

Beaconsfield Surgery

Service address: Beaconsfield Surgery, 175 Preston Rd, Brighton BN1 6AG

Date of surgery visit: 4th 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

	Beaconsfield Surgery	Brighton & Hove	
<u>Satisfaction</u>			
Overall surgery rating (1-10)	9.1	7.9	
Would recommend surgery to friend/family member	98%	87%	
<u>Quality of care</u>			
No. patients per doctor	1784	2662	
Overall quality of care - GP	92%	85%	
Overall quality of care - nurse	92%	90%	
<u>Booking appointments</u>			
Wait between booking and attending routine GP appointment	3.1 days	5.4 days	
Wait between booking and attending urgent appointment	0.6 days	0.9 days	
<u>Opening hours</u>			
Satisfaction with opening hours	86%	72%	

Beaconsfield surgery has 10384 registered patients and has 5.82 FTE doctors, making a ratio of one doctor per 1784 patients. This provision of doctors is higher than the city average of one doctor per 2662 patients.¹

Patients rated the surgery at 9.1 out of 10 which was better than the city average of 7.9.

Results from the patient survey indicated quality of care, booking appointments and opening hours as areas of strong 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 9.6 out of 10. Signage of toilets in the waiting area and more variety in the size of chairs were the only areas for improvement.

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

¹ 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 66 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

Beaconsfield surgery had 10384 registered patients and 5.82 FTE doctors making a ratio of one doctor per 1784 patients.

The surgery was accepting new patients at the date of research

Surgery opening hours are from 8.00 to 18.00 for patients to walk in, from 18.00 to 18.30 phone lines are open for emergencies. Pre booked appointments are available Monday evenings 18.30 to 20,00 and Saturday mornings 8.30 to 10.30

The surgery was working within Cluster Three in Brighton and Hove which also includes Stanford surgery, Preston Park surgery and Warmdene surgery.

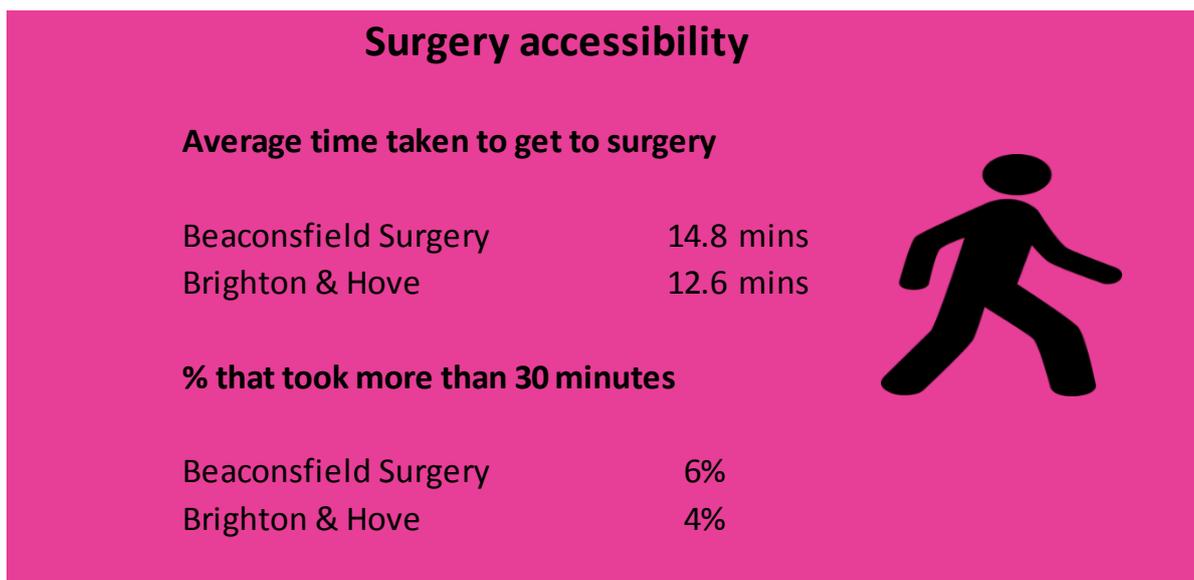
The surgery has a PPG where members meet in person.



Findings

Accessibility

The average time taken to get to the surgery was 14.8 minutes, which was longer than the average for Brighton and Hove. A small proportion of patients, 6%, had to take more than 30 minutes, slightly more than the city average.

