

## St. Peters Medical Centre

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**Service address:** St. Peters Medical Centre, 30-36 Oxford St., Brighton BN1 4LA

**Date of surgery visit:** 11<sup>th</sup> September 2017

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### 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.

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### 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.

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## Headline findings

	St Peter's Medical Centre	Brighton & Hove	
<b>Satisfaction</b>			
Overall surgery rating (1-10)	7.2	7.9	
Would recommend surgery to friend/family member	73%	87%	
<b>Quality of care</b>			
No. patients per doctor	2423	2394	
Overall quality of care - GP	85%	85%	
Overall quality of care - nurse	88%	90%	
<b>Booking appointments</b>			
Wait between booking and attending routine GP appointment	3.8 days	5.4 days	
Wait between booking and attending urgent appointment	1.9 days	0.9 days	
<b>Opening hours</b>			
Satisfaction with opening hours	72%	72%	

St. Peter's Medical Centre had 11,075 registered patients and 4.57 FTE doctors, making a ratio of one doctor per 2,423 patients. This ratio of doctors to patients was slightly lower than the city average of one doctor per 2,394 patients.<sup>1</sup>

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

Results from the patient survey suggested that compared with other surgeries in the city, St. Peter's Medical Centre was relatively strong in providing extended opening hours, easy access to renewing prescriptions and getting test results online, quick routine GP appointments, and information about NHS Health Checks for the 40-74 age group.

Patients rated GPs in the practice relatively highly in allowing them to talk about more than one problem during their consultation.

However, the practice received poor ratings on the Friends and Family Test. It was very weak in booking appointments generally and urgent GP appointments in particular. The surgery was given low ratings of satisfaction with telephone consultations.

Patients rated nurse practitioners in St. Peter's Medical Centre as rather poor in treating them with care and concern.

Healthwatch visitors rated the surgery as good in providing an environment for patients, giving it a score 7.2 out of 10.

The practice was exceptionally good in the range of information provided and in the way reception staff handled some difficult, vulnerable patients during our visit.

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

However, on the day of our visit, one of the doctors changed the time of their session and the location of their consulting room which meant that some patients waited in the wrong area and became confused.

Several mothers were observed struggling to get their prams up the narrow, winding stairway to the first floor waiting room. One mother left her baby asleep in her pram at the foot of the stairs.

There was no gel by the touchscreen or any notice to use hand gel before using the touchscreen to check in.

No Friends and Family Test box was seen.

Overall, taking all the different findings on balance, St. Peter's Medical Centre was performing about as well as other practices in 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 39 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

The visit 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. Peters Medical Centre had 11,075 registered patients and 4.57 FTE doctors making a ratio of one doctor per 2423 patients.

The surgery was accepting new patients at the time of research.

The surgery was open from 8:30 to 13:00 hours and 14:00 to 18:30 hours weekdays, and for pre-booked appointments from 18:30 to 20:00 hours on Tuesdays and 9:00 to 13:00 hours on Saturday morning.

St. Peters is part of Cluster 1 group of practices in Brighton and Hove which includes North Laines

Medical Centre, Albion Street surgery, Arch Healthcare, Park Crescent Health Centre, Ardingly Court surgery and Pavilion surgery.

The surgery has a Patient Participation Group (PPG) in which members meet in person.


## Findings

### Accessibility



The average time taken to get to the surgery was 16 minutes, which was only slightly longer than the average for Brighton and Hove. Only a small proportion of patients, 5%, had to take more than 30 minutes, virtually the same as the city average.

<b>Surgery accessibility</b>		
<u>Average time taken to get to surgery</u>		
St Peter's Medical Cent	16	mins
Brighton & Hove	13	mins
<u>% that took more than 30 minutes</u>		
St Peter's Medical Cent	5%	
Brighton & Hove	4%	

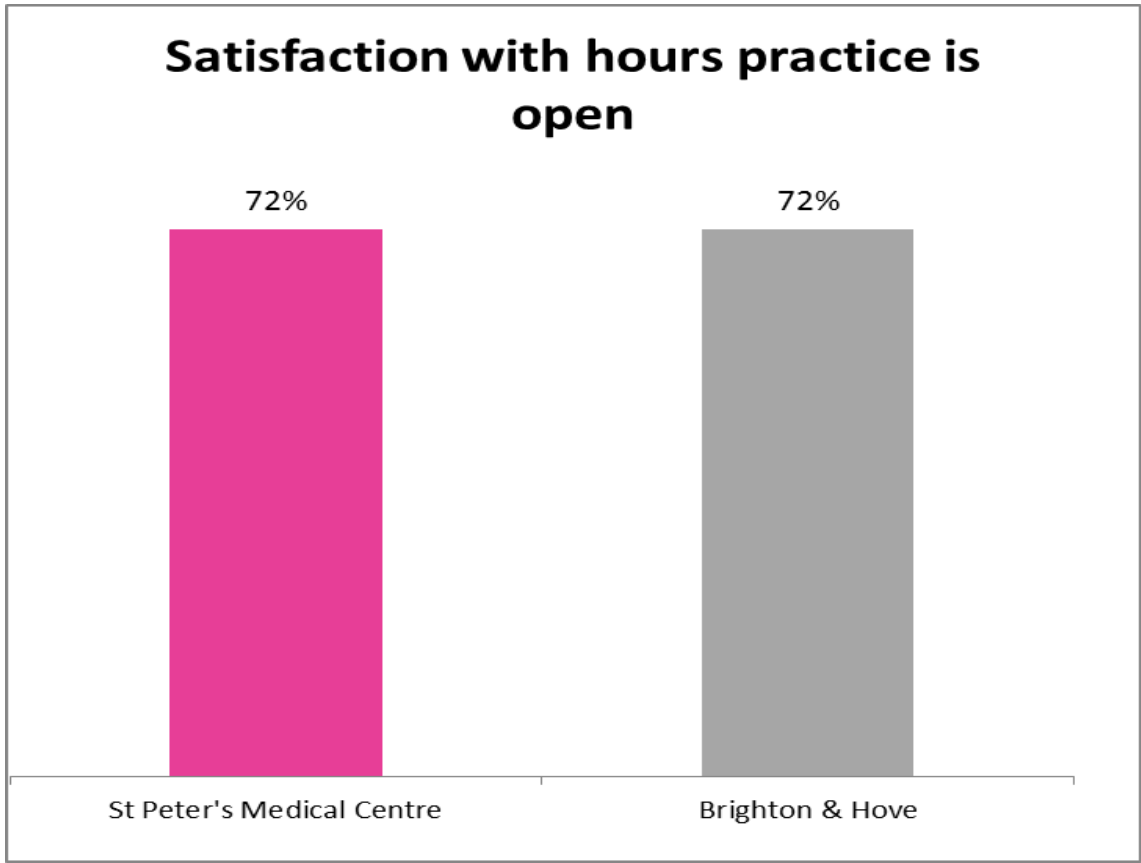


### Opening Hours

The surgery is open from 8:30 to 13:00 hours and 14:00 to 18:30 hours weekdays, and for pre-booked appointments from 18:30 to 20:00 hours on Tuesdays and 9:00 to 13:00 hours on Saturday morning.

