

Warmdene Surgery

Service address: Warmdene Surgery, Carden Hill, Brighton BN1 8DD

Date of surgery visit: 26th 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

Warmdene surgery had 9,379 registered patients and had 3.88 FTE doctors, making a ratio of one doctor per 2,417 patients. This provision of doctors was slightly higher than the city average of one doctor per 2,394 patients.¹

5 of the 6 patients surveyed reported they were satisfied with the surgery.

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



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 6 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

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

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

Warmdene surgery had 9,379 registered patients and had 3.88 FTE doctors, making a ratio of one doctor per 2,417 patients.

The surgery was accepting new patients at date of research.

Surgery opening hours were Monday-Tuesday 8.00-20.00, Wednesday-Friday 08.00-18.00, closed at weekends.

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

The surgery was working within Cluster 3 in Brighton and Hove which also includes Preston Park, Stanford Medical Centre and Beaconsfield Medical Practice.

Findings



Accessibility

All six of the patients surveyed took less than 15 minutes to get to the surgery. The average for Brighton and Hove was 12.6 minutes.

Satisfaction with current opening hours

Five out of 6 patients surveyed were satisfied with opening hours offered by the surgery.

Booking appointments

The surgery offered all standard methods of booking an appointment and electronic facilities for making prescriptions but had low uptake of them by patients.

| | | used |
|---|---|------|
| Online appointment booking | ✓ | 17% |
| Online repeat prescription | ✓ | 17% |
| Electronic prescriptions (sent to pharmacy) | ✓ | 17% |
| Integrated pharmacy | ✓ | |

Ease of booking appointments using different methods

Two out of four patients said that making an appointment in person had been easy.

Five out of six patients said that making an appointment by phone had been easy.

One out of three patients said that making an appointment online had been easy.

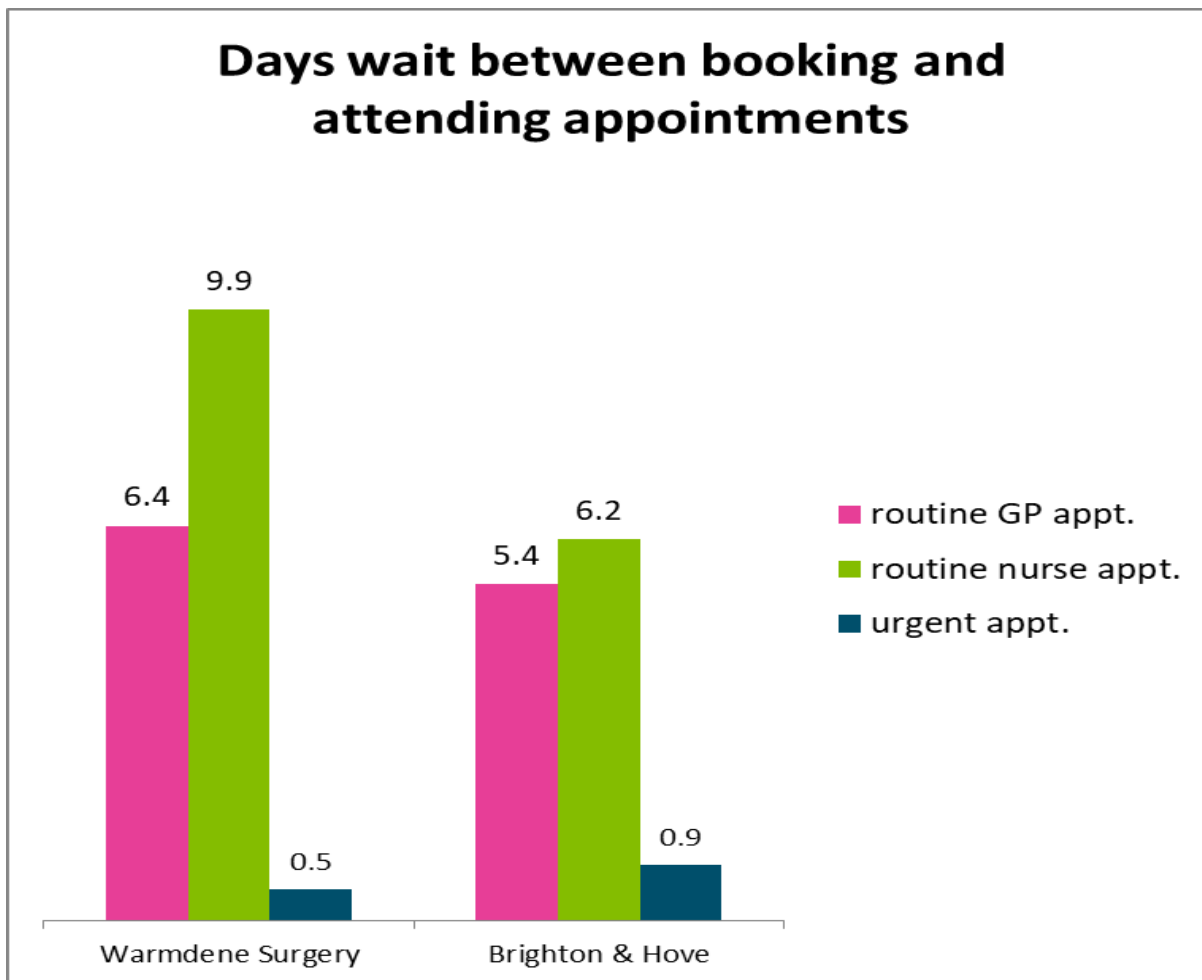
Ordering prescriptions online and getting test results by phone