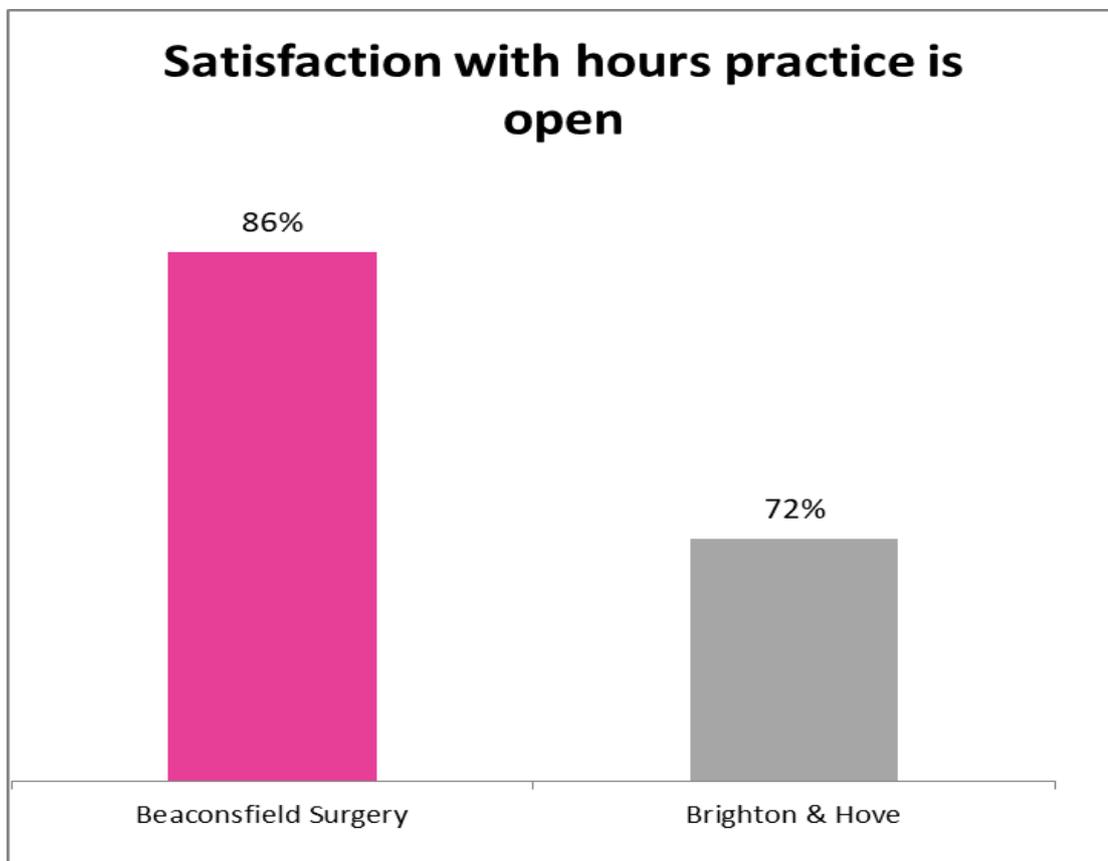


Opening hours

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Satisfaction with current opening hours

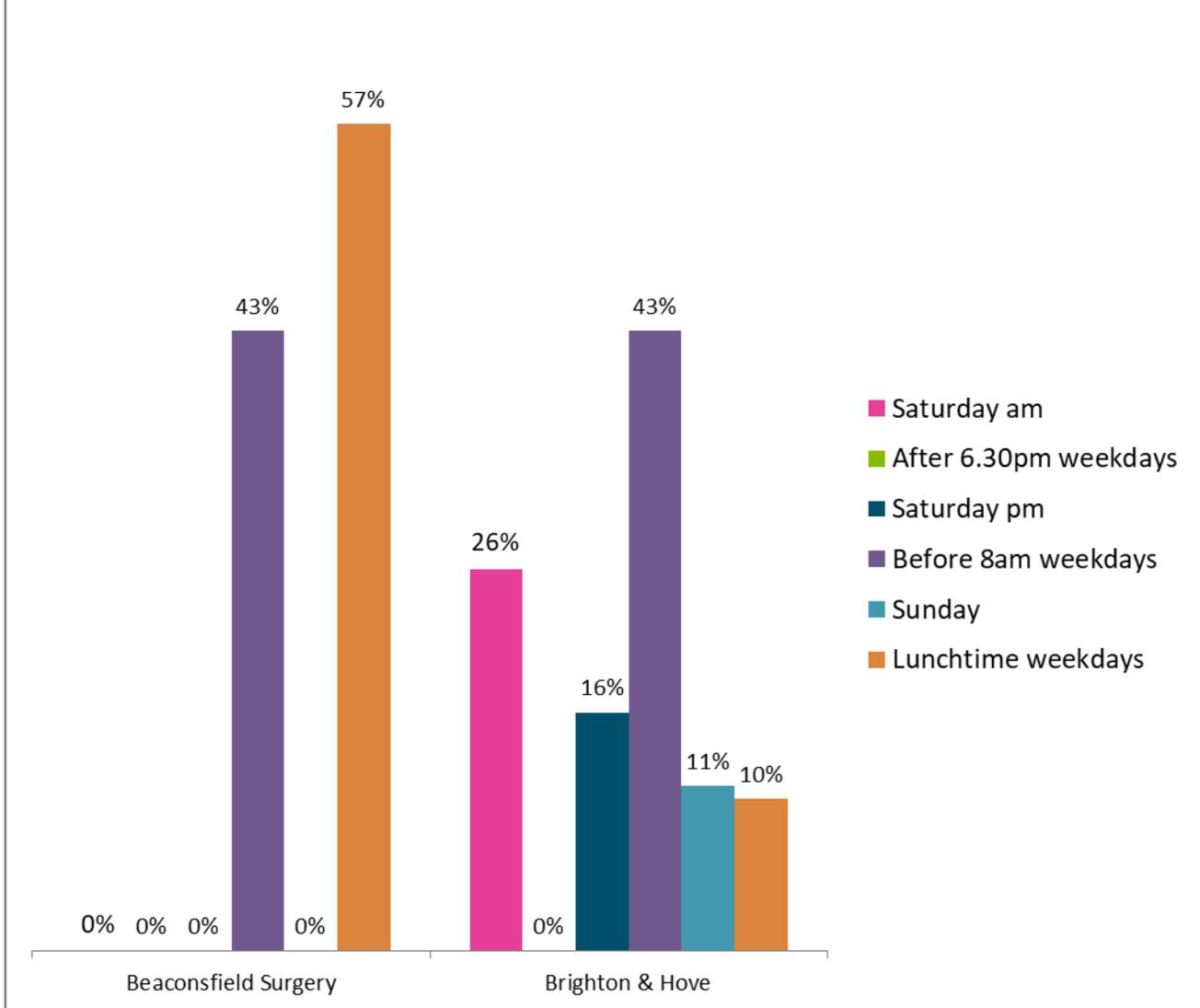
Patients were generally satisfied (86%) with opening hours offered by the surgery.



Preferred additional hours if not satisfied

For the 14% of patients who were not satisfied with existing opening hours, the most popular additional opening hours proposed were before 8am weekdays and weekday lunchtimes.