### Satisfaction With Current Opening Hours

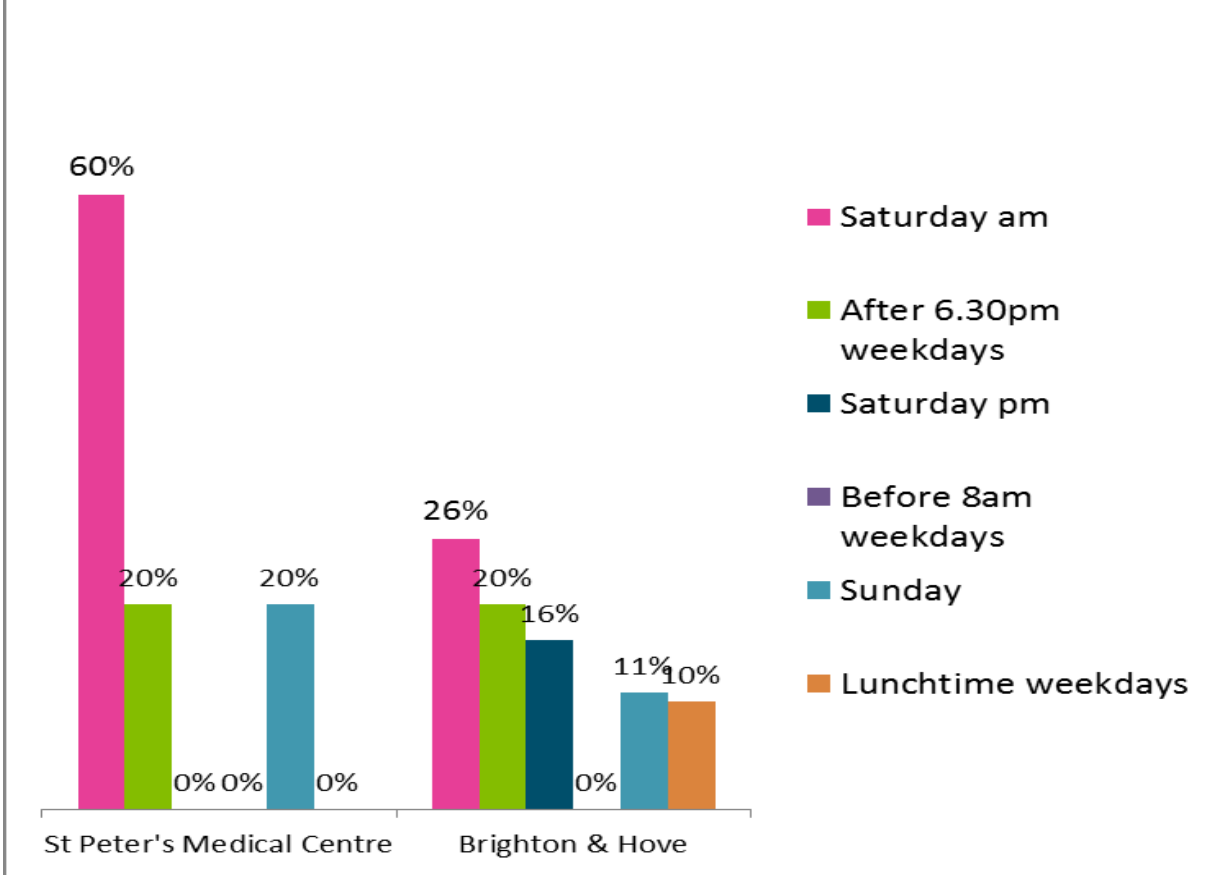
Patients were generally satisfied (72%) with opening hours offered by the surgery.



#### Preferred Additional Hours If Not Satisfied

For the 28% of patients who were not satisfied with existing opening hours, 60% of these patients said they wanted the surgery to be open on Saturday morning. Although the surgery offered pre-booked appointments on Saturday morning, it appears that patients want the ability to book an appointment on the morning on Saturday as well.

## Preferred additional opening times



### Booking Appointments

The surgery offered all of the standard methods of booking appointments and services, including online appointment booking, repeat prescription requests, and prescriptions sent to an appointed pharmacy. Online services were used by low numbers of patients.

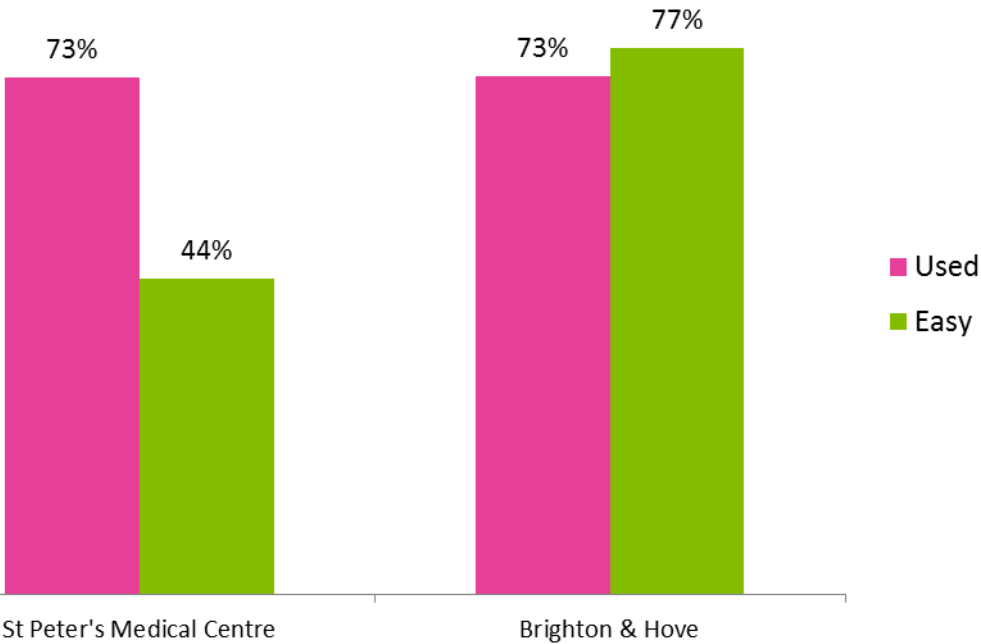
		used
Online appointment booking	✓	9%
Online repeat prescription	✓	9%
Electronic prescriptions (sent to pharmacy)	✓	26%
Integrated pharmacy	✗	

