

# Preston Park Surgery

Service address:	2a Florence Road, Brighton, BN1 6DP
Service Provider:	Contracted to Brighton and Hove Clinical Commissioning Group
Date and Time:	Monday 10 <sup>th</sup> August, 09:00 - 12:00
Authorised Representatives:	Tony Benton and Farida Gallagher
Healthwatch Address:	Healthwatch Brighton and Hove Community Base, 113 Queens Road, 3XG

## Acknowledgements

Healthwatch Brighton and Hove would like to thank the service provider, patients, visitors and staff for their contribution to the Enter and View programme.

## Who are Healthwatch?

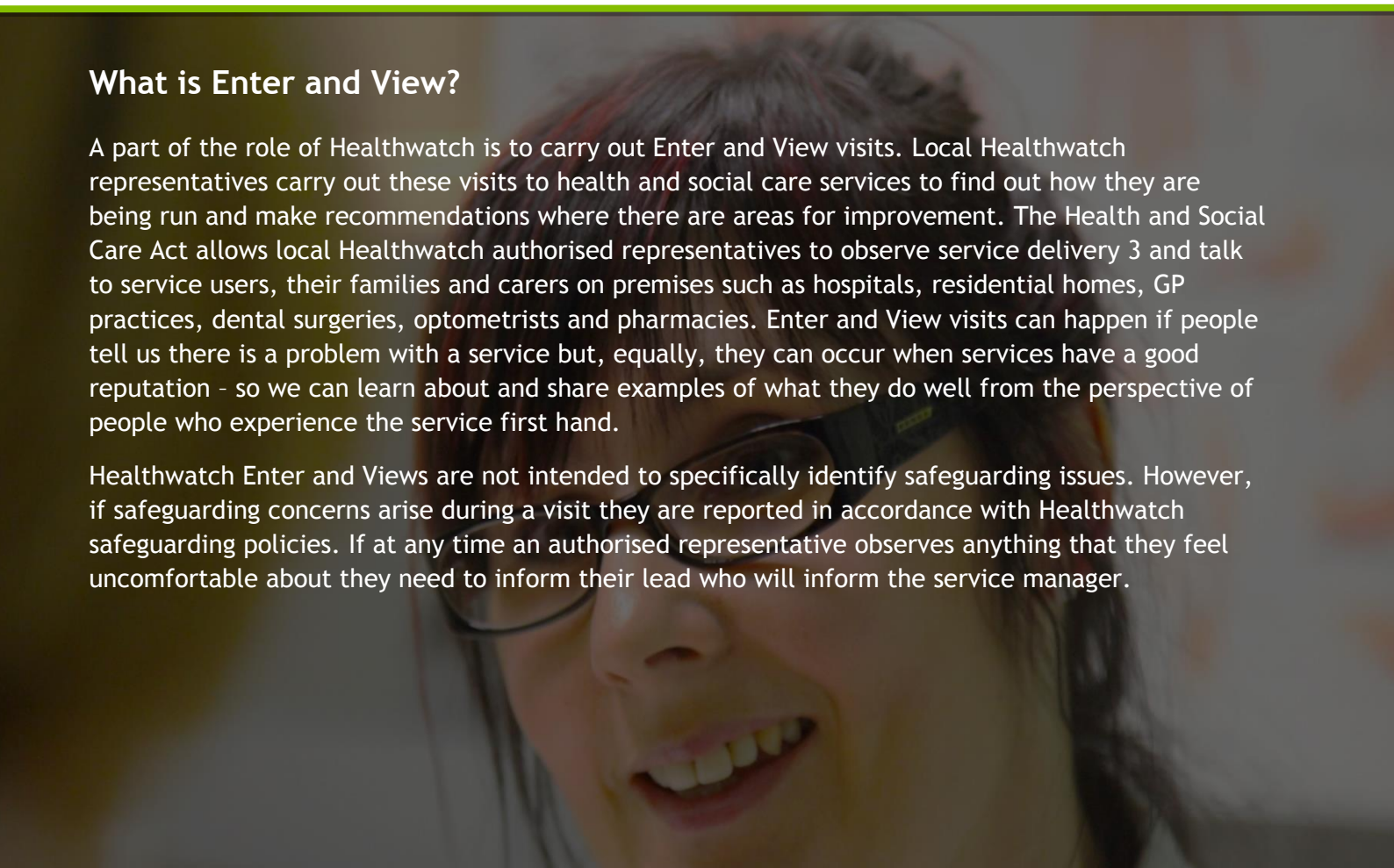
Healthwatch Brighton and Hove supports local children, young people, adults and their communities to influence the design, delivery and improvement of their local health and social care services, now and for the future. We enable people to make informed choices about their health and wellbeing by assisting them when they have concerns or complaints about these services.

