

Stanford Surgery

Service address: Stanford Medical Centre, 175 Preston Rd, Hove, Brighton BN1 6AG

Date of surgery visit: 14th September 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

	Stanford Medical Centre	Brighton & Hove	
Satisfaction			
Overall surgery rating (1-10)	8.6	7.9	
Would recommend surgery to friend/family member	96%	87%	
Quality of care			
No. patients per doctor	2031	2394	
Overall quality of care - GP	83%	85%	
Overall quality of care - nurse	96%	90%	
Booking appointments			
Wait between booking and attending routine GP appointment	3.5 days	5.4 days	
Wait between booking and attending urgent appointment	0.8 days	0.9 days	
Opening hours			
Satisfaction with opening hours	93%	72%	

Stanford Medical Centre has 18301 registered patients and has 9.01 FTE doctors, making a ratio of one doctor per 2031 patients. This provision of doctors is higher than the city average of one doctor per 2394 patients. These figures cover three surgeries that make up the practice: the main one on Preston Road in Brighton, plus two smaller surgeries at Islingword Road in the Hanover area of Brighton, and at the Cockroft Building (part of the University of Brighton) on Lewes Road. Healthwatch only visited the main Stanford Medical Centre on Preston Road.¹

Patients rated the surgery at 8.6 out of 10 which was better than the city average of 7.9.

Results from the patient survey indicated ease of making appointments, waiting times between booking and attending appointments and quality of care in Nurse consultations as areas of strong performance and, although overall satisfaction with quality of care in GP consultations was also strong, patients were less satisfied about GPs listening to their concerns or explaining tests and treatments compared to other surgeries in the city.

Our visit rated the surgery as very good in providing an environment for patients, giving it a score of 9 out of 10. We identified only minor aspects that could be improved including

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

provision of fresh water for patients and the removal of some power socket protection devices to bring the practice into line with NHS guidance.

The surgery was found to be performing well overall compared to other surgeries in the city in most respects, with the exception of patients' perception of quality of care from GPs, which was slightly less positive than the average for Brighton and Hove.



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 29 submissions from patients using the surgery.

- **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

Stanford Medical Centre had 18301 registered patients and 9.01 FTE doctors making a ratio of one doctor per 2031 patients.

The surgery was accepting new patients from within the defined practice area at date of research.

Opening hours at the Stanford Medical Centre were 8.00am to 6.00pm every week day. In addition pre-bookable appointments with a GP were available on Monday evenings from 6.30pm to 9.20pm, and on Saturday mornings from 8am to 11am.

The Stanford Medical Centre was working within Cluster Three, which also includes Beaconsfield Medical Practice, Preston Park and Warmdene practices.

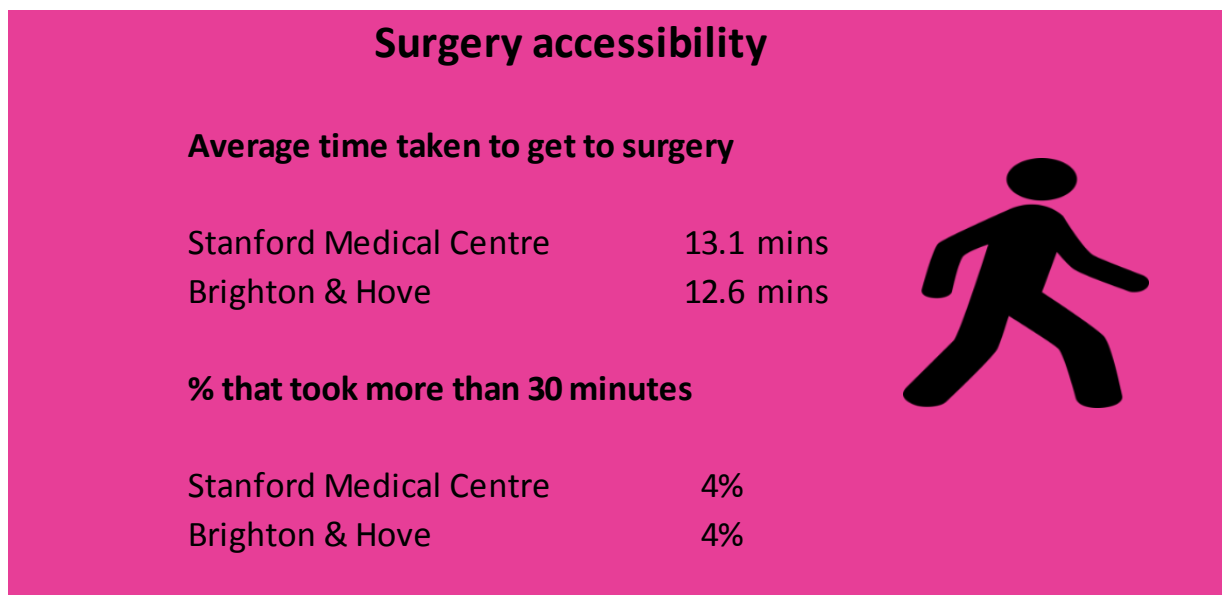
The surgery has a PPG with members meeting in person.



Findings

Accessibility

The average time taken to get to the surgery was 13.1 minutes, which was slightly longer than the average for Brighton and Hove. Only a small proportion of patients, 4%, had to take more than 30 minutes, the same as the city average.