### Ease Of Booking Appointments Using Different Methods

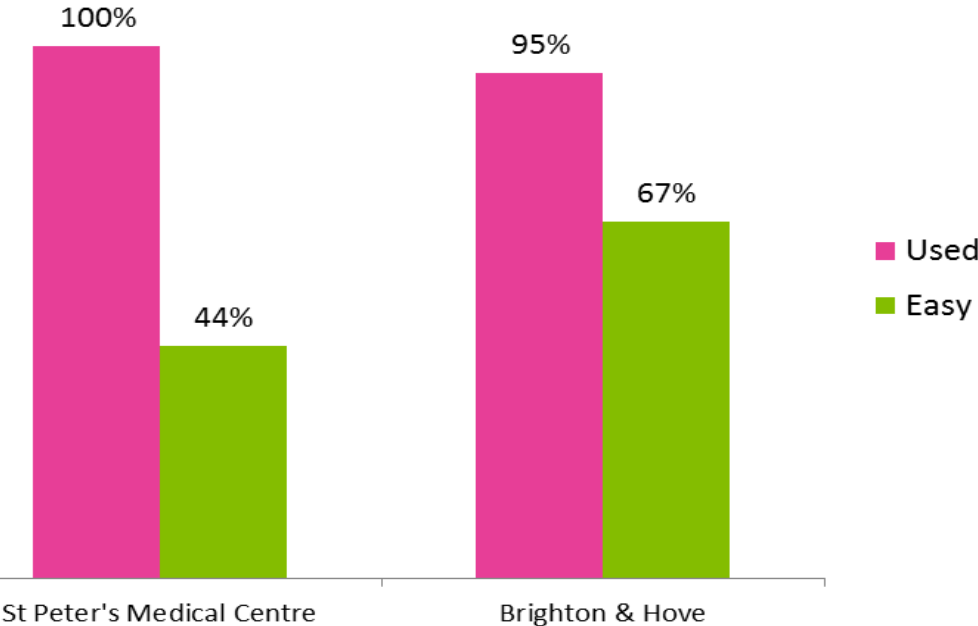
Using data from the Patient survey we assessed the proportion of patients who had used and found 'easy' to use different methods of booking appointments.

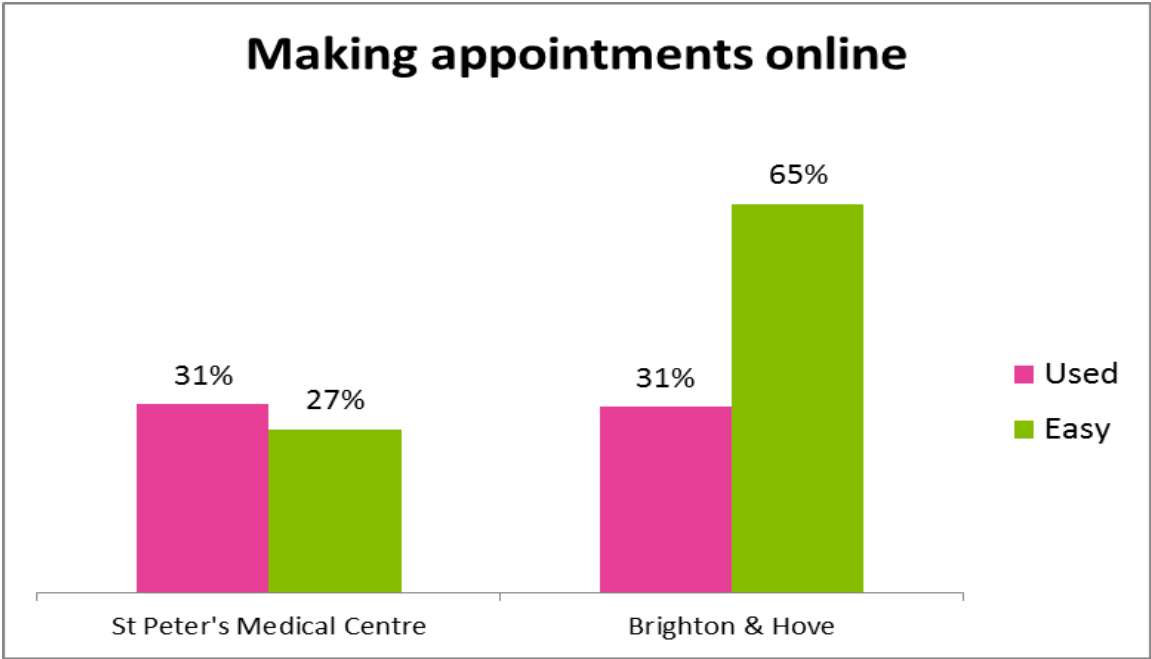
Patients found booking appointments quite difficult. Only 44% found it easy to book in person and on the phone and only 27% to book online.

