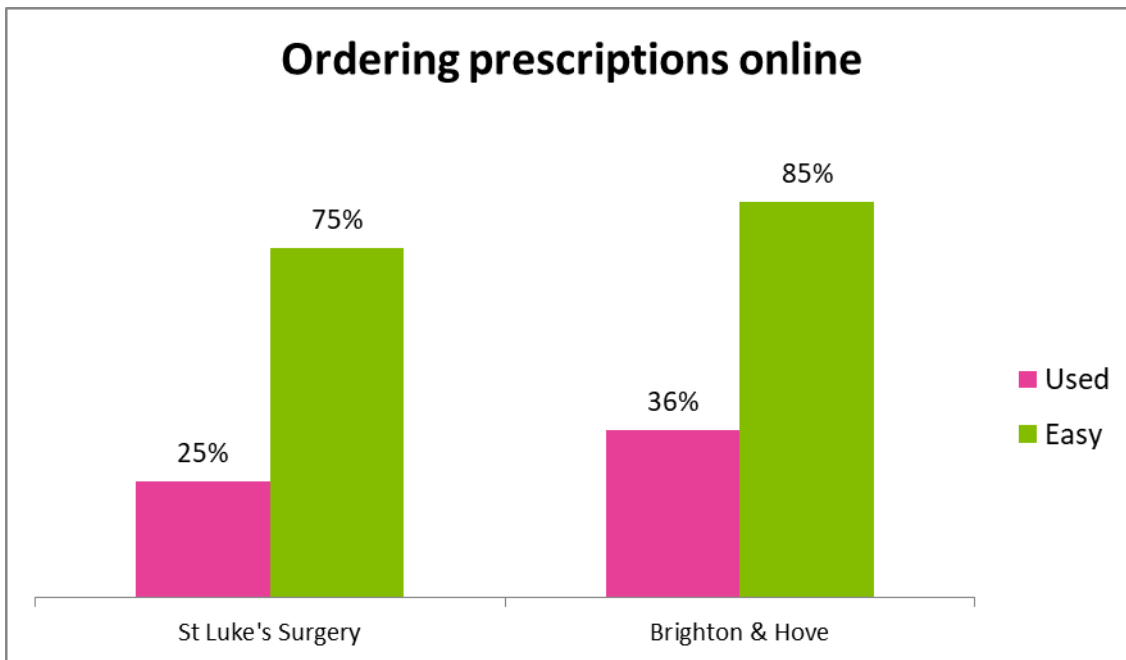
### Making appointments online

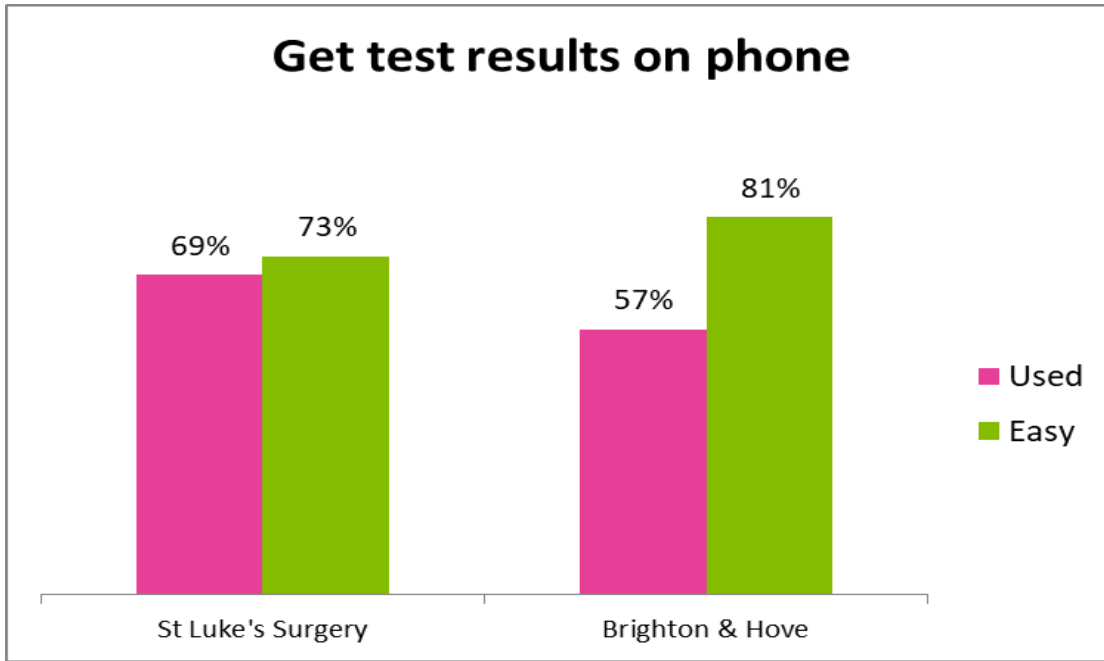


### Ordering prescriptions online and getting test results by phone

A majority of patients who had used these services reported the experience had been 'easy' although the percentage who found it 'easy' was lower than the city average.