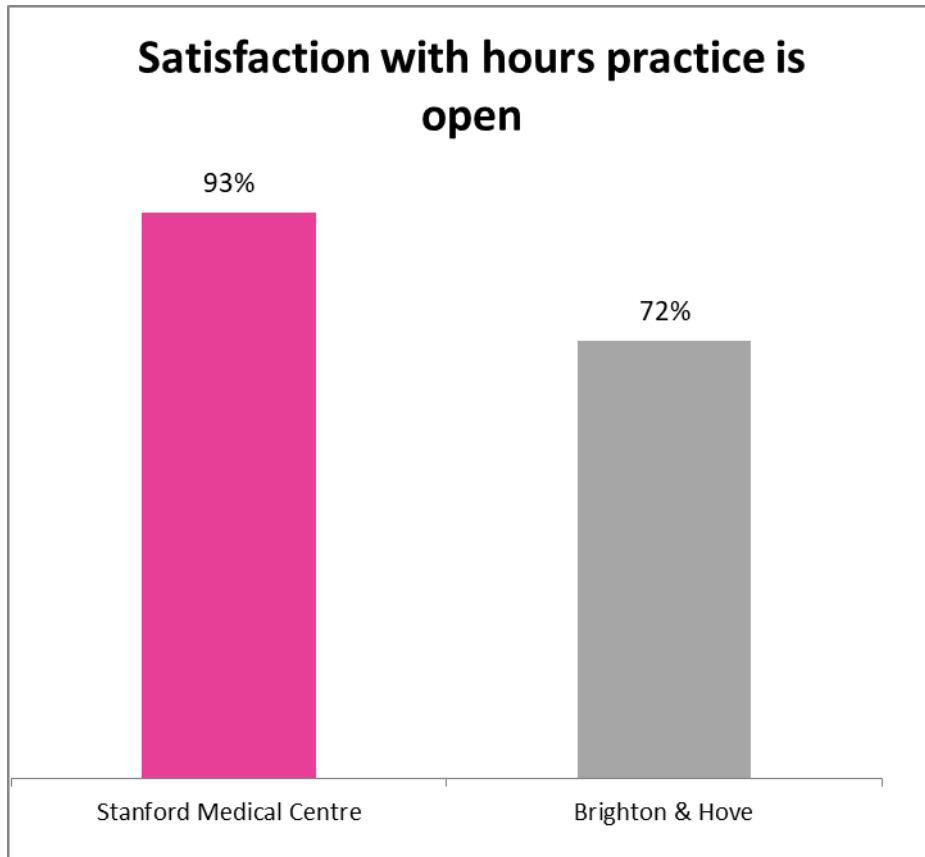


Opening hours

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Satisfaction with current opening hours

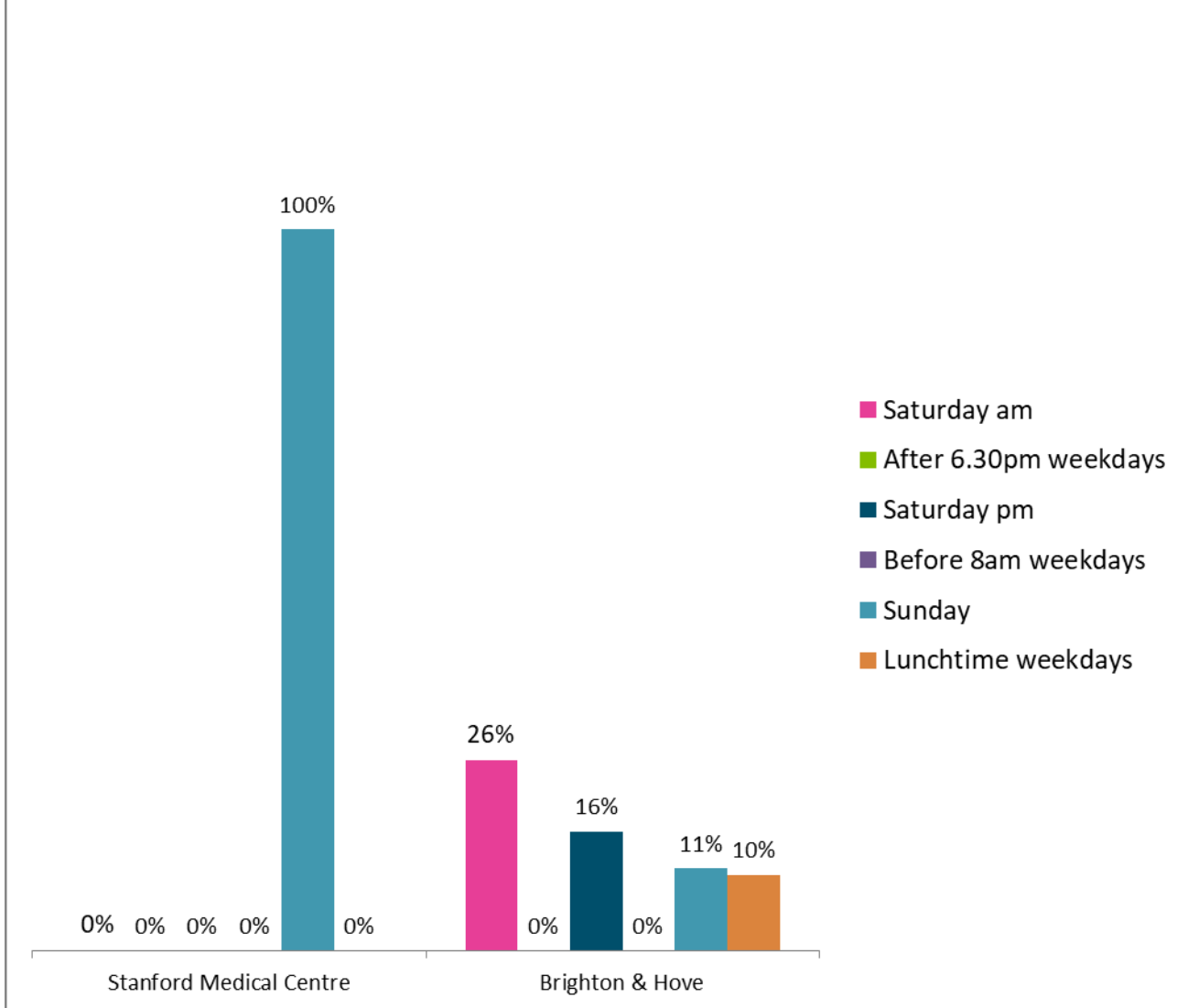
Patients were generally very satisfied (93%) with opening hours offered by the surgery.



Preferred additional hours if not satisfied

For the small percentage of patients who were not satisfied with existing opening hours, the most popular additional opening hours proposed was, unusually, Sunday - this likely reflects the fact that the surgery is already open for GP consultations on one evening in the week and on Saturday mornings.