### Making appointments in person



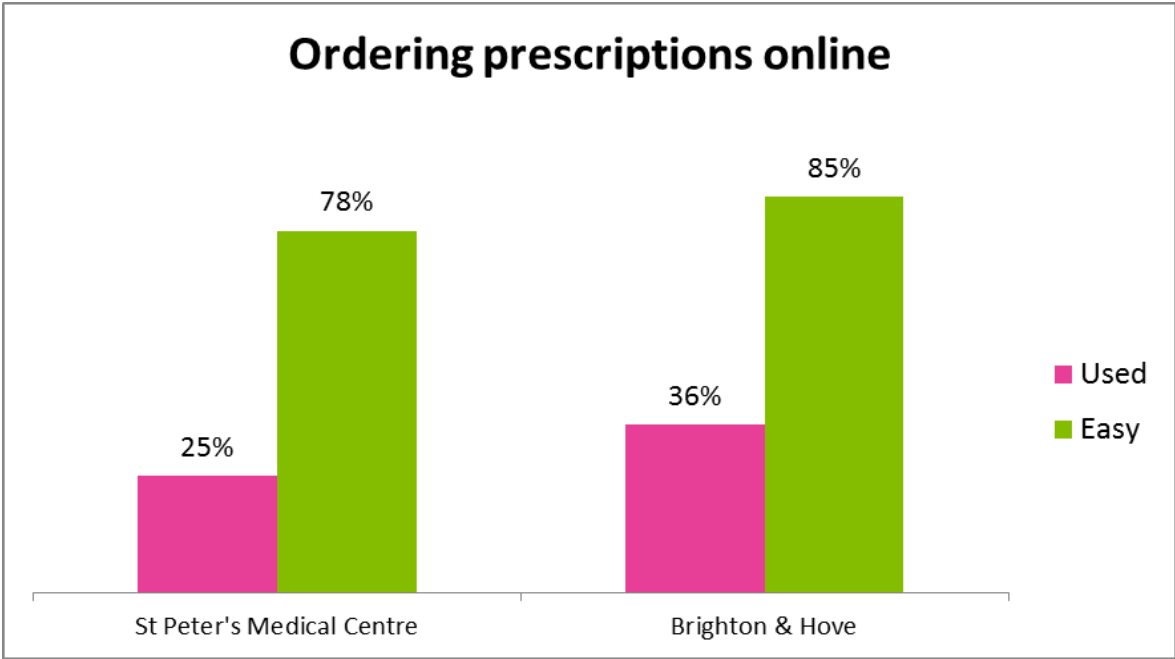
### Making appointments by phone



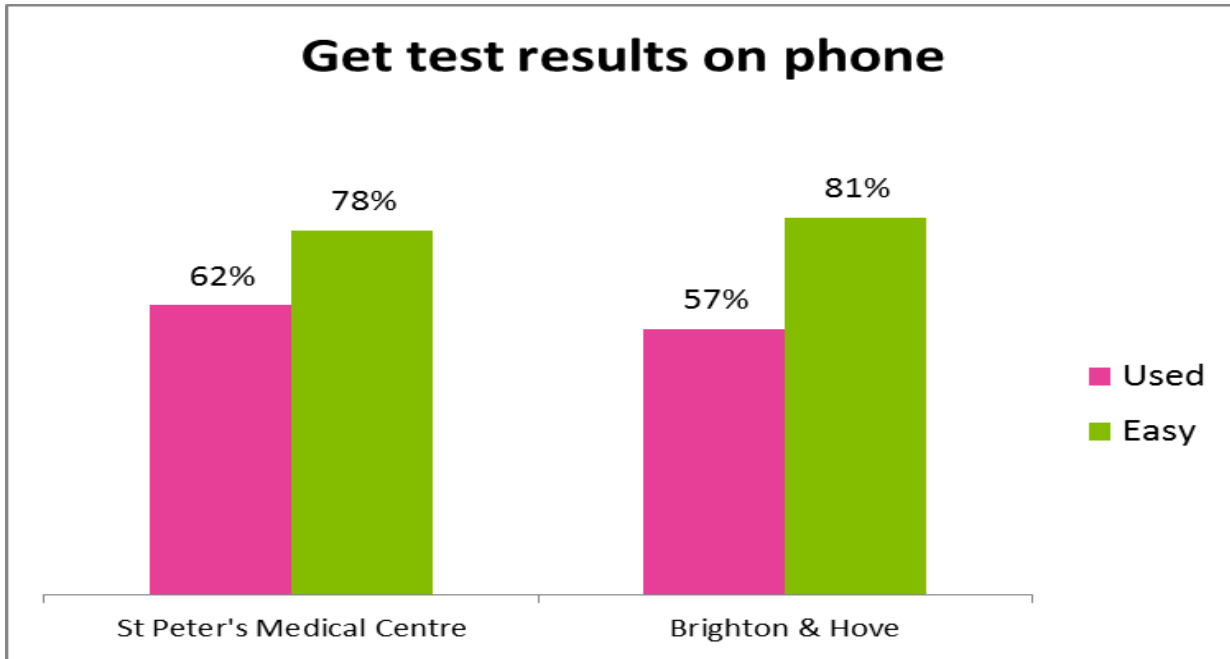


**Ordering Prescriptions Online And Getting Test Results By Phone**

Most (78%) of the patients in the practice who ordered prescriptions and accessed test results either online or over the telephone reported the experience had been easy.