Preferred additional opening times



Booking appointments

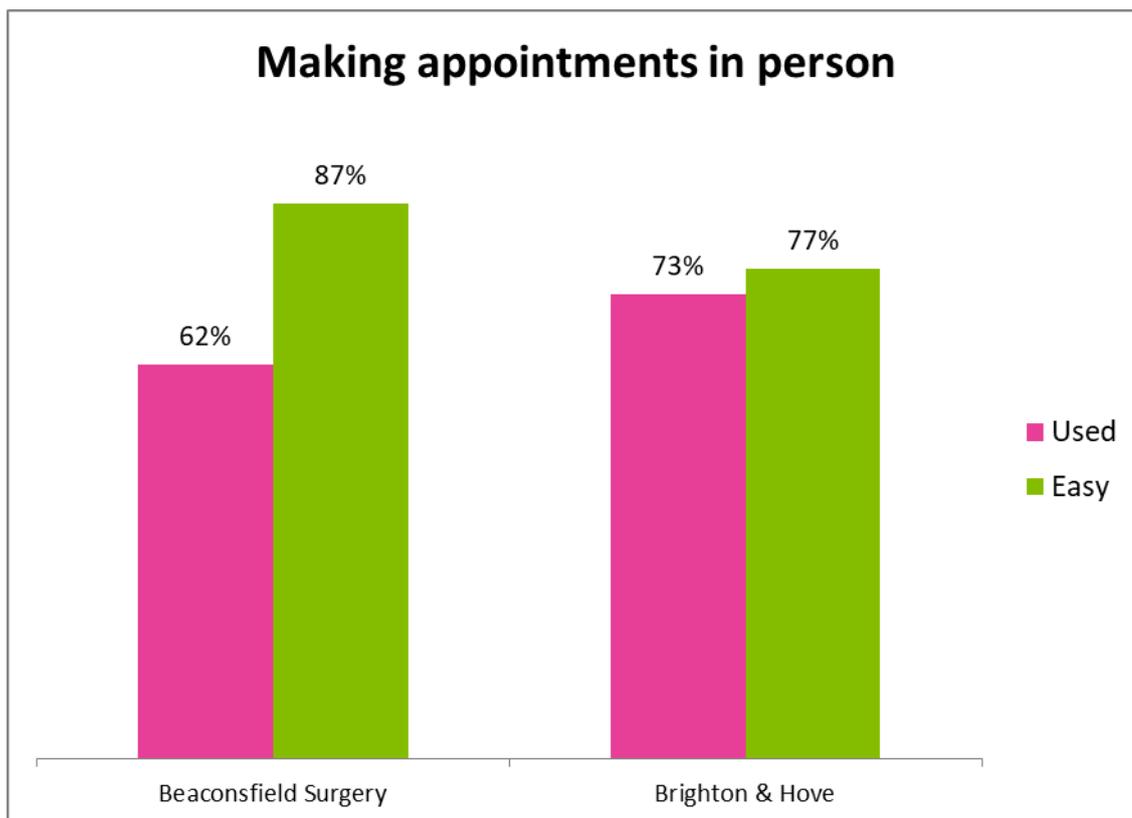
The surgery offered all standard methods of booking an appointment and electronic facilities for making prescriptions. Patient take-up of electronic services was relatively high.

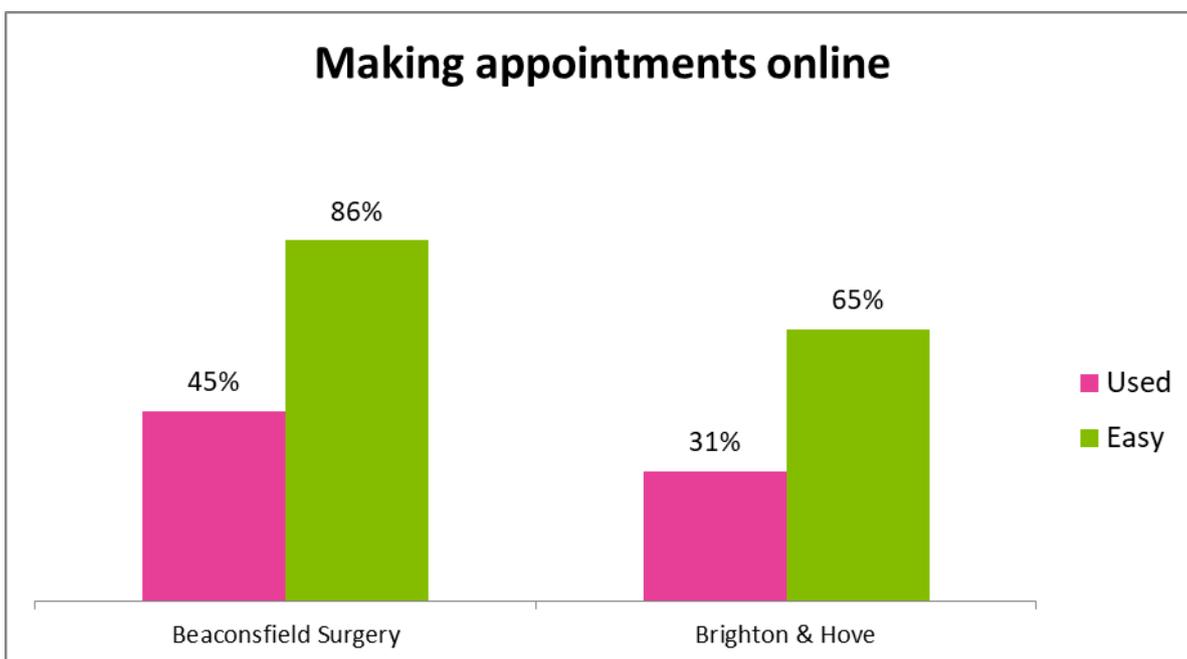
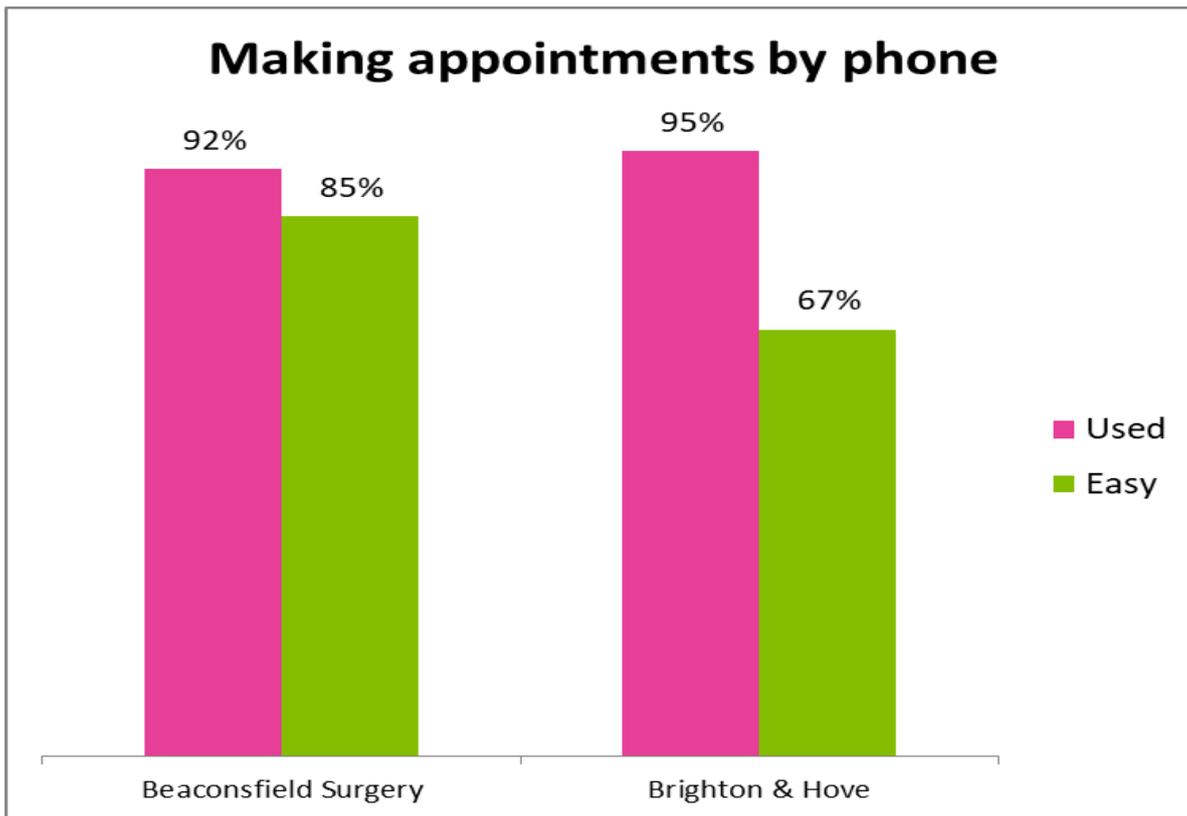
	used
Online appointment booking	44%
Online repeat prescription	44%
Electronic prescriptions (sent to pharmacy)	54%
Integrated pharmacy	