All four patients surveyed said that ordering prescriptions online had been easy.

All four patients surveyed said that getting test results on the phone had been easy.

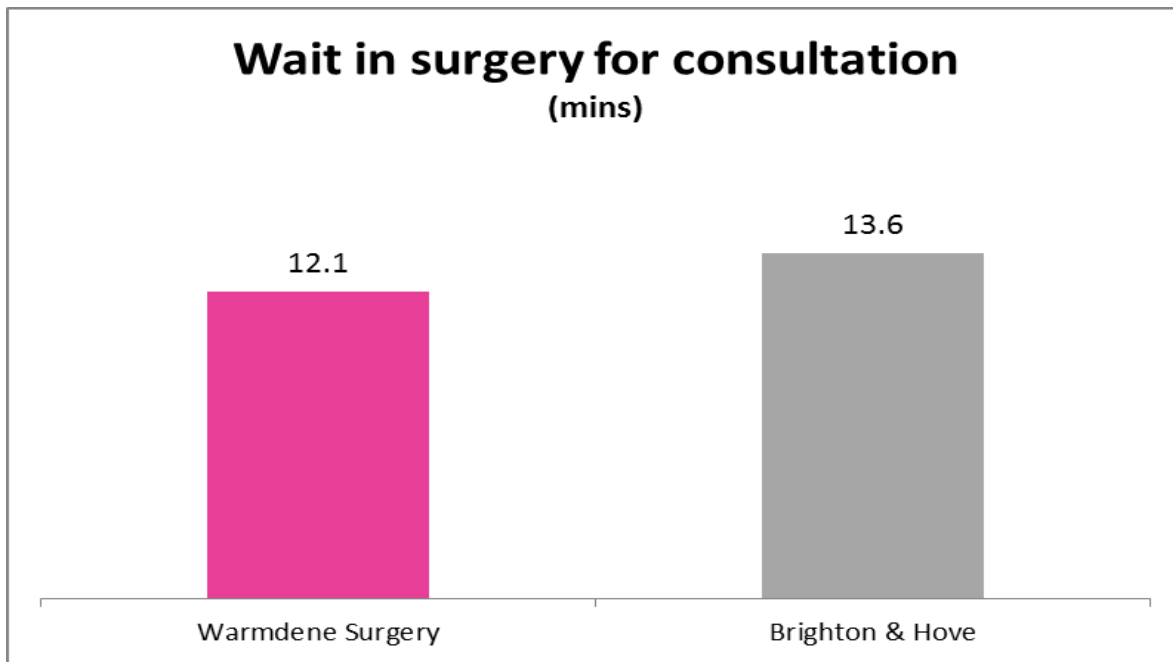
Wait between booking and attending appointments

The average days wait between booking and attending appointments were slightly longer the city average apart from urgent appointments which at 0.5 days was shorter than the city average. Satisfaction reflected these results with low satisfaction for routine appoints but 100% satisfaction for urgent appointments.



Wait at surgery

Patients reported an average wait of 12.1 minutes beyond the appointment time compared to the city average of 13.6 minutes.