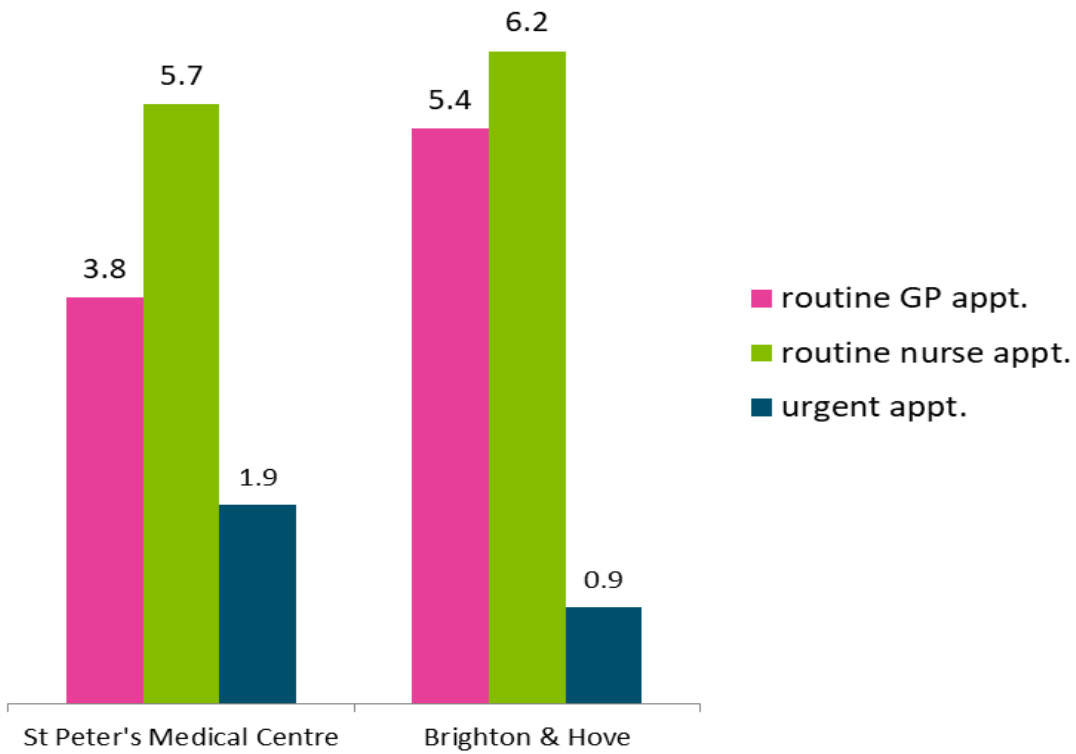


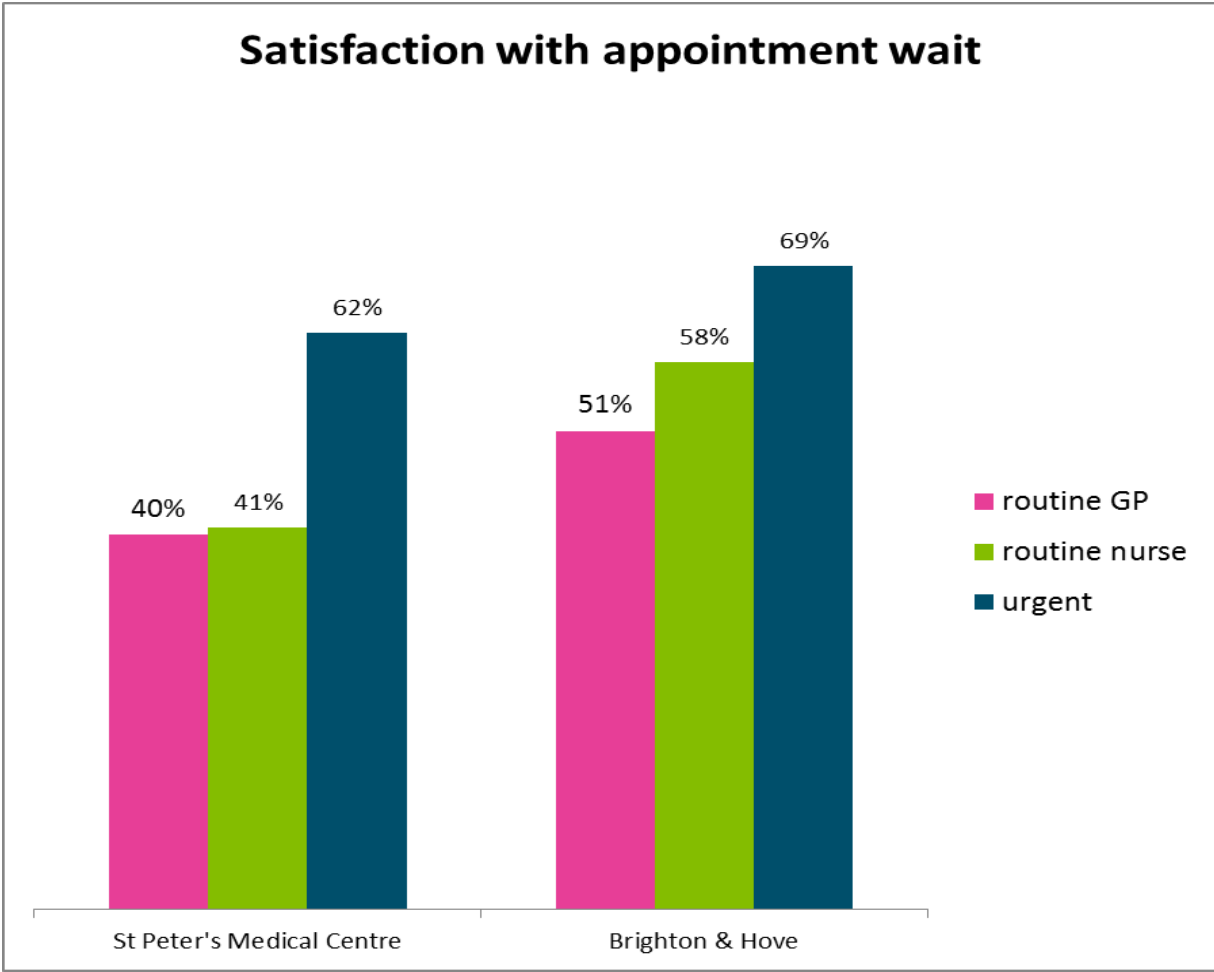
#### Wait Between Booking And Attending Appointments

The wait between booking and attending routine GP appointments was quicker (3.8 days) than the city average (5.4 days) However, the wait for urgent appointments with a GP (1.9 days) was rather longer than the city average (0.9 days).

Although patients in the practice were seen faster for routine appointments than patients in other practices in the city, their satisfaction with the delay in being seen was less (40%) than the city average (51%) for routine GP appointments, and less (62%) than the city average (69%) for urgent appointments.

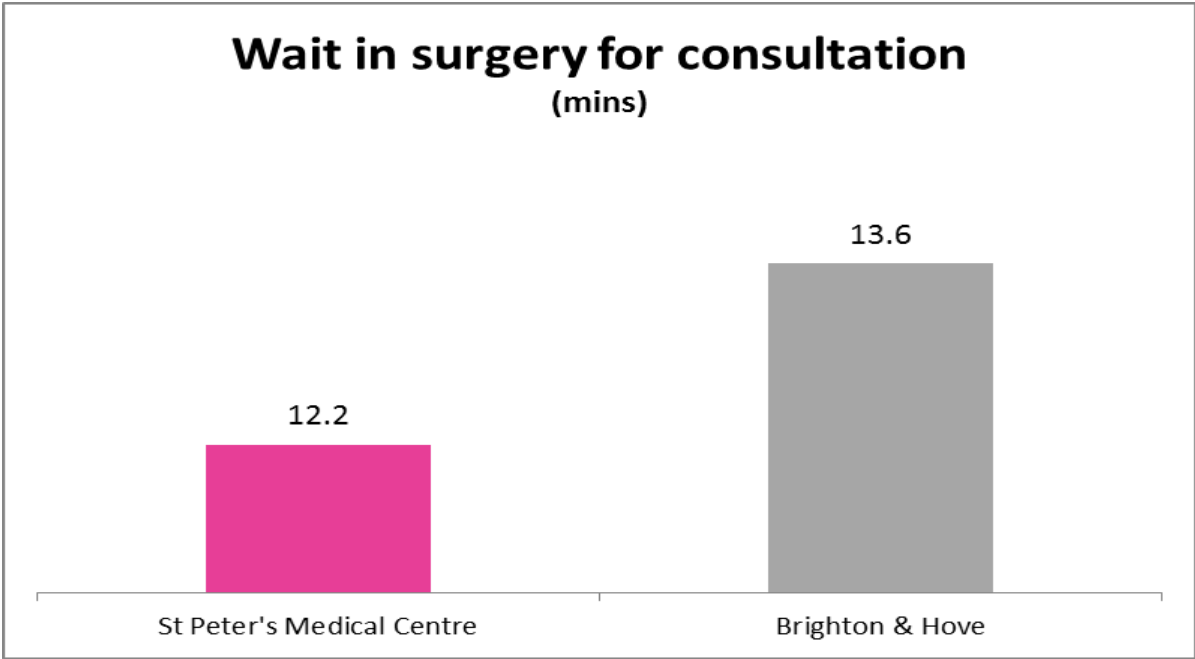
## Days wait between booking and attending appointments