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.

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

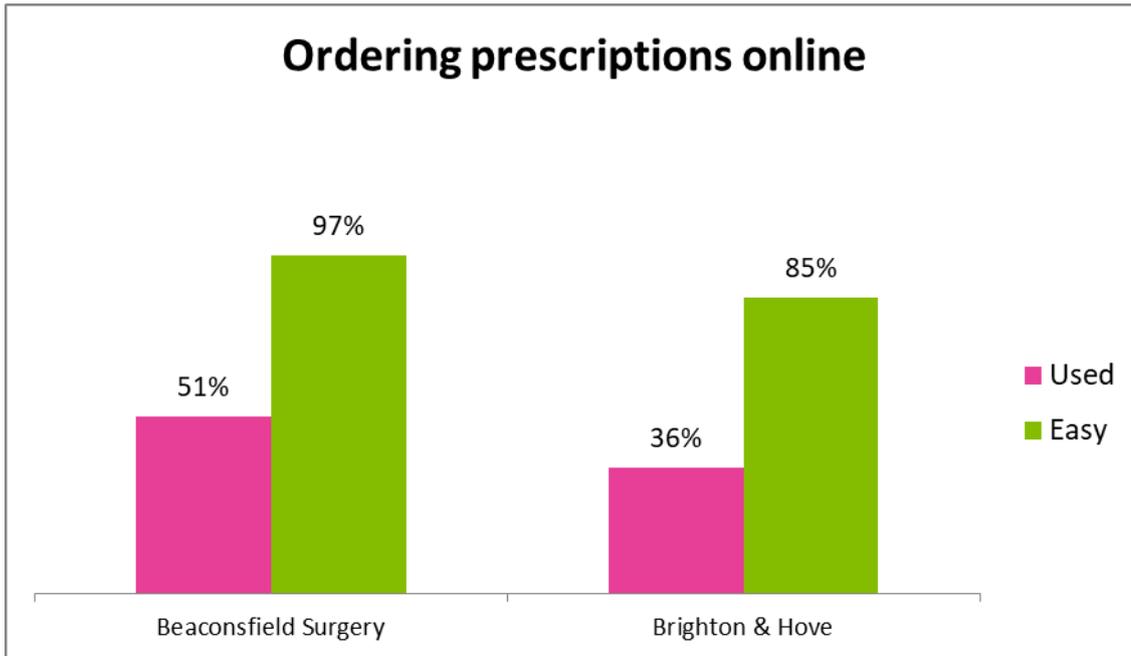




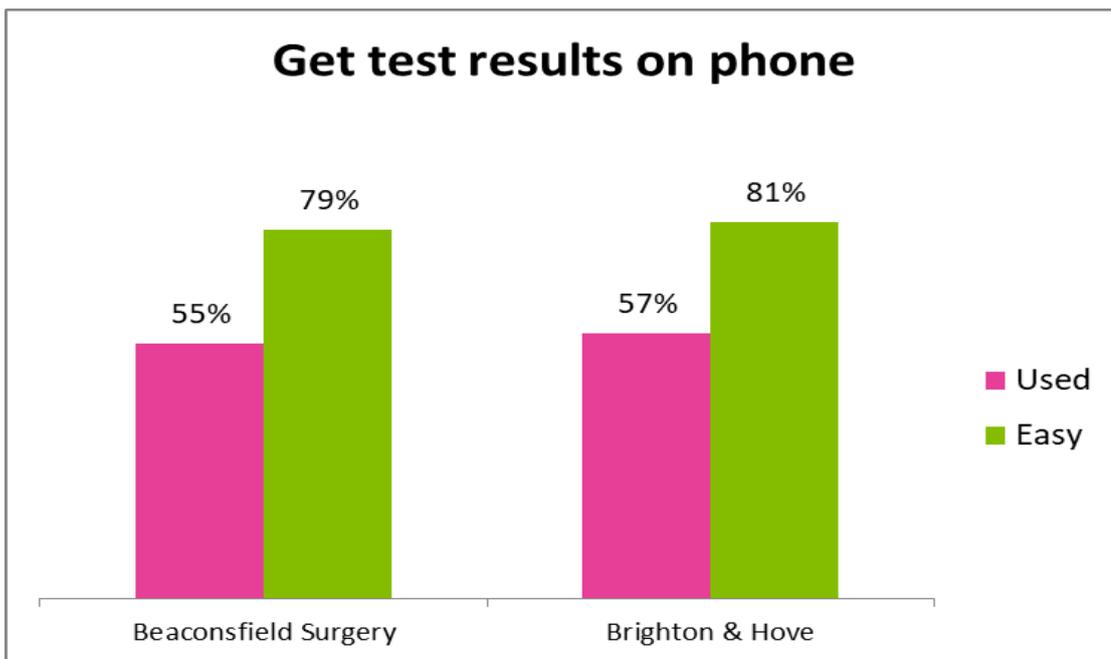
Ordering prescriptions online and getting test results by phone