Preferred additional opening times



Booking appointments

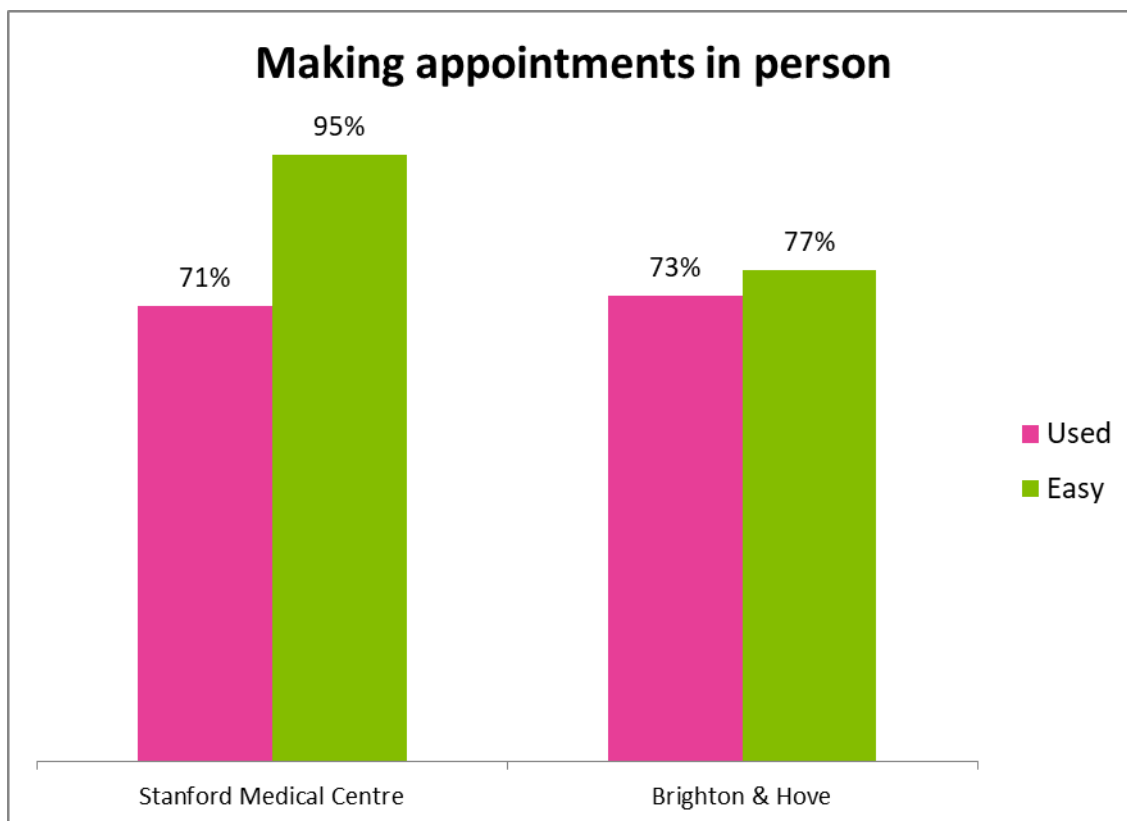
The surgery offered all standard methods of booking an appointment and electronic facilities for making prescriptions. Patient take-up of online appointment and repeat prescription services were low.

	used
Online appointment booking	6%
Online repeat prescription	6%
Electronic prescriptions (sent to pharmacy)	30%
Integrated pharmacy	

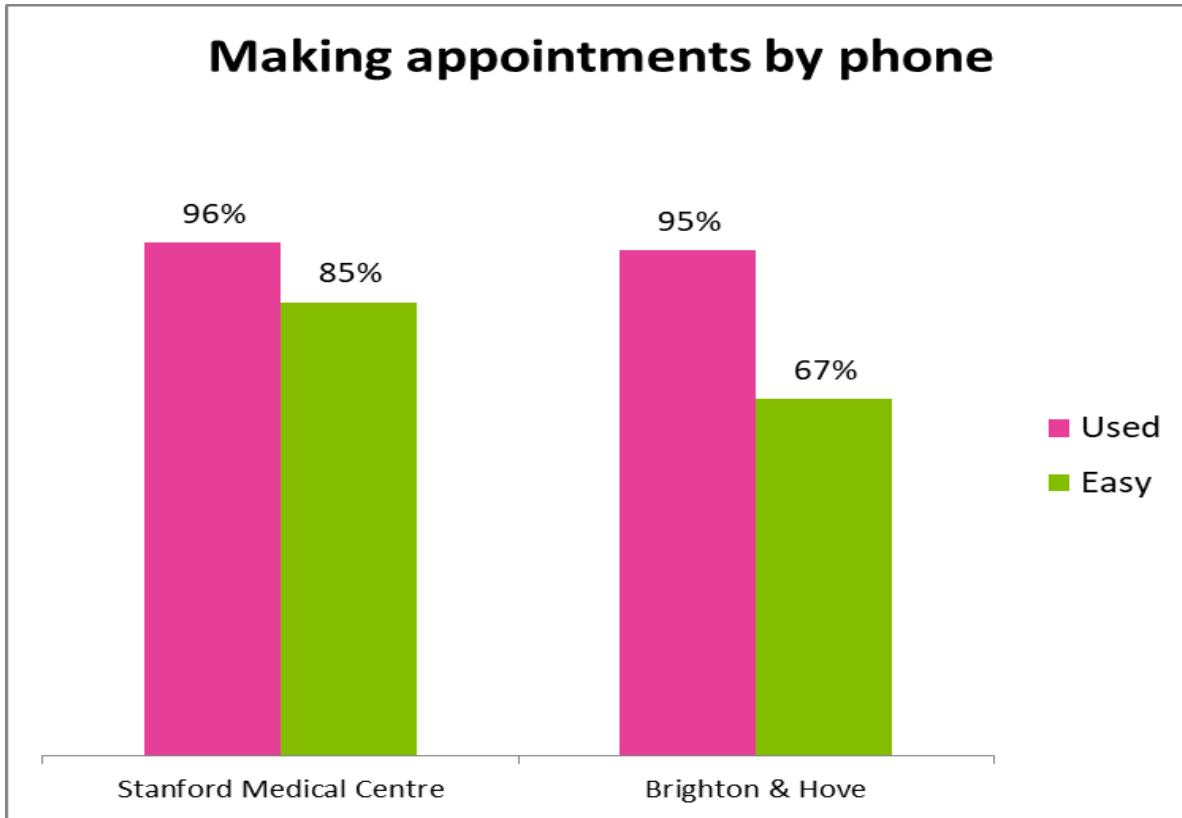
Ease of booking appointments using different methods

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.