### Ordering prescriptions online



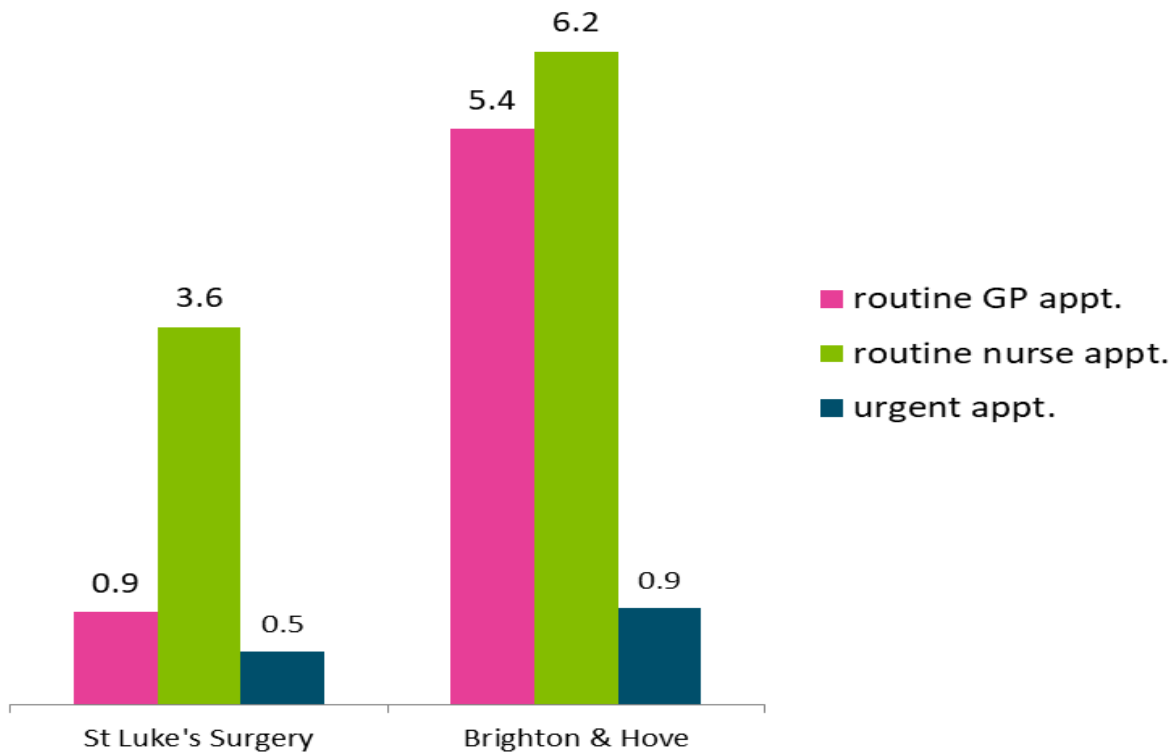


#### Wait between booking and attending appointments

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



## Days wait between booking and attending appointments

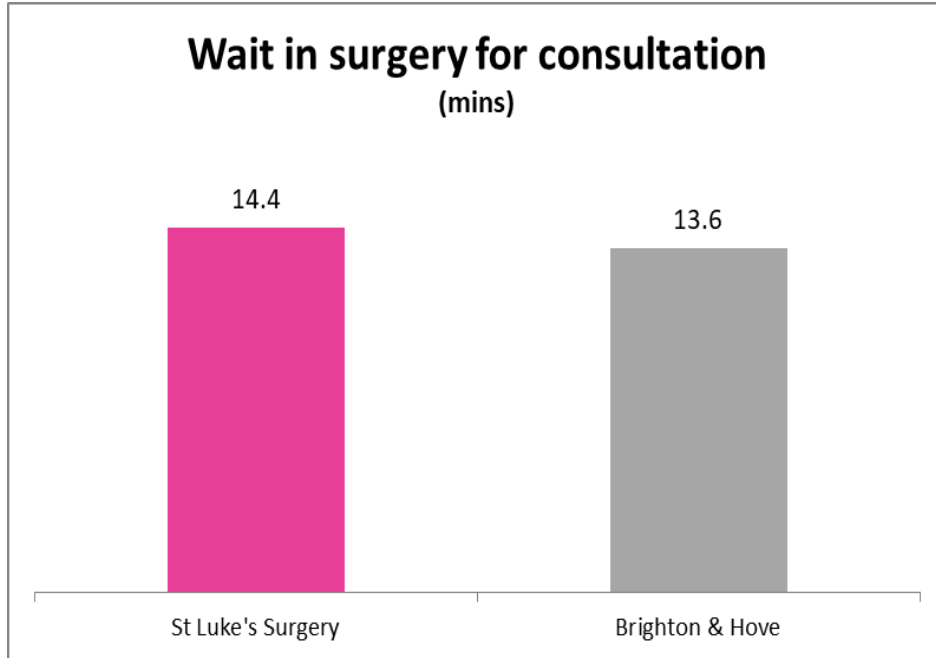