### Wait At Surgery

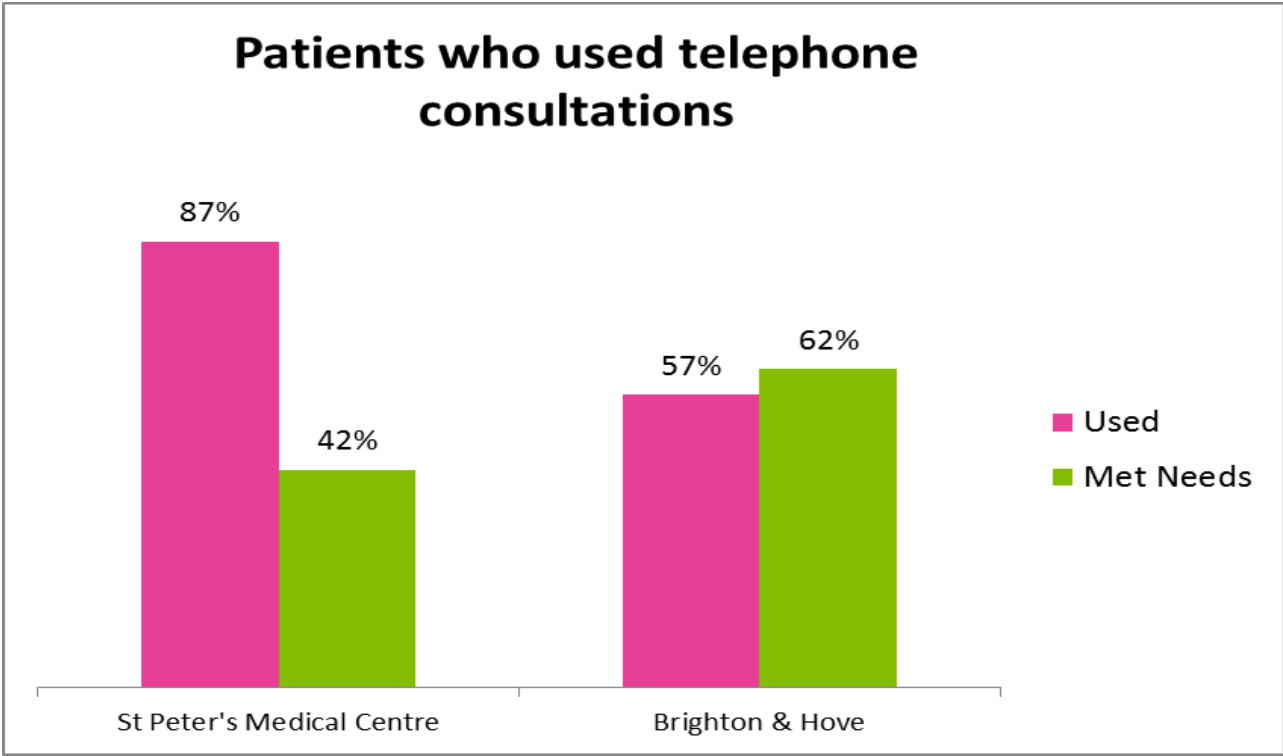
St. Peters Medical Centre performed slightly better than other practices in the average wait in the surgery for the consultation. Patients reported an average wait of 12.2 minutes compared to the city average of 13.6 minutes.