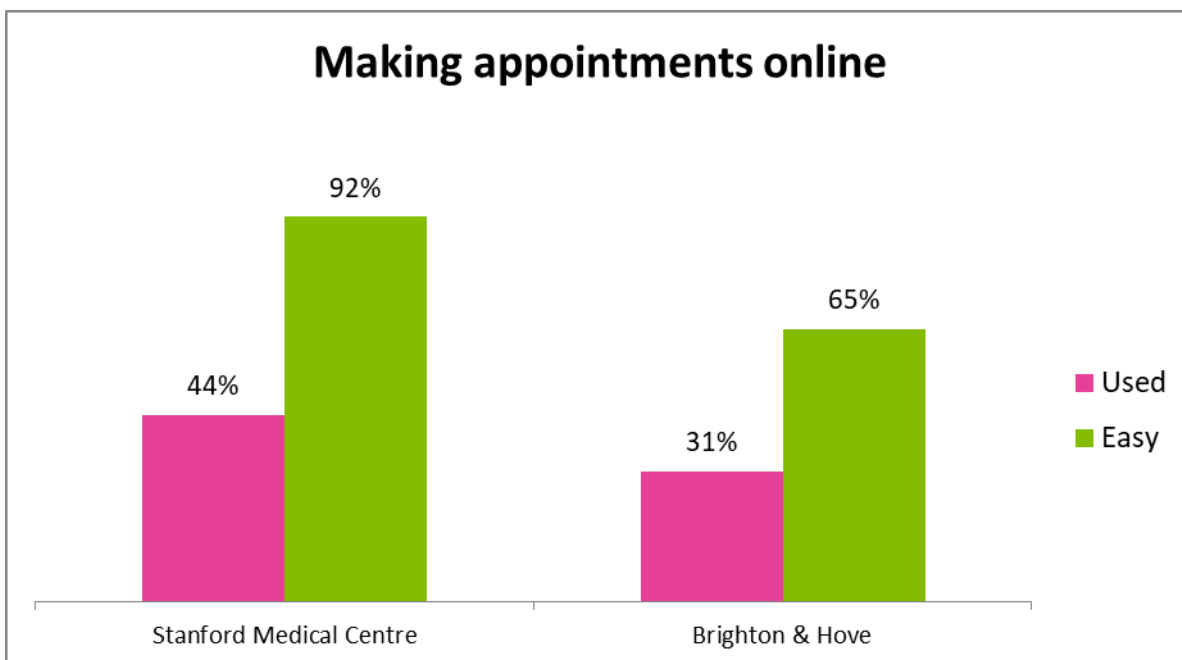
A high proportion of patients reported that making appointments in person, by phone or online had been 'easy' and these satisfaction rates were all significantly higher than the average for Brighton and Hove.



Making appointments by phone

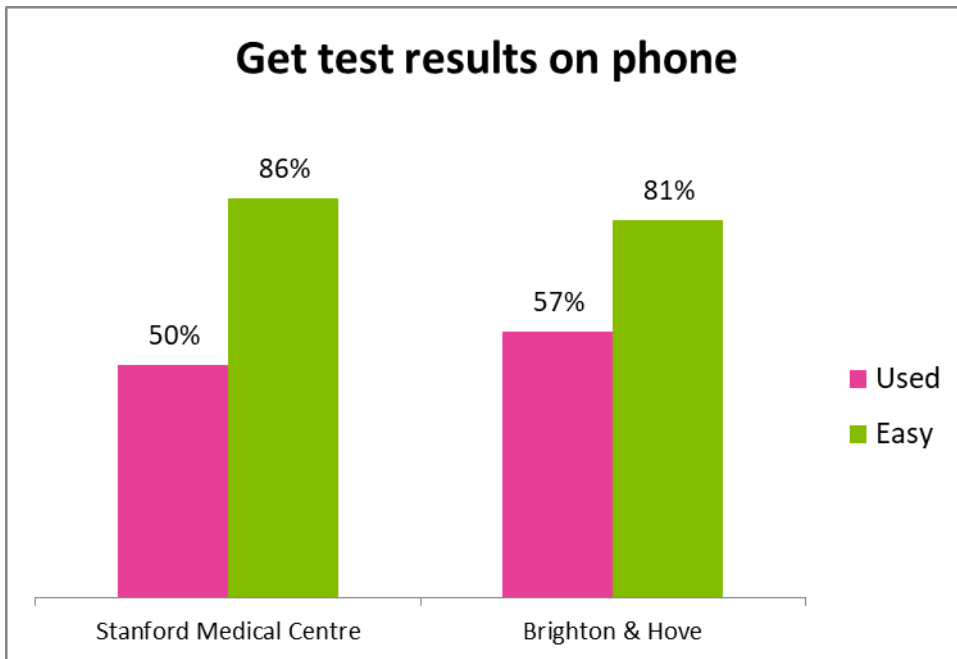
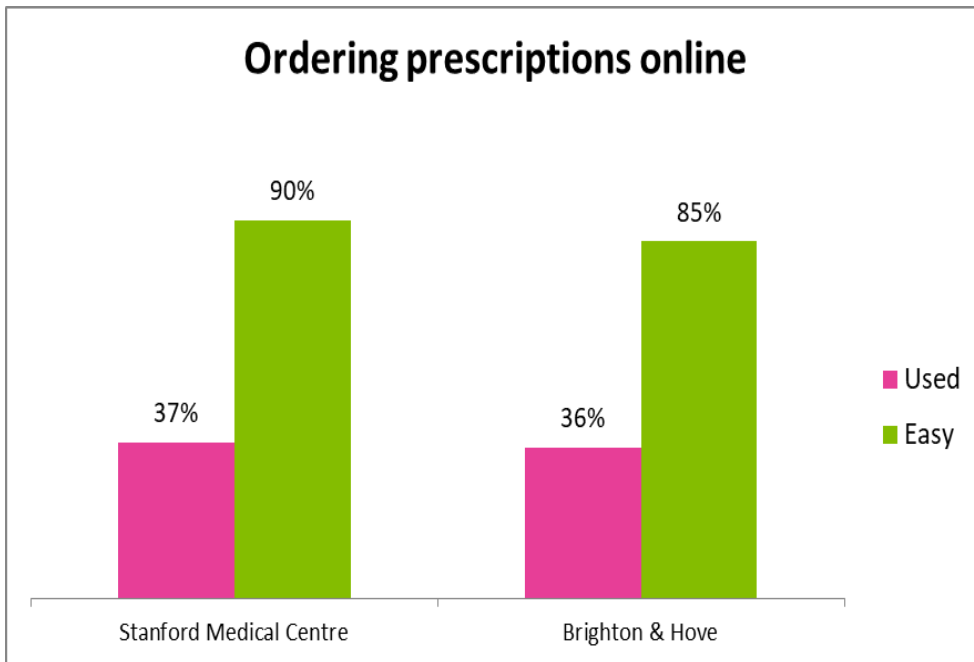