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

Ordering prescriptions online



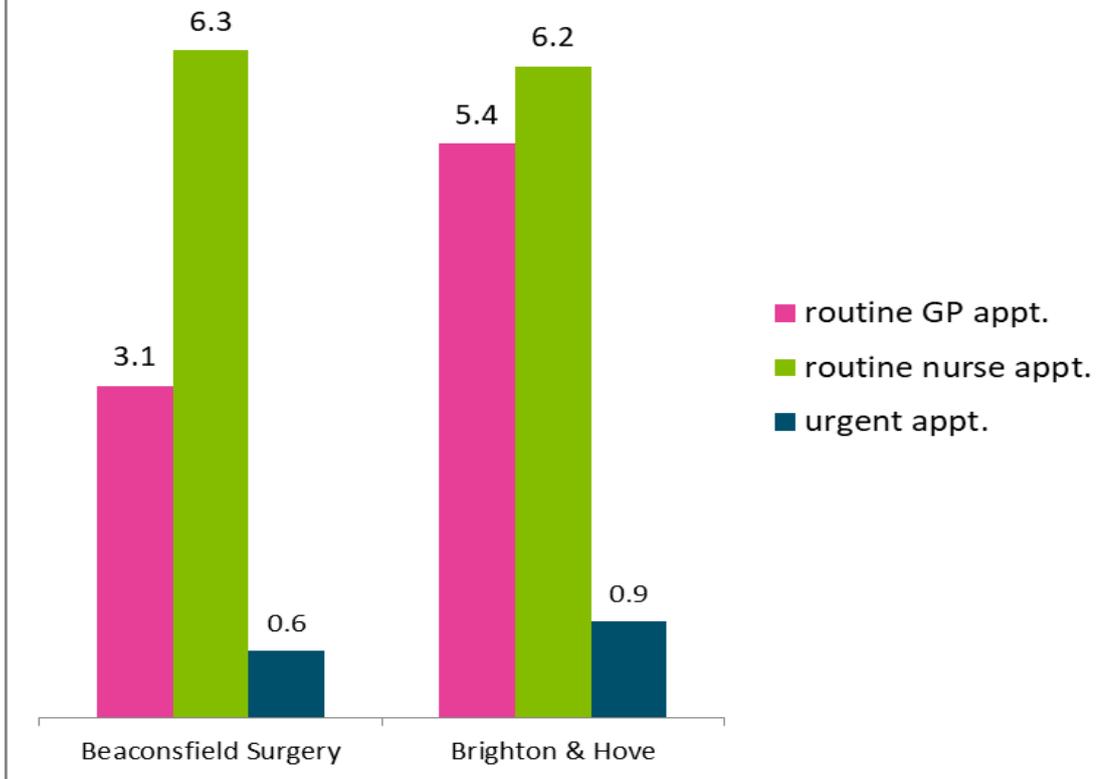
Get test results on phone

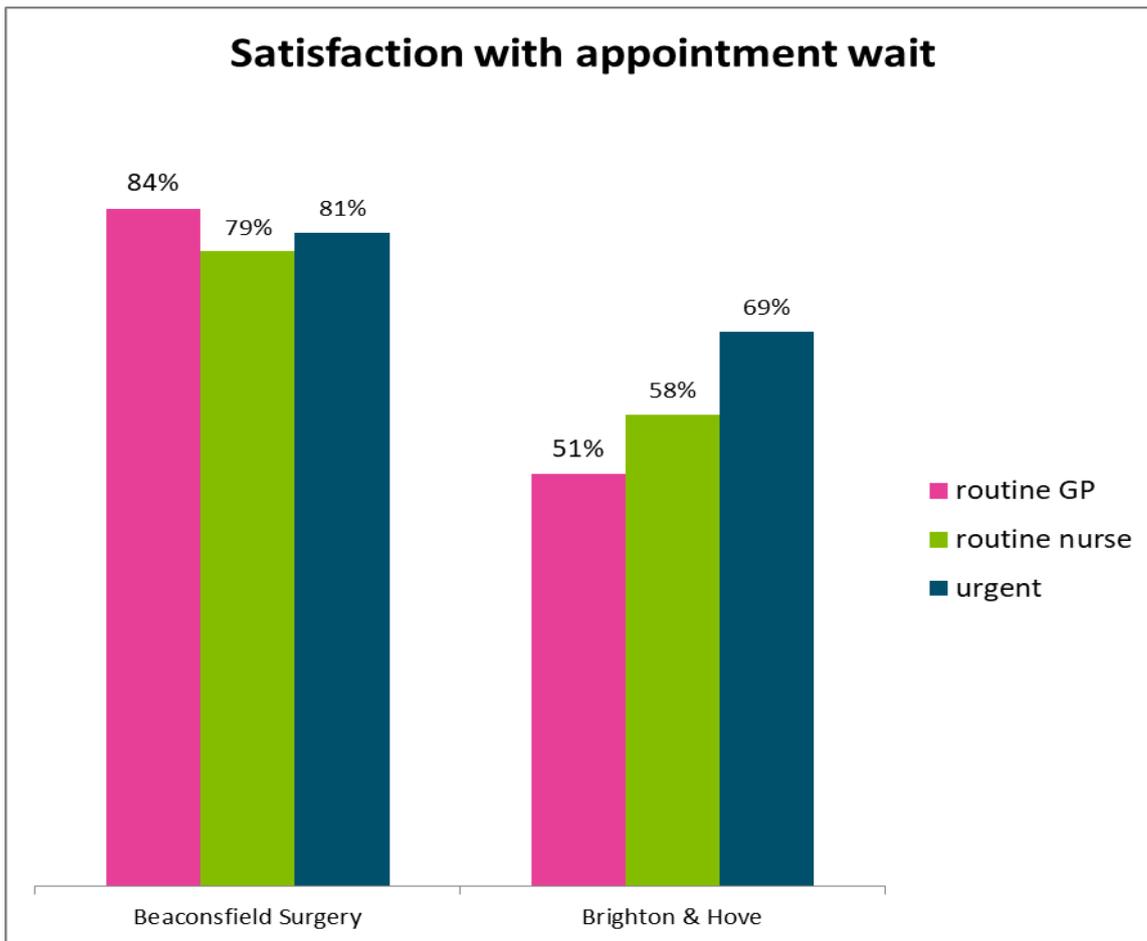


Wait between booking and attending appointments

The days wait between booking and attending appointments were generally similar or better the city average with the average wait for routine GP appointments of 3.1 days significantly quicker than the city average. This strong performance is reflected in satisfaction levels, with higher than average figures for each type of appointment.