Quality of care

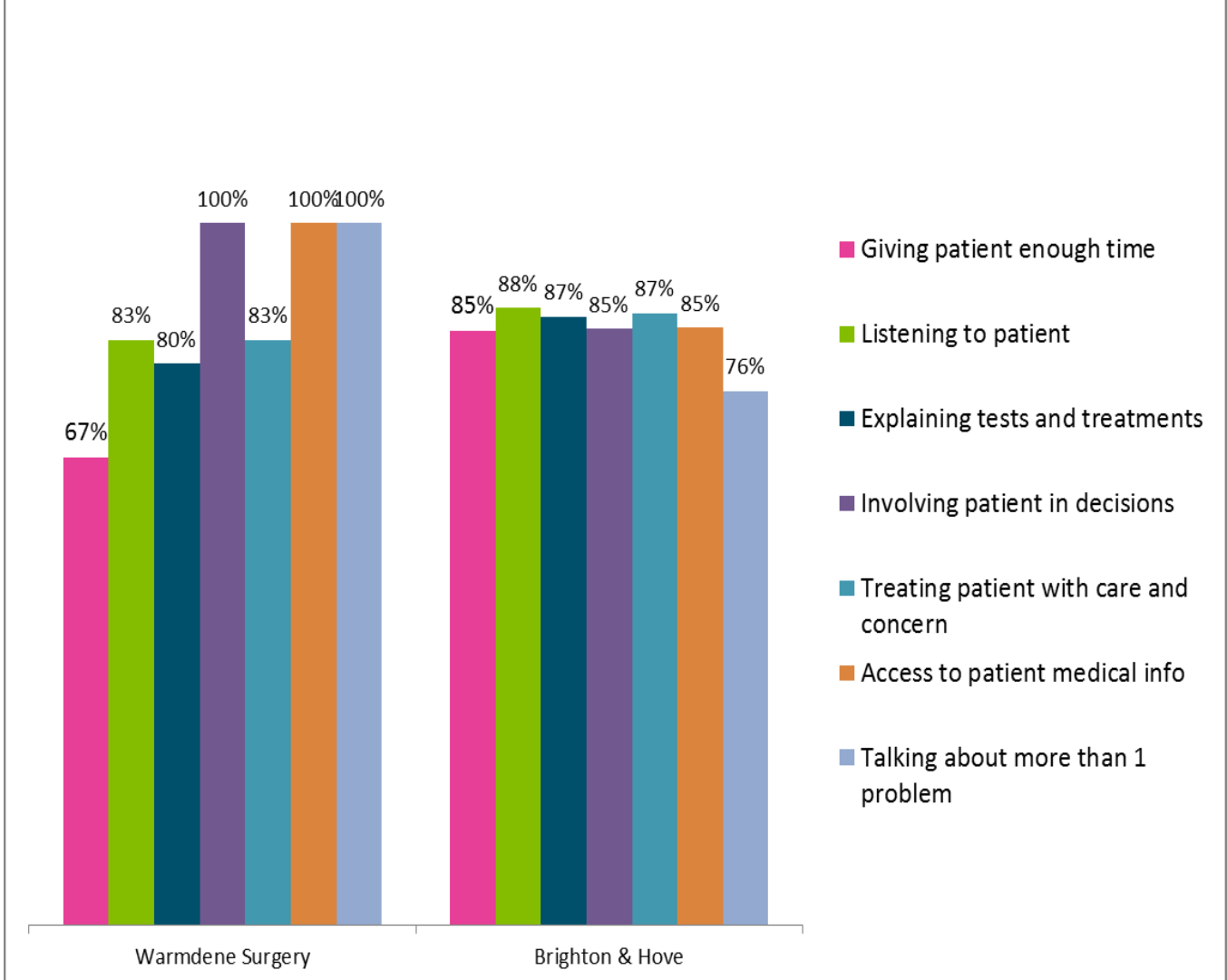
Telephone consultations

Six patients said they had used telephone consultations to receive care. Three out of six patients reported the consultation had met their needs.