Making appointments online



Ordering prescriptions online and getting test results by phone

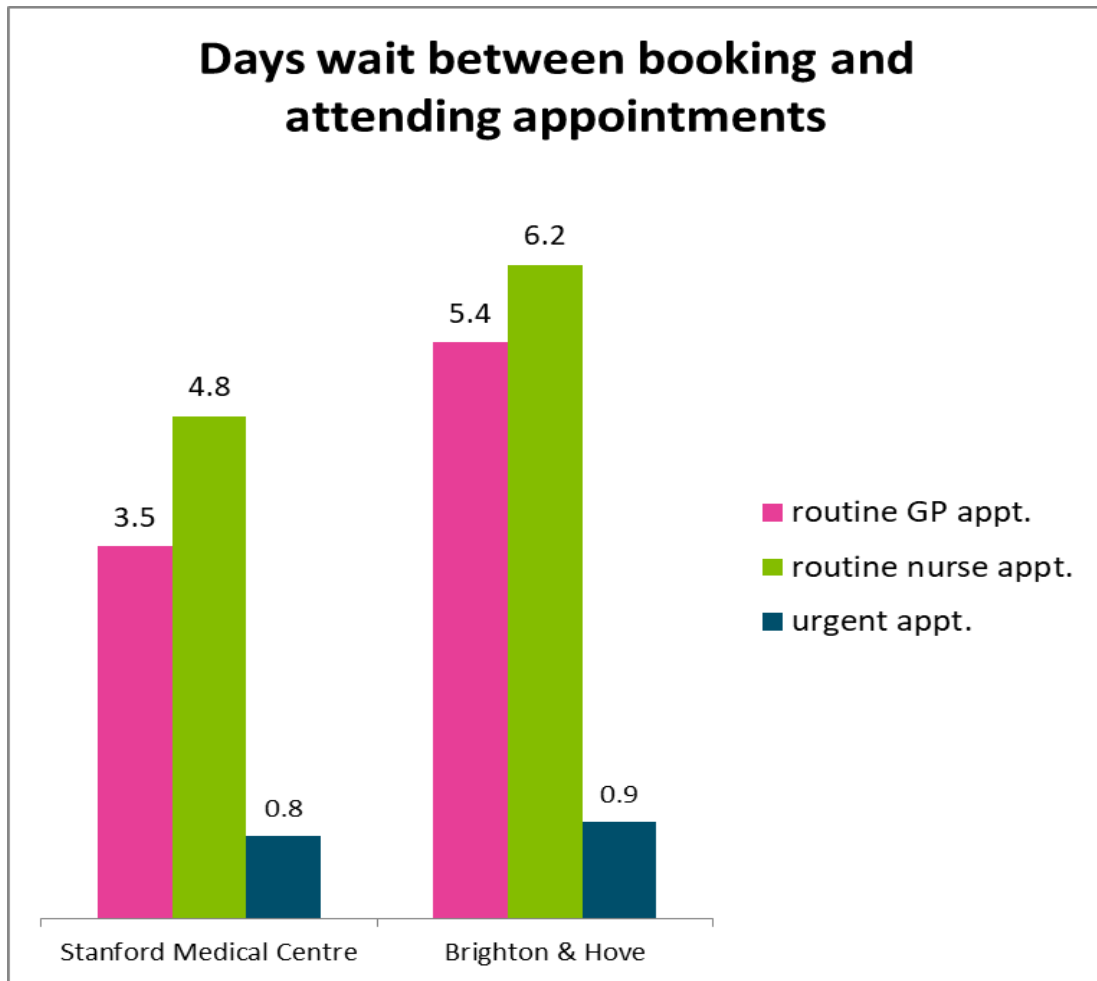
Patients who had used these services largely reported the experience had been 'easy', and the percentage of these satisfied patients was higher than the average for the city.

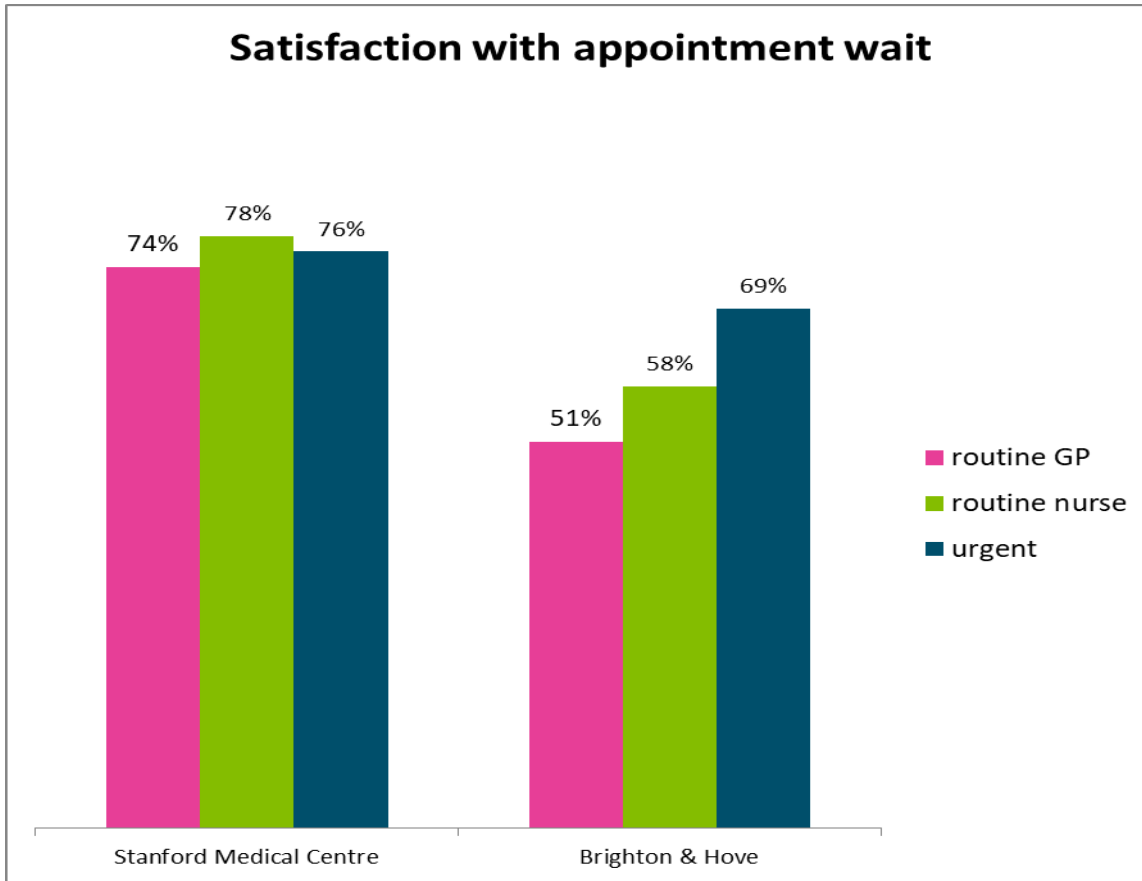


Wait between booking and attending appointments

The days wait between booking and attending routine appointments were significantly lower than the city average (for example only 3.5 days for a routine GP appointment compared to the city average of 5.4 days). This strong performance is reflected in satisfaction levels, with significantly higher than average figures for each type of routine appointment. The wait for