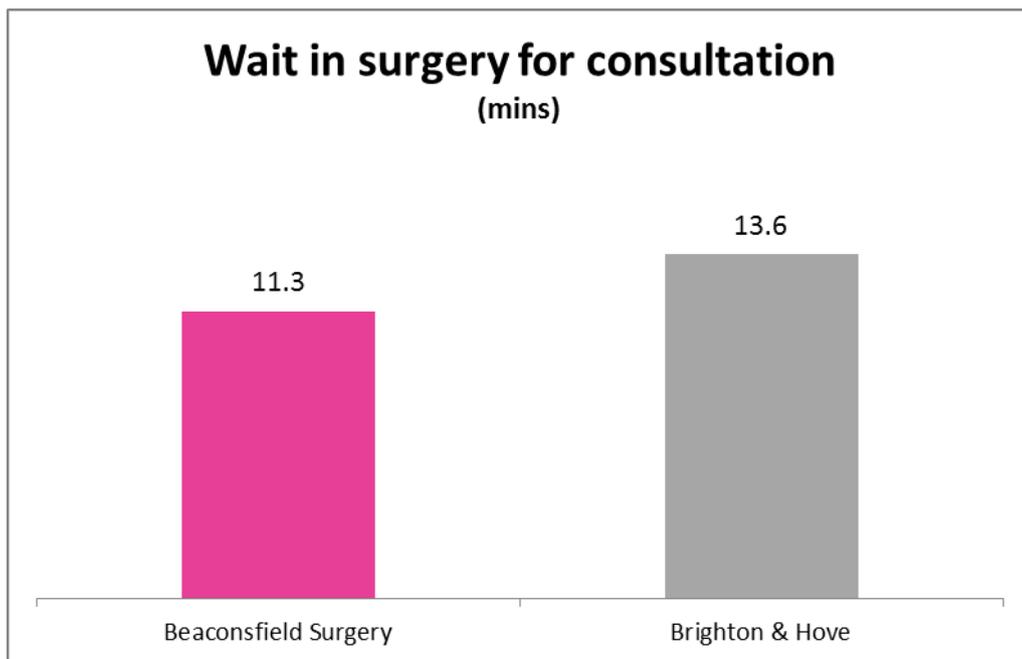
Days wait between booking and attending appointments





Wait at surgery

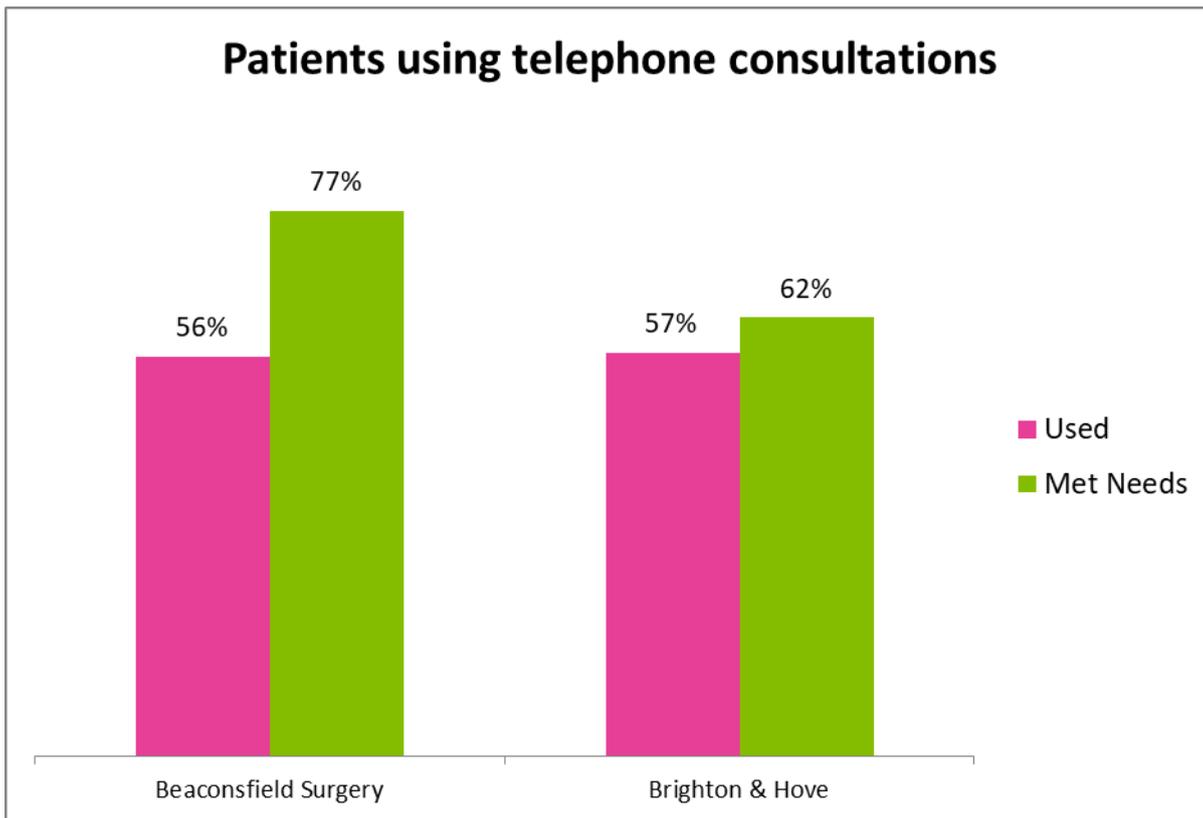
Beaconsfield surgery performed well in the average wait in the surgery for the consultation. Patients reported an average wait of 11.3 minutes compared to the city average of 13.6 minutes.