## Satisfaction with appointment wait



## Wait at surgery

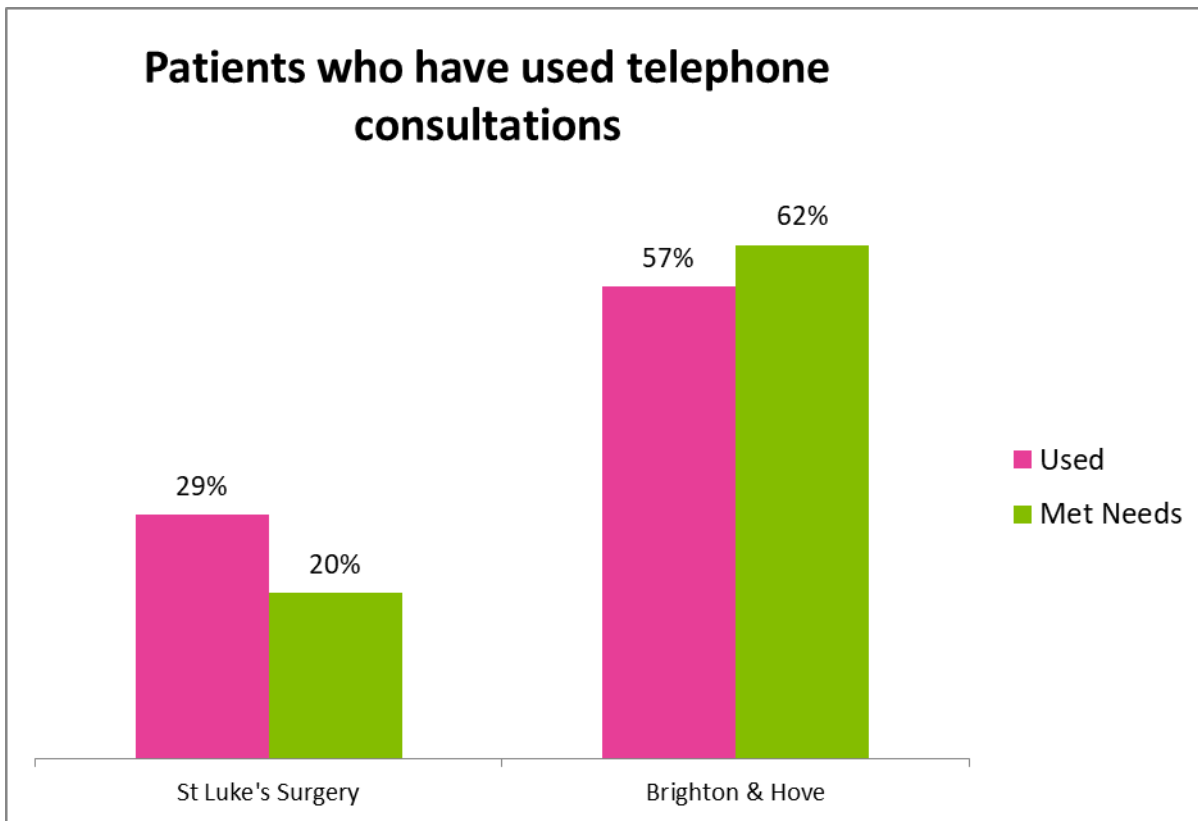
St Luke's surgery performed slightly less well in the average wait in the surgery for the consultation. Patients reported an average wait of 14.4 minutes compared to the city average of 13.6 minutes.