Healthwatch Brighton and Hove is a part of the Healthwatch national network, established by the Government under the Health and Social Care Act 2012 to ensure local patients and users have a greater input to shaping and designing local services. There are 148 local Healthwatch organisations across England.

## What is Enter and View?

A part of the role of Healthwatch is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager.





## Why is Healthwatch Visiting GP Practices?

Healthwatch Brighton and Hove (HWBH) is undertaking a programme of visits to GP Practices across the city during 2015. In total we will visit 15 GP practices, including three pilot visits in March 2015. As part of this HWBH is undertaking an online survey asking the same questions, to ensure that as many people as possible are able to give feedback on their local practice.

During our time in each service, authorised volunteer representatives will be talking to patients about their experiences of care and accessing services, and recording what they see in the waiting rooms. At a time when GP practices are going through significant change both locally and nationally<sup>1</sup>, Healthwatch wants to understand how patients feel services in Brighton and Hove are performing, and make recommendations to ensure high quality health and wellbeing services.

We want to highlight what good care looks like to patients, and to look at how patients can be empowered to have more of a say in how their practices are run. The Clinical Commissioning Group<sup>2</sup> and Brighton and Hove City Council are currently working with GPs in the city to transform primary care and there are many new initiatives in place. These include 'EPIC'<sup>3</sup>, which is run by BICS<sup>4</sup> and aims to bring multi-disciplinary teams into surgeries together with extra services such as 'Community Navigators'<sup>5</sup>. Healthwatch does not act as an inspectorate for Health and Social Care; this is the job of the Care Quality Commission.

Healthwatch chose the visits based on a range of criteria:

- Those practices about which we had received calls via our helpline.
- Those not recently visited by the Care Quality Commission.
- A cross city representation of the 6 GP clusters<sup>6</sup> in the city.
- Feedback from NHS choices
- Patient populations
- Soft intelligence from partners and community engagement

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<sup>1</sup> [Important Changes to Healthcare in the Community](#), Department of Health

<sup>2</sup> [Clinical Commissioning Group](#) NHS organisations set up by the Health and Social Care Act 2012 to organise the delivery of NHS services in England.

<sup>3</sup> [EPIC](#) Stands for Extended Primary Integrated Care

<sup>4</sup> [BICS](#) stands for Brighton Integrated Care Service

<sup>5</sup> [Community Navigators](#) provide community service signposting to individuals

<sup>6</sup> [Developing Enhanced Health and Wellbeing Activities](#), Health and Wellbeing Board, March 2015



# Methodology

Two Authorised Volunteer Representatives for Healthwatch Brighton and Hove visited Preston Park Surgery on Monday 10th August 2015. It was one of a programme of 15 visits to GP Practices which Healthwatch Brighton and Hove chose to undertake in 2015-2016. Both representatives were fully trained and supported by the Healthwatch office. They have also both completed a full Disclosure and Barring Service check prior to the visit.

We received 35 completed questionnaires in total, 25 through the visit itself and 10 through an online version of the survey. The details of the visit were shared with the practice manager in advance of the session; however staff were not informed about what time or day the representatives would arrive, only the week of the visit was disclosed. Healthwatch B&H stresses that the E&V method is intended to be a snapshot of patient opinion, and therefore may not capture the wider concerns of the patient population.