Quality of care

Telephone consultations

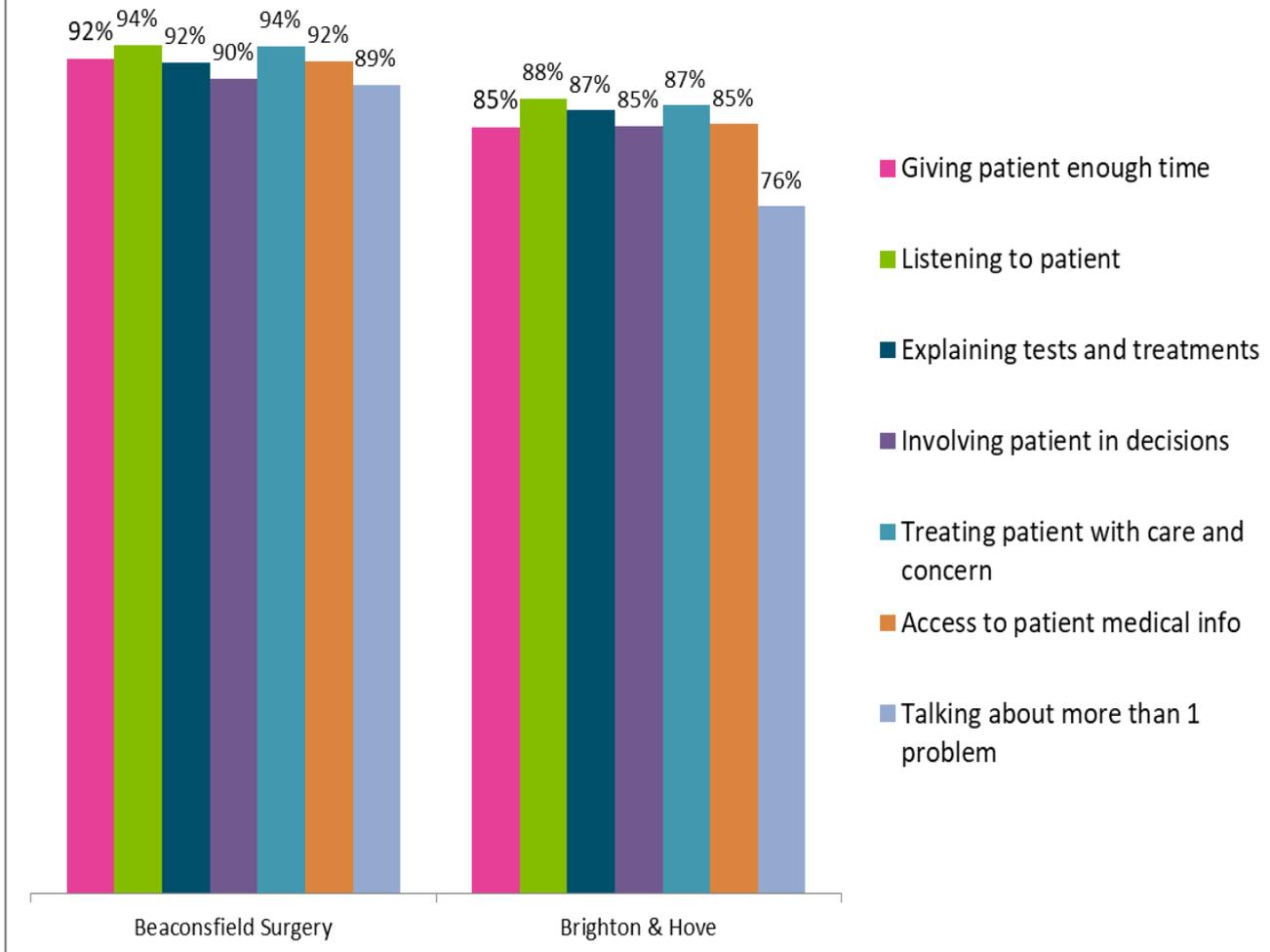
Close to half of patients at the surgery had used telephone consultations in place of face to face consultations. A high proportion of these patients felt that the telephone consultation they had received had been effective in meeting their needs. These figures suggest the surgery is managing this system well and providing effective consultations for patients when these are employed.



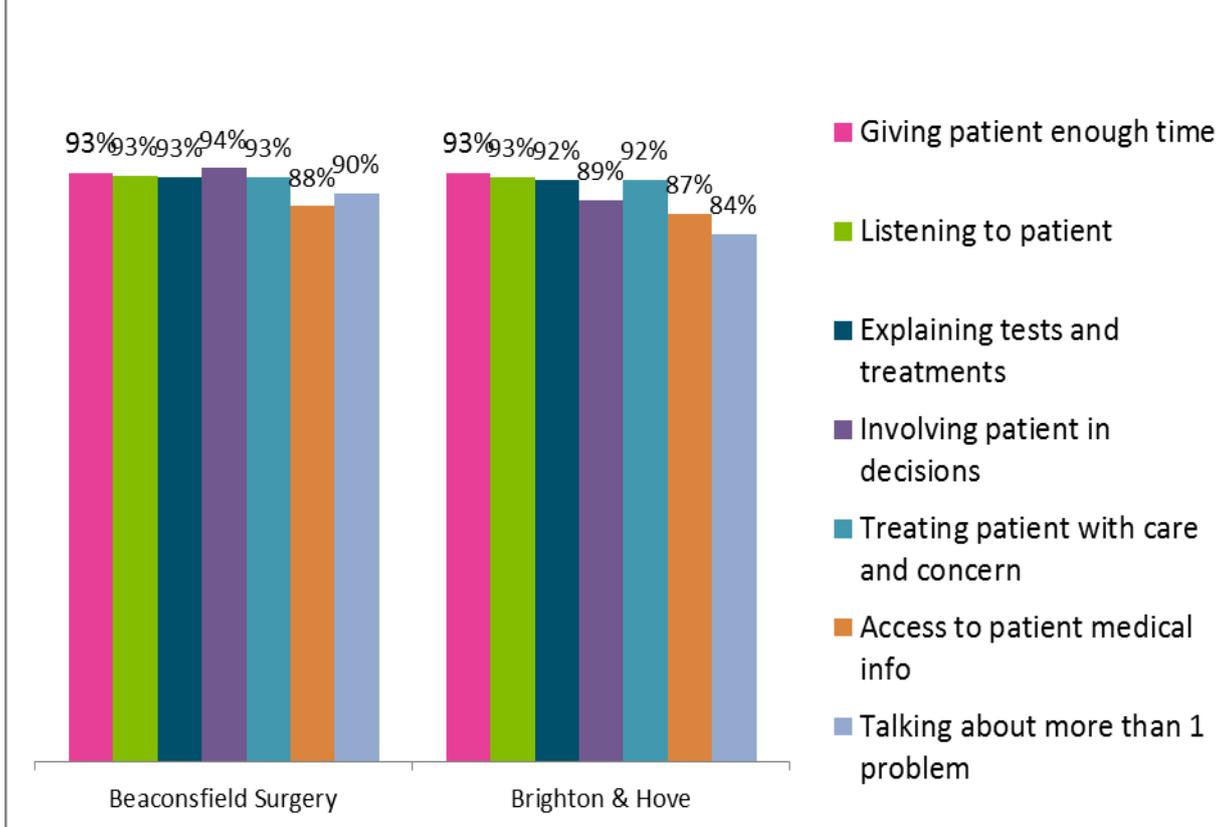
Care provided at consultation

A high proportion of patients reported 'good' quality of care across seven standard criteria. The average quality score was 91% for GP consultations and 92% for nurse consultations, both of which were higher than the average for the city.