## Quality of care

### Telephone consultations

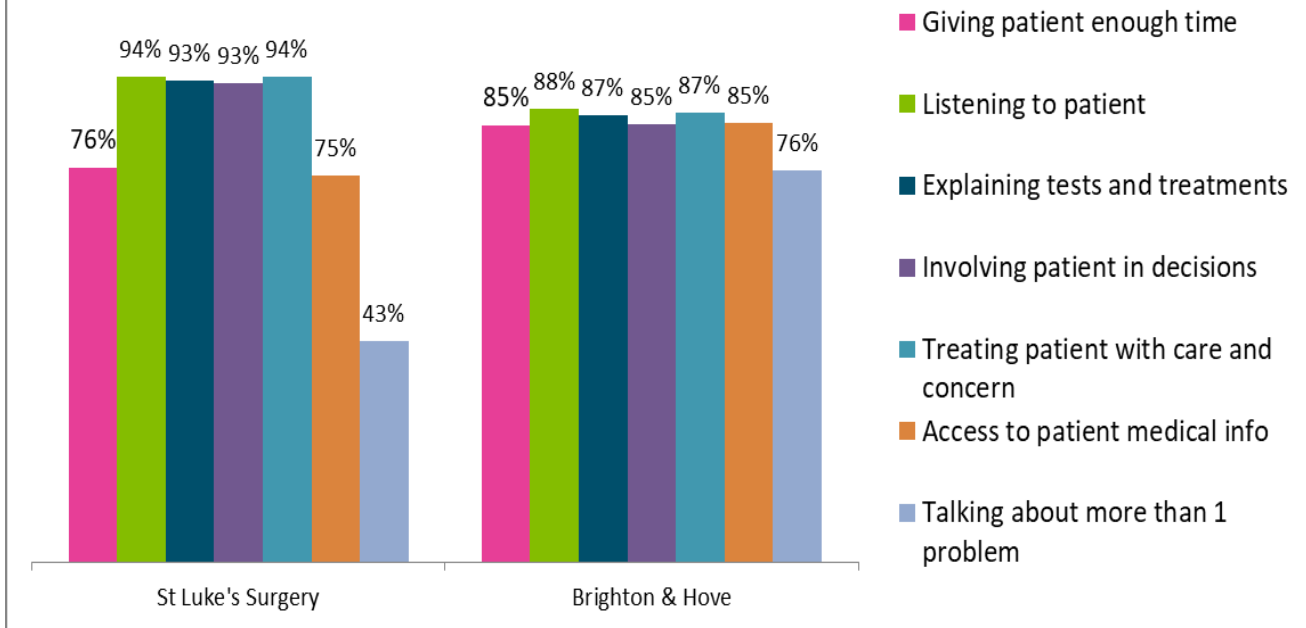
Less than a third of patients at the surgery had used telephone consultations in place of face to face consultations and only a fifth of these felt that the telephone consultation they had received had been effective in meeting their needs. The practice has made a decision not to do telephone consultations as a matter of course.