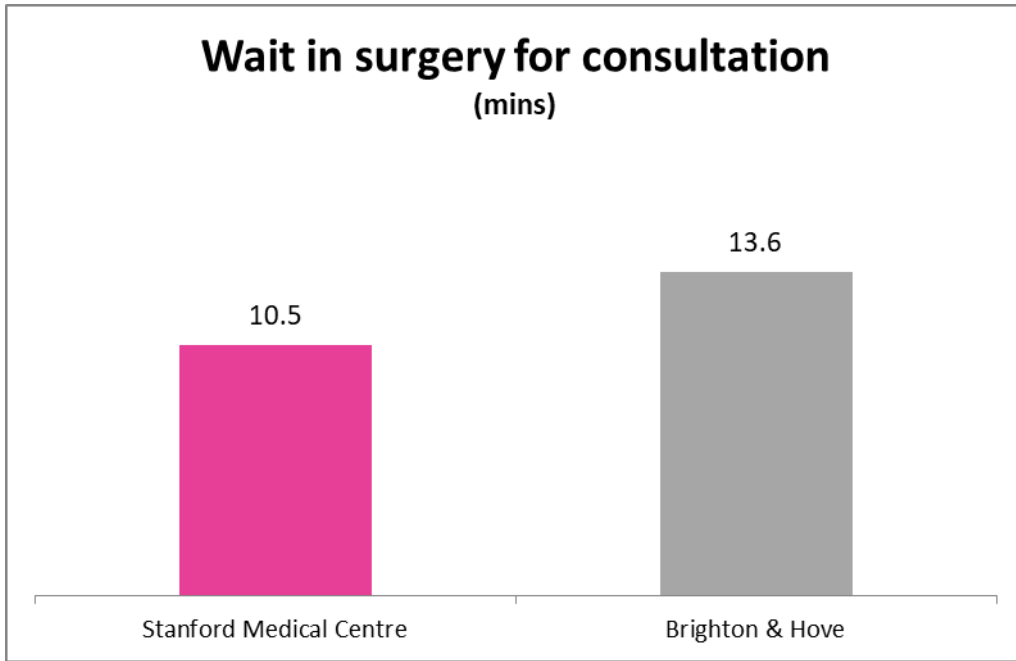
urgent appointments was in line with the average for Brighton and Hove.





Wait at surgery

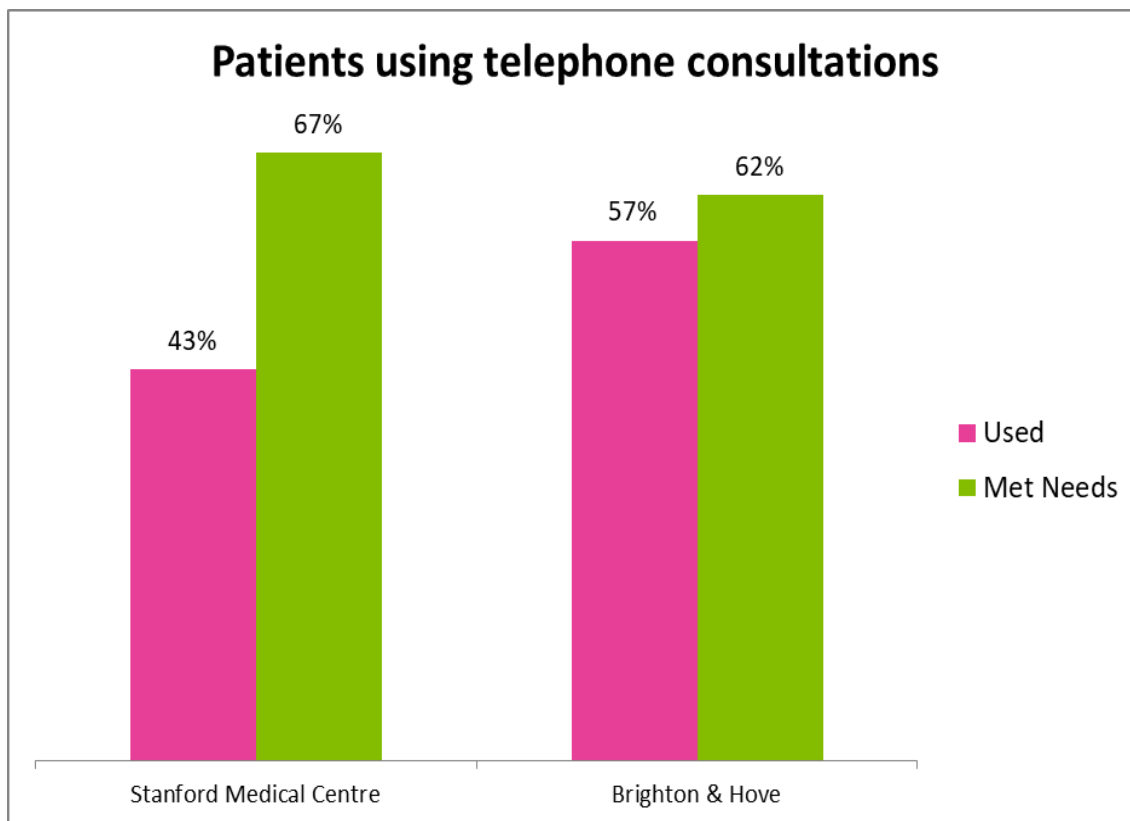
Stanford Medical Centre performed well in the average wait in the surgery for the consultation. Patients reported an average wait of 10.5 minutes compared to the city average of 13.6 minutes.



Quality of care

Telephone consultations

Under half of patients at the surgery had used telephone consultations in place of face to face consultations (somewhat lower than the average for the city). Around two thirds of these patients felt that the telephone consultation they had received had been effective in meeting their needs. These figures suggest the surgery is managing this system well and providing effective consultations for patients when these are employed.