Quality of care in GP consultation



Quality of care in nurse consultation

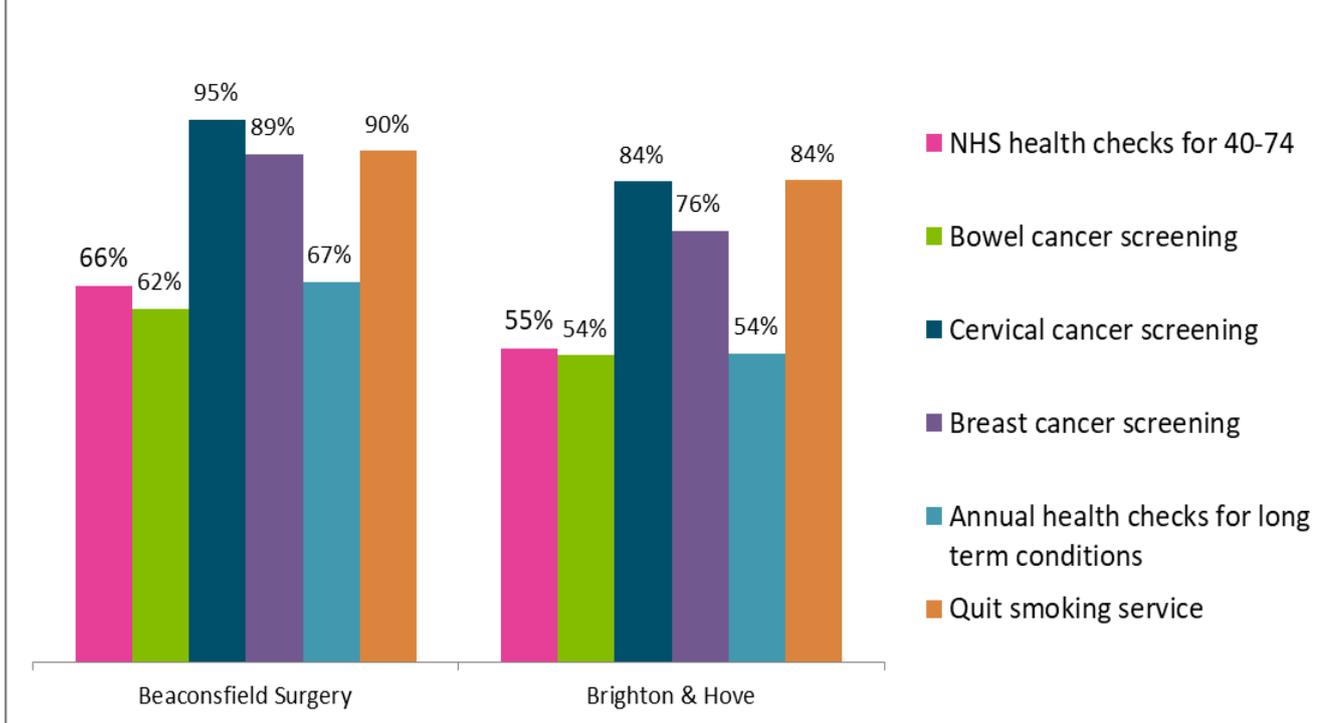


Special GP services

Awareness of special services

Patient awareness of special services was higher than average for the city with particularly high awareness of cervical cancer screening (95%) and Breast cancer screening (89%).

Awareness of special GP services



Environment

Our visit rated the surgery as good in providing an environment for patients giving it a score of 9.6 out of 10

The display of information up-to-date and easy to read. Patients should have found it relatively easy to seek out any information that they needed. Safeguarding information included identifying and reporting abuse. There was a closed-circuit TV showing information about the practice and the local NHS.

Hand gel was available on the receptionist counter. The toilets were well signposted on the doors but there was no sign in the waiting area. Both toilets were clean and tidy although a dark stain on the ceiling of the Male/Female toilet was noted.

Most patients were called over the tannoy system by their doctor, although one doctor was observed collecting his patients from the waiting area. Interactions with the receptionists were good and patients were treated with respect and dignity. There was a glass screen in front of the desk to avoid conversations being heard in the waiting area.

Seats were comfortable and in good repair. Only two chairs had arms and all the chairs were standard size. Drinking water was available in the waiting area.

It was easy for patients to make a comment or complaint with suggestion/comment boxes and forms, friends/family boxes and forms and online access.

Overall evaluation of practice

Patients were generally 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	
Beaconsfield Surgery	9.1
Brighton and Hove	7.9
Satisfaction with GP practice	
Beaconsfield Surgery	95%
Brighton and Hove	79%
Recommend practice to family and friends (FFT)	
Beaconsfield Surgery	98%
Brighton and Hove	86%

6 I feel all the staff go above and beyond to be helpful and kind 🍷

6 Urgent appointments on the day for my 2 year old son have always been so thorough and made me feel I was listened to as a new parent. This has been fantastic. 🍷

6 Thanks to the electronic booking system I always find it easy to make an appointment 🍷

Key Recommendations



1. Consideration should be given to having some appointments on weekdays before 8am and on weekday lunchtimes.

Response from practice manager:

We used to offer appointments prior to 8am but the take up was quite low.

Suggested facility improvements

2. A sign for toilets should be put in the waiting area.

Response from practice manager:

There is a large A4 sign on the toilets on the 3rd floor which are opposite the lifts and patients walk past these to go to the waiting room.

3. More chairs with arms and some of non-standard size would improve the waiting area.