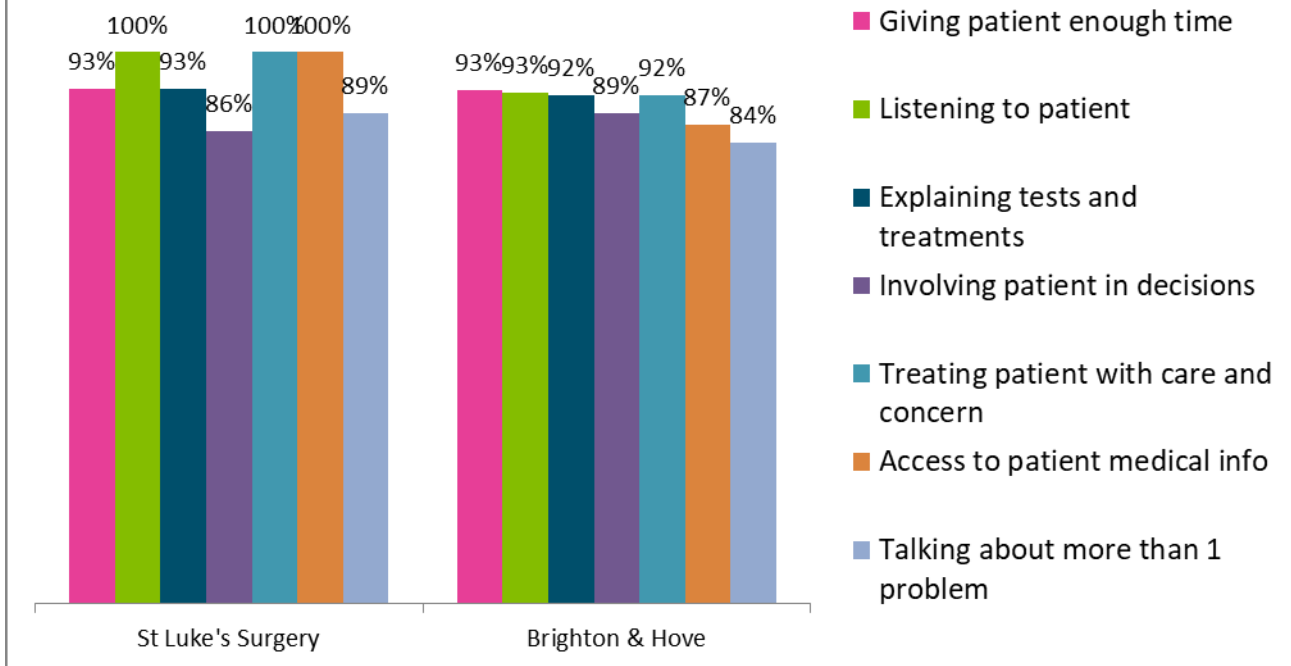
#### Care provided at consultation

A high proportion of patients reported 'good' quality of care across seven standard criteria. The average quality score was 82% for GP consultations and 95% for nurse consultations. The average figure for GP consultations was slightly lower than the average for the city while the figure for nurse consultations was slightly higher. Patients scored GP consultations lower than the city average on giving patients enough time, having access to the patient's medical information, and allowing patients to talk about more than one problem. Patients scored nurse consultations lower than the city average on involving patients in decisions about their care

## Quality of care in GP consultation



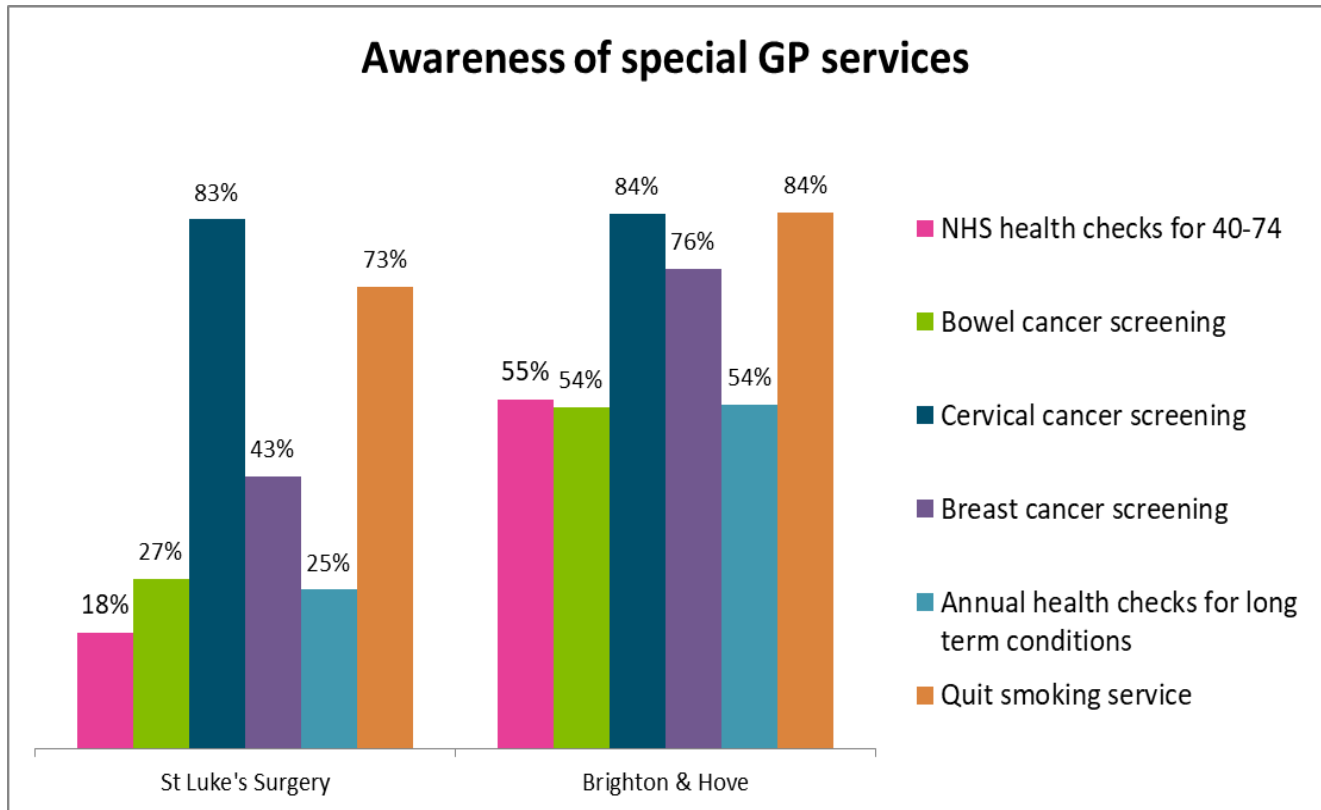
## Quality of care in nurse consultation