### Quality of Care

#### Telephone Consultations

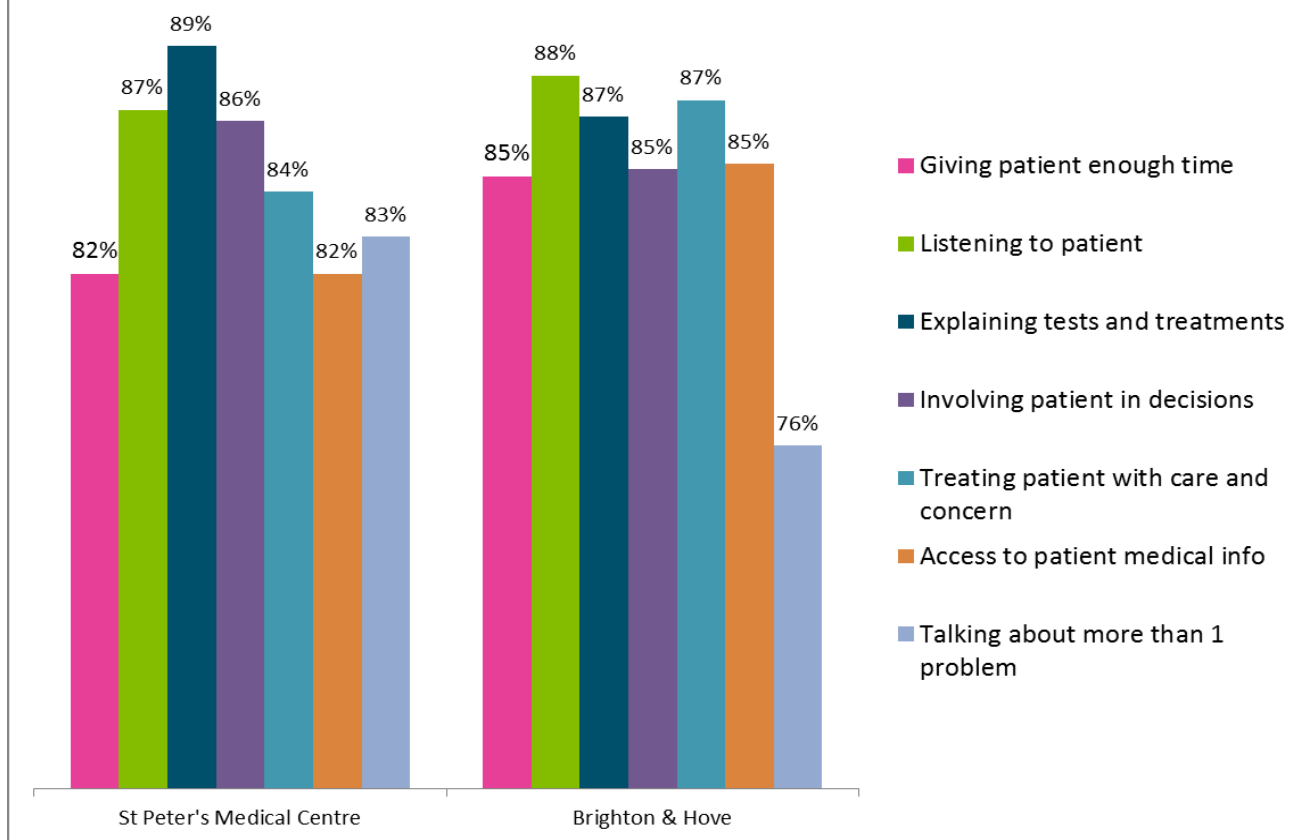
Eighty-seven percent of patients at the surgery had been offered telephone consultations. However only 42% of these patients felt the consultation met their needs. This ratio contrast with the average findings for other practices in the city where, although only 57% of patients received telephone consultations, 62% felt the consultation met their needs.



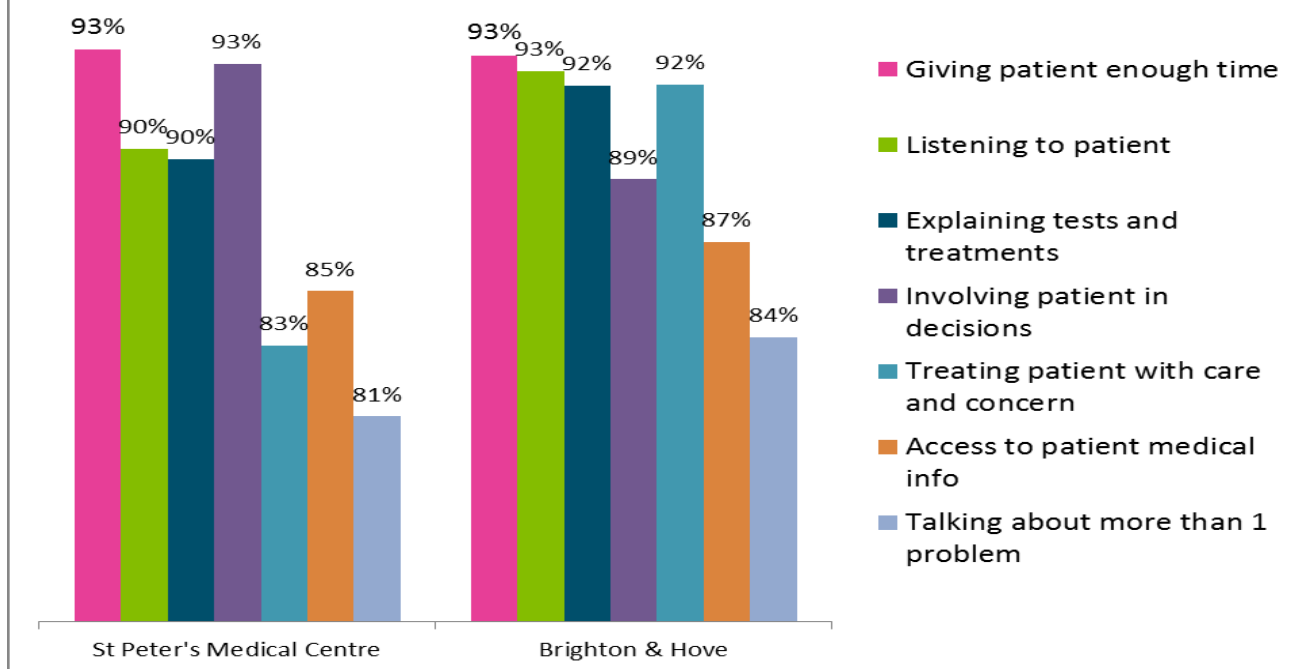
### Care Provided At Consultation

A high proportion of patients reported 'good' quality of care across seven standard criteria. The average quality score was 87% for GP consultations and 92% for nurse consultations, both of which were slightly higher than the average for the city. Patients at St. Peter's Medical Centre felt slightly more able to talk about more than one problem in their GP consultation (83%) than patients in other Brighton and Hove practices (76%). Nurses in the practice were rated slightly lower in treating patients with care and concern (83%) compared with nurses in other surgeries in the city (92%).