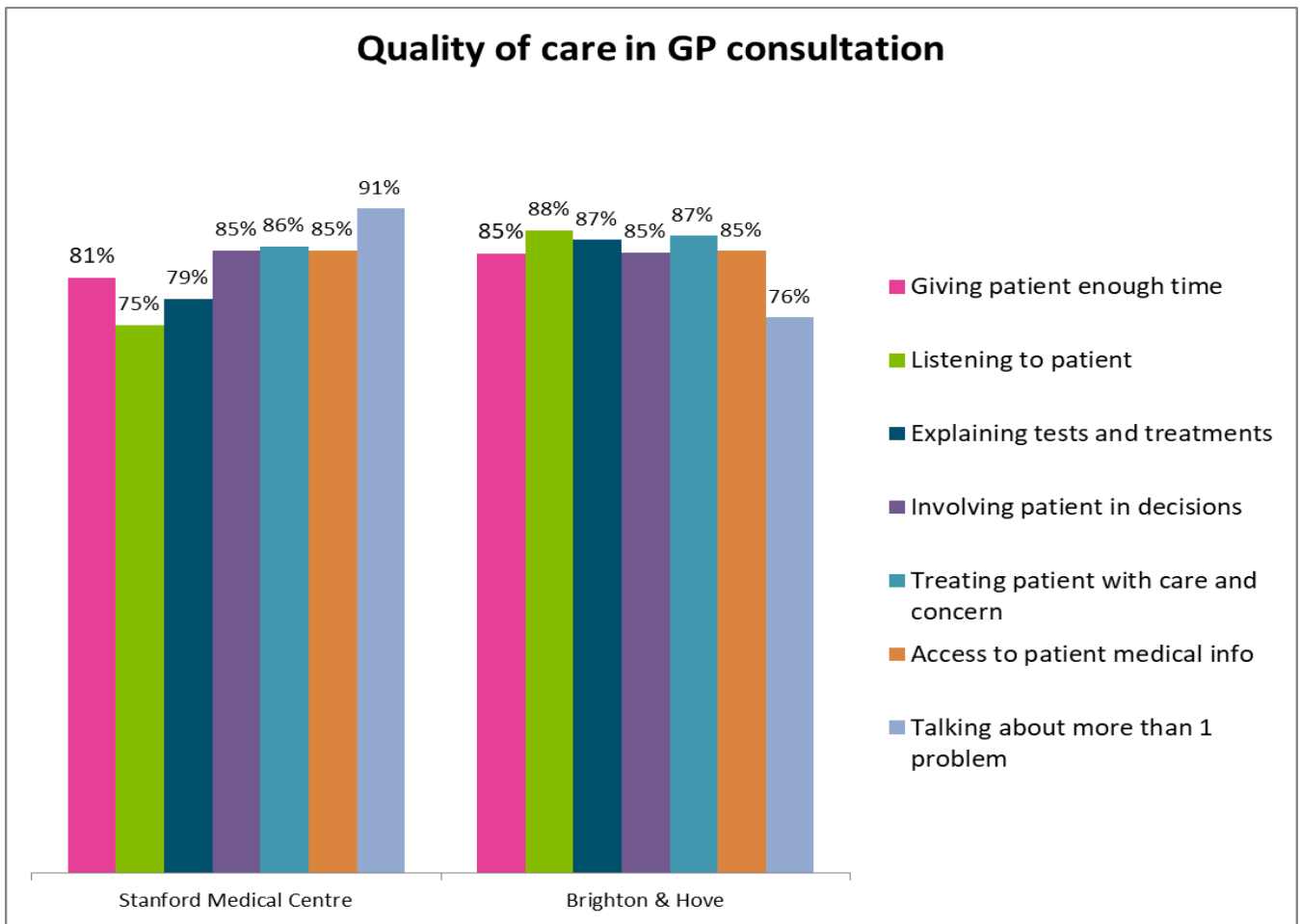
Care provided at consultation

A high proportion of patients reported 'good' quality of care across seven standard criteria. The average quality score was 83% for GP consultations (slightly lower than the average for the city) and 96% for nurse consultations (somewhat higher than the average for the city).

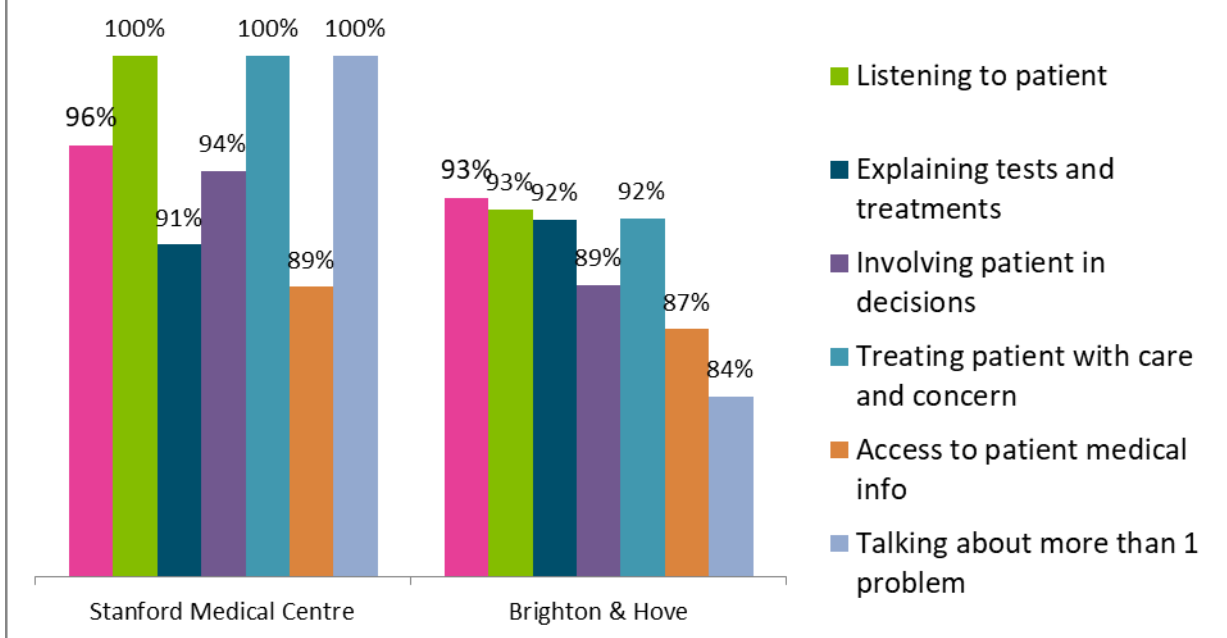
It should be noted that three GP consultation measures were significantly different from the average for Brighton and Hove, namely "Listening to patient" and "Explaining tests and treatments" which scored somewhat less well than the average, and "Talking about more than 1 problem" which scored somewhat higher than the average.