Patients completed a set of questions with the representatives (see appendix 1), who were located in the waiting room of the practice. If any surveys were not completed at the end of the session, they were left on reception with freepost envelopes for patients to complete and return separately. Alongside talking to patients, the volunteers also conducted an observation (see appendix 2) in the waiting room. The representatives had a checklist to encourage them to note down observations for a variety of key information. Equalities information was also collected for those who took part, to help us to understand the issues that might face particular groups in the community.

## About the practice

Preston Park Surgery currently has around 11,150 patients. They have a patient participation group which currently meets quarterly, and they are not a part of the EPIC project.

## What does n= mean?

In the results section of this report, you may notice that we use the term 'n='. This is a way to show how many people responded to each an individual question. It is a way for us to be more honest and transparent about our findings. If we say that 100% of people agree with a statement, but next to this is an (n=2), you will know that whilst 100% sounds impressive, only two people actually responded to that particular question!





# Results of Visit

## Appointments & Referrals

As with the majority of GP practices, at Preston Park Surgery it is possible to book appointments with nurses and doctors over the phone, in person and via the internet. Of these options, patients found it easiest to book in person (87%, n=21), with three patients finding this difficult or very difficult. Three patients also said it was easy or very easy to book over the telephone, but a larger number found it difficult or very difficult (34%, n=11). Seven patients who had used online appointment booking found the service easy or very easy to access, and four found it difficult or very difficult. Interestingly, we found that compared to others we visited, higher numbers of patients used the online booking option at this practice, although there were still many who had not.

How has it been for you to:	Very easy to do	Easy to do	Difficult	Very difficult to do	I have not used this service
Book an appointment in person	9	12	3	0	7
Book an appointment by telephone	8	13	10	1	1
Book an appointment online	4	3	1	3	19
Order repeat prescriptions online	7	6	0	4	14
Get your test results back via telephone	6	5	2	3	17

The majority (76%, n=13) of people found it easy or very easy to order a repeat prescription online, and to a lesser extent found it easy to receive test results over the telephone (69%, n= 11). 26% (n=9) of patients we spoke to said they were able to get the appointment they needed within 3 days, with 31% (n=11) reporting waiting up to a week, and 40% (n=14) waiting longer than a week. Patients shared variable experiences, with some patients telling us that they received day appointments; to others telling us they have waited up to 3 weeks for an appointment.

 **Thank you to the receptionist who offered my son a 20 min appointment the next day to discuss his issues** 

- A patient at Preston Park Surgery




Sometimes if face to face appointments are not available, GP practices will offer telephone appointments with doctors as an alternative. 53% (n=18) of those asked at Preston Park Surgery thought that a telephone appointment was as good as attending a face to face appointment, on the proviso that the medical matter was simple and appropriate for this type of service. Of the patients we spoke to, 70% (n=24) said they had received this service.

Of those patients who had experienced referrals to hospital care, 70% (n=14) felt that the process went smoothly. Of those who experienced delays, two patients felt that the practice kept them up to date with what was happening, and four felt that they were not kept up to date.

## Quality of service

Of the people we asked, most said that doctors 87% (n=28), nurses 86% (n=25) and reception staff 87% (n=20) gave them enough time to explain what they needed to. The vast majority also felt listened to by doctors (91%, n=32), nurses (93%, n=29) and reception staff (91%, n=23). Doctors (84%, n=32) and nurses (76%, n=29) were better at making sure people understood the treatment than they were at giving patients choices in their treatment (doctors 59%, n=32, nurses 41%, n=29). 84% (n=27) of patients felt that when they attended an appointment the doctor had all relevant medical information available during the appointment.