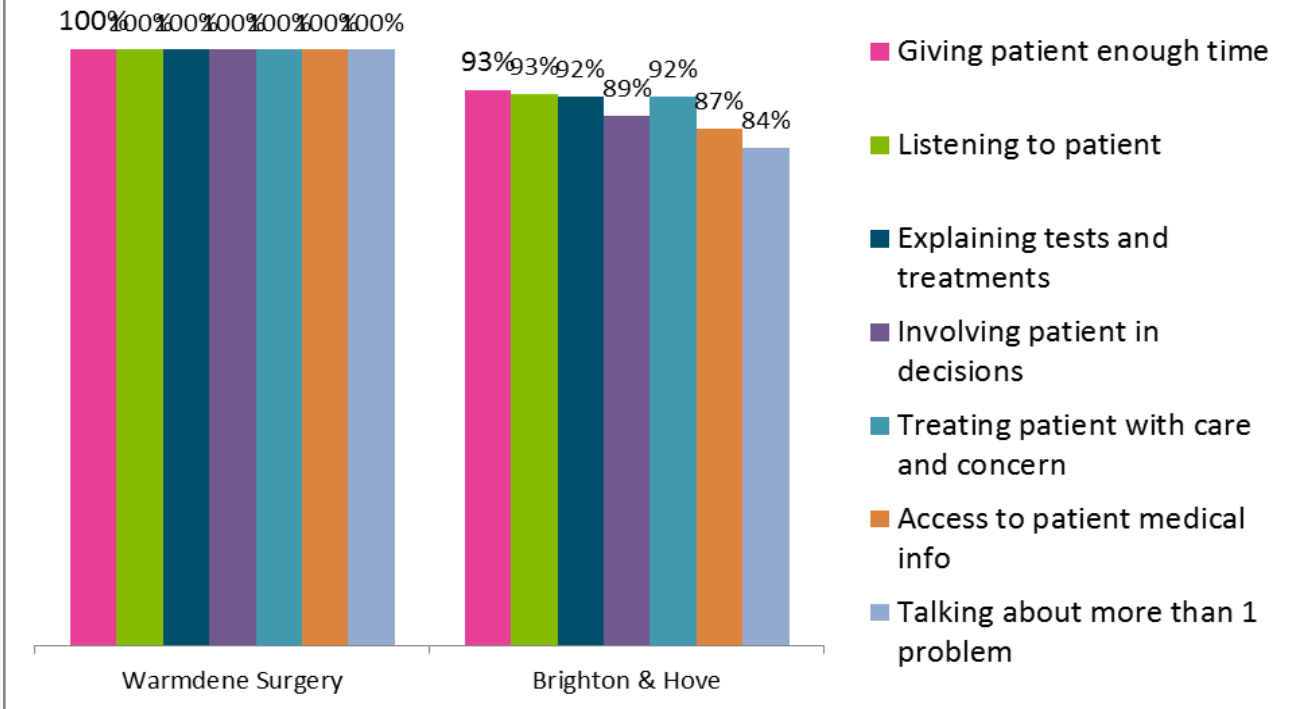
Care provided at consultation

Most patients reported a 'good' quality of care across seven standard criteria. The average quality score was 86% for GP consultations and 100% for nurse consultations, which were similar or higher than the average for the city respectively.

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 to the averages for the city with low awareness of Bowel cancer screening (40%) and annual health checks for long term conditions (40%) and high awareness of cervical cancer screening and the quit smoking service (both 100%).

Environment

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

Patient information at the surgery was relevant and accessible with up to date and well organised leaflets and relevant information being shown on the TV screen. It was quite difficult to find any information on child/adult safeguarding.

Hand gel was available on the desk and in a dispenser by the touch screen for registering your attendance. Patients were encouraged to use the hand gel. The toilet was clearly signposted and was visible from the waiting area. The toilet area was large with baby changing facilities and suitable disability aids.

Receptionists were observed to treat patients with respect and dignity. There was a sign asking patients to stand away from counter until the receptionist is free, so there was some privacy. Doctors and nurses collected their patients from the waiting room. Conversations weren't overheard from the waiting area.

There was a wheelchair available for patients at the surgery. Seats were comfortable and in good repair. Three chairs had arms and were larger. There was a water dispenser for patients and a clearly defined small children's area with toys. Magazines were available and background music was playing quietly.

Overall evaluation of practice

The patients that completed the survey were generally very positive in their overall evaluation of the surgery, giving it higher ratings to those in Brighton and Hove.

Overall rating of surgery

Rating on 1-10 scale

| | |
|-------------------|-----|
| Warmdene Surgery | 8.2 |
| Brighton and Hove | 7.9 |

Satisfaction with GP practice

| | |
|-------------------|-----|
| Warmdene Surgery | 83% |
| Brighton and Hove | 79% |

Recommend practice to family and friends (FFT)

| | |
|-------------------|------|
| Warmdene Surgery | 100% |
| Brighton and Hove | 86% |

“ It is quite a good practice, but it could be better, the waiting time in the surgery when I've had an appointment is longer than it used to be. Sometimes the check-in screen isn't working. ”

“ Loses a couple of points for phone triage system! But nurses and health assistants are fabulous and receptionists not too bad either ”

“ Not as happy as I used to be. They had a system before where an appointment could be made on the same day, but they stopped it. Sometimes by the time you are able to see a doctor the symptoms have changed a ”



Key Recommendations

1. Encourage patient use of online appointment booking service and online repeat prescription service.
2. Shorten wait time between booking and attending routine nurse appointments.
3. Review efficacy of telephone consultations and improve if needed.

Suggested facility improvements



4. Improve visibility of safeguarding information in waiting area.
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