## Quality of care in GP consultation



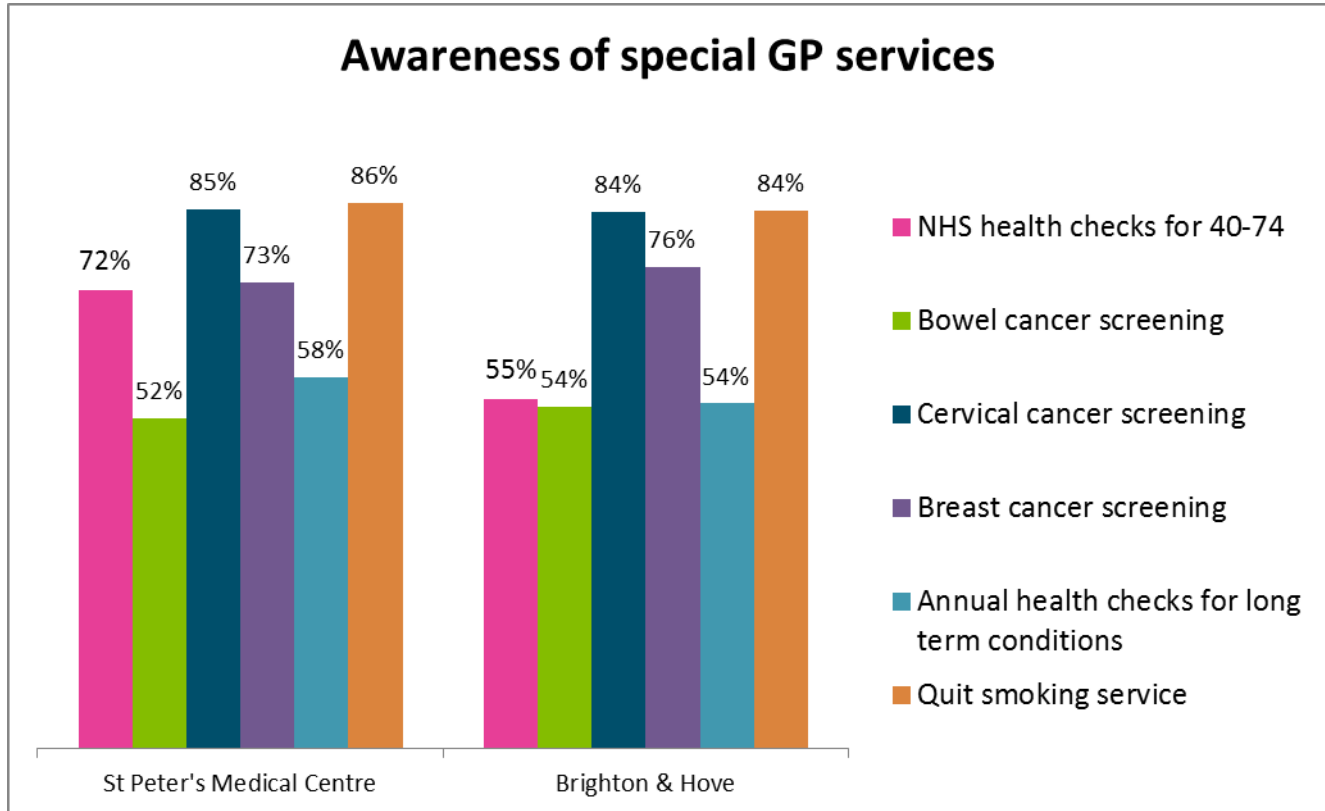
## Quality of care in nurse consultation



## Special GP Services

### Awareness of Special Services

Patient awareness of special services such as breast, bowel, and cervical screening was about the same as for other practices in the city with the exception of NHS Health Checks for people between 40 and 74 years of age. 72% of patients in the practice were aware of these Health Checks compared with only 55% city-wide.



## Environment

Our visit rated the surgery as good in providing an environment for patients with an average score of 7.2 out of 10.

The information provided was excellent with up-to-date, well-organised, uncluttered displays. The information about alcoholism, mental illness, STI, and contraception was outstanding.

Reception staff were very skilled in dealing with difficult patients and telephone calls about appointments, test results, and other queries were handled confidentially in a room away from the reception counter.

However, there was a need to provide hand gel by the touch screen, a Friends and Family Test box visible in the waiting area, and a notice informing mothers with prams that they could opt to have their consultation on the ground floor to avoid having to haul their pram up a steep, winding set of stairs.

## Overall Evaluation Of Practice

Patients in the St. Peter’s surgery were generally more negative in their overall evaluation of the practice than patients in other practices in Brighton and Hove. Whereas an average of 86% of patients in the city-wide sample said they would recommend their surgery to friends and family, only 73% of the patients at St. Peter’s said they would recommend their practice. Similarly, only 62% of the patients in the practice said they were satisfied with the surgery overall compared with an average figure of 82% for other practices in the city.

Overall surgery rating			
<u>Rating on 1-10 scale</u>		<u>Recommend practice to family and friends</u>	
St Peter's Medical Centre	7.2	St Peter's Medical Cent	73%
Brighton and Hove	7.9	Brighton and Hove	86%
<u>Satisfaction with GP practice</u>			
St Peter's Medical Centre	67%		
Brighton and Hove	82%		

“ The nurse practitioners are wonderful. I have often waited 40 minutes and more for a GP appointment. It’s difficult to make an appointment with a GP and I never see the same one twice. It puts me off going. ”

“ Overall the amount of times I am in a queue on the phone when I've phoned up at 8:30 am and there are no appointments or call backs left isn't good enough. ”

“ If you get to see someone they're super. Admin very poor and digital far too difficult. Such a shame. Phone usually wait 20 to 40 minutes for an answer. ”

“ You never get an appointment same day very rare and you get treated over the phone and told what you have without being seen!! ”





# Key Recommendations

## 1. Reduce wait times for urgent appointments.

Response from practice manager:

*If patients have an urgent problem, they are always dealt with on the day by either a telephone consultation or a face to face appointment.*

## 2. Increase the proportion of patients using online services for appointment booking and repeat prescriptions.

Response from practice manager:

*All new patients are encouraged to register for online services at the time of registration and we actively promote this to all existing patients. Since your visit, we have developed a new website which is more user-friendly and allows our patients to ask a doctor and/or nurse a question, request sick certificates amongst other services and this is proving popular. It also allows patients to request certain services without actually being registered for online services through our clinical computer system.*

## 3. Improve effectiveness of phone consultations.

Response from practice manager:

*St Peter's has used telephone appointments for approximately 3 years and continues to improve this service. We have found them to be extremely popular with many of our patients. By offering this service, we are able to reach and help more patients than if we offered only a face to face service, especially bearing in mind that our face to face appointments are of 15 minutes duration. Since your visit, we have improved our service by making all the routine telephone consultations timed ie. patients are told when the call will be made, therefore removing the necessity of them having to wait by the phone.*

## 4. Improve in-person and online booking systems.



## Suggested facility improvements

1. There should be a prominent notice for mothers attending the surgery with a small baby in a pram that they can opt to have their GP consultation on the ground floor to avoid having to haul their pram up a steep, winding set of stairs.
2. Hand gel and a notice on using it before using the touchscreen to check in should be posted near the entrance to the surgery.
3. The FTT box should be positioned clearly in the surgery waiting areas and a notice displayed calling patients' attention to it.
4. If a doctor changes their session time and/or consulting room, a notice ought to be posted by the touchscreen advising incoming patients where they should wait to be seen.