## Special GP services

### Awareness of special services

Patient awareness of special services was lower than average for the city with particularly low awareness of NHS Health checks for those aged 40-74 (18%), bowel cancer screening (27%), cervical cancer screening (83%), breast cancer screening (43%) and annual health checks for long term conditions (25%).



## Environment

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

The signage was clear and unambiguous throughout. Information on display (leaflets and posters) was 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

Additional hand gel dispensers could be installed in the waiting area, where there were none at the time of the visit. A sign indicating the location of the disabled toilet could be added.

Staff were very welcoming and greeted patients and visitors in a friendly and calm manner. There were signs asking patients to stand back and respect others' privacy

St Luke's shares a waiting room with Saltdean and Rottingdean Surgery and it was easy for patients to either miss their call on the LED screen or be confused about which LED screen referred to which set of doctors. Improved signage could help on this issue.

The waiting area was spacious, with lots of natural light and was clean and tidy. It would be helpful to older and disabled patients if more chairs had arms. There was no water dispenser although the PPG is planning to buy one.

Books for child patients were on the floor. It would be better if these were in a bookcase or on a small table to keep them tidy and clean.

Family and friends (FFT) forms and information about how to make complaints were available on the reception desks.

## Overall evaluation of practice

A higher percentage of patients (88%) were satisfied with the practice than the city average although the average rating out of 10 was slightly lower. The percentage who said they would recommend the practice to friends and family (FFT) was similar to the city as a whole.

<b>Overall rating of surgery</b>	
<b>Rating on 1-10 scale</b>	
St Luke's Surgery	7.2
Brighton and Hove	7.9
<b>Satisfaction with GP practice</b>	
St Luke's Surgery	88%
Brighton and Hove	79%
<b>Recommend practice to family and friends (FFT)</b>	
St Luke's Surgery	87%
Brighton and Hove	86%

6 The main issue is the booking system. If you miss the exact call time it is impossible to get an appointment on the day. The alternative is a two week wait. 7

6 Good service, obviously has a high patient load, they seem under strain. 7

6 Always extremely helpful and very friendly, it's a real part of the Saltdean community 7

6 We've just moved house and transferred to a very small surgery from a large med centre. At the moment I am finding the care and service much more personal than it was before. 7



# Our Recommendations

## Key recommendations

1. Increase patients' awareness of bowel and breast cancer screening services and the availability of health checks.
2. Improve the booking system for patients needing routine appointments.

## Suggested facility improvements

1. Improve signage relating to location of the disabled toilet and the LED calling screens.
2. Install a water dispenser and more hand gel dispensers in the waiting area.
3. Provide a bookcase or table for the children's books.