Three aspects of Nurse consultations scored particularly highly relative the city average, namely "Listening to patient", "Treating patient with care and concern" and "Talking about more than 1 problem".

Quality of care in GP consultation



Quality of care in nurse consultation

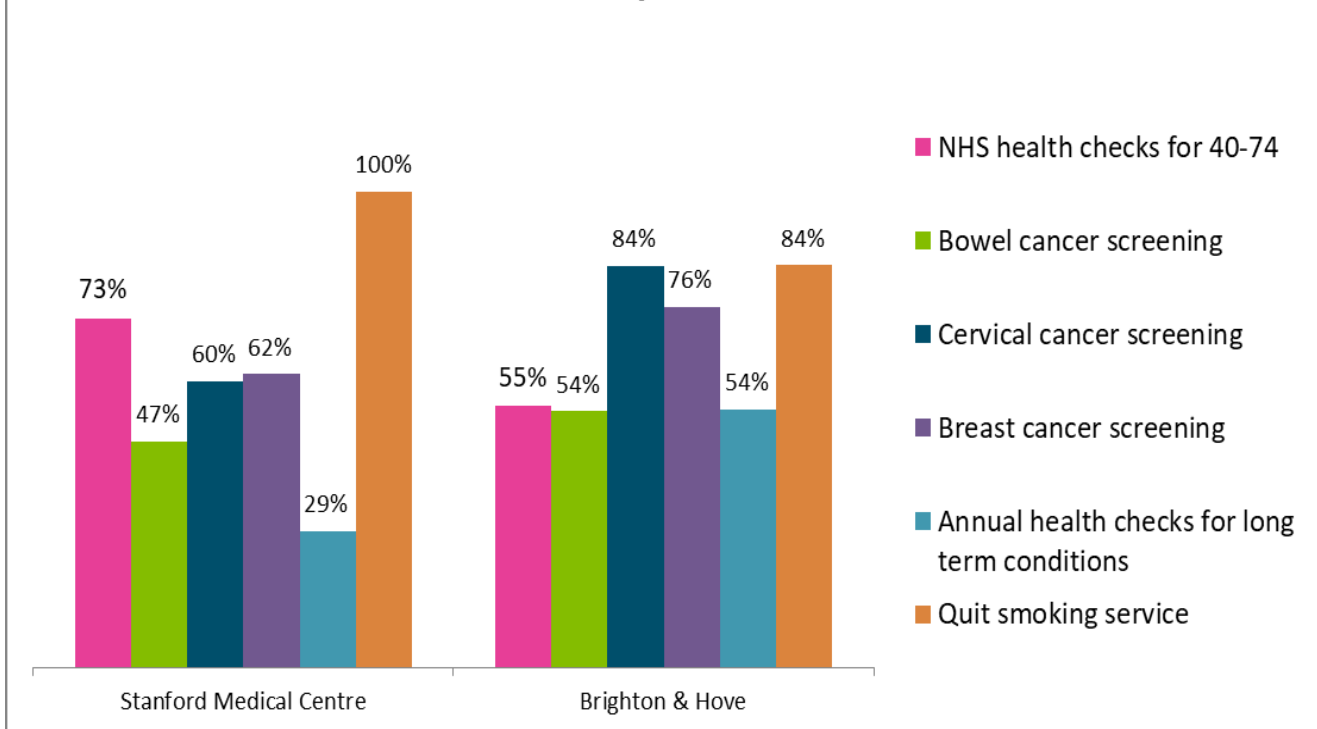


Special GP services

Awareness of special services

Although patient awareness of NHS health checks for patients aged 40-74 (75%) and Quit Smoking (100%) services were significantly higher than the average for the city, awareness of other special services was rather lower than average for the city, particularly cervical cancer screening (60% compared with 84% average) and Annual health checks for long term conditions (29% compared with 54% average).

Awareness of special GP services



Environment

The surgery is on the 1st and 2nd floors of a modern building, accessible by stairs or lifts. The GPs consulting rooms occupied the 2nd floor, and the nurses' consultation/treatment rooms were on the 1st floor. The waiting areas on both floors were well lit, well furnished, clean and tidy and spacious. Information provided for patients was varied, up to date and clear. A TV screen provided additional patient information that was easy to read. Staff were friendly and welcoming, and despite the open plan design of the reception areas, ensured confidentiality of conversations with patients well.

Toilets were provided on both floors, including well-appointed disabled facilities. Disinfecting hand gel was provided in several locations on both floors. There were blood pressure monitors for patient use in waiting areas, as well as weighing scales in the GP waiting area on the 2nd floor.

Fresh drinking water was provided for patients in jugs, but we noted that in the event that a waiting area was unmanned (which was the case on our visit to the nurses' floor) there was potential for tampering with the jugs. Some power sockets in the waiting areas were covered

using socket protector devices. We note that this is inconsistent with NHS guidance issued in June 2016, which requires such devices to be removed.

Although on our visit there were initially no Friends and Family Test forms or collection boxes on display (this was remedied during our visit), we were told that all patients with a registered mobile phone number were contacted by text message after each appointment encouraging them to give feedback; this was considered an effective way of getting feedback in addition to using physical Friends and Family Test forms.

Overall evaluation of practice

Patients were generally very positive in their overall evaluation of the surgery, giving it higher ratings compared to the average in Brighton and Hove.

Overall rating of surgery	
Rating on 1-10 scale	
Stanford Medical Centre	8.6
Brighton and Hove	7.9
Satisfaction with GP practice	
Stanford Medical Centre	96%
Brighton and Hove	79%
Recommend practice to family and friends (FFT)	
Stanford Medical Centre	96%
Brighton and Hove	86%

“ I have always been seen the same day for all appointments / emergencies. Polite and friendly team on arrival. Health needs

investigated and reassurance given. 🍌

🍌 Pretty happy. Could be improved by not having to spend 30mins first thing in the morning phoning continuously to get an appointment that day (always engaged) 🍌

🍌 Good surgery however the quality of doctors varies in my opinion 🍌



Key Recommendations

1. GPs should consider how to address patient concerns about "Listening to patient" and "Explaining tests and treatments", issues that were raised in the patient survey.
2. The practice should make more use of phone consultations which are an effective and convenient means of providing care.
3. Efforts should be made to improve patient awareness of the cervical cancer screening service and of Annual health checks for long term conditions.



Suggested facility improvements

4. The use of water jugs during periods when waiting areas are unsupervised should be reviewed to eliminate the possibility of tampering with water provided for patients.
5. Any remaining power socket protector devices should be removed in line with NHS guidance.