 **My GP has been really good, helping me emotionally, physically, and mentally** 

- A patient at Preston Park Surgery

On the day of the visit our authorised representatives observed reception staff being polite, calm and courteous to patients. Patients were called clearly for appointments, and a touch screen was available for people to sign in on arrival. The reception desk was in the open plan area of the waiting room meaning that some confidential conversations could have been overheard by waiting patients.

We asked people 'What makes a fantastic GP Practice, including the things that are most important to you as a patient?' Of the patients who responded, key themes related to having a doctor who listens well, access to appointments, and polite, professional reception staff.



## Environment

The authorised representatives felt that the waiting room was generally clean and welcoming, with a dedicated children's area. However, the carpet appeared slightly worn and at times the waiting space felt stuffy. Soft background music was playing on the day of the visit, which one patient felt was a positive addition to the practice.

Health information was provided through a TV and a touch screen was available for people to check in. There were two toilets available, one of which had baby changing facilities and adaptations for people with disabilities. There was no push button available for the main doors to allow disabled access.

Hand gel was available in multiple locations, but the authorised representatives felt that it would be an improvement to have some in the entrance. Magazines were available, and a blood pressure machine was accessible for people to use while they waited.

## Providing information

The practice had leaflets available on cancer support and symptom awareness. Despite no specific information being available on screening programmes at the practice, 63% (n=19) of patients who responded felt they were aware of these services. Promotional materials relating to health checks were not observed on the day, but staff indicated that they were available through the practice. 53% (n=16) of patients who responded said they were aware of free health checks, but fewer patients said they were aware of annual health checks for people with long term conditions (30%, n=9). Several smoking cessation leaflets and a poster were observed on the day of the visit, with 50% (n=15) of the people we asked saying they were aware of the help the surgery could provide if they wanted to stop smoking.

Information on drugs, alcohol and sexual health was available. Some specific information for LGBT people was also observed on the day of the visit. Our authorised representatives observed that notice boards were tidy and up to date, and included information about cancer, stroke, memory loss, and named GPs for patients over 75 years old. It was observed that there was a large amount of useful information, but that for some people it could be overwhelming when looking for something specific. On the day of the visit the practice manager informed the representatives that a college had been asked to help address this





issue.

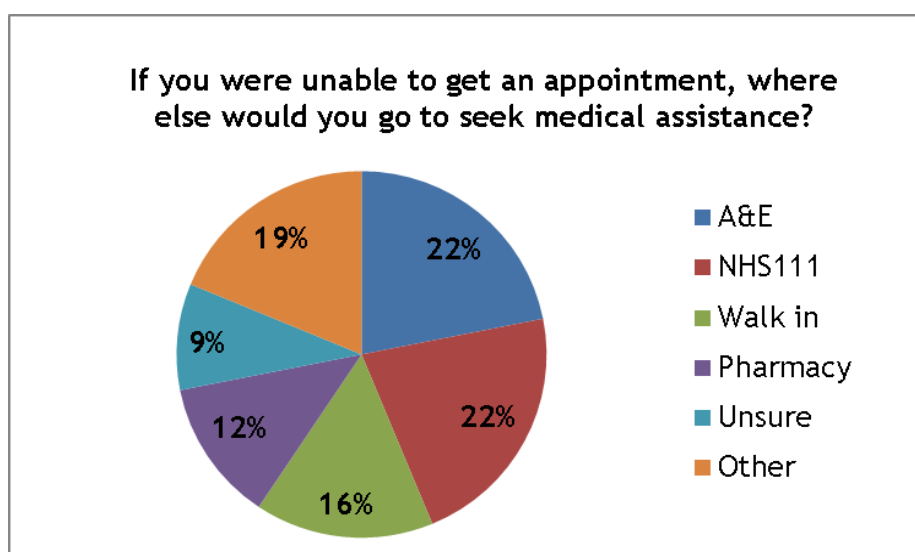
## Feeding back to the service

A notice on how to make a complaint about the practice was visible on the day of the visit. Despite this, just 45% (n=14) of patients said that they knew what to do if they ever needed to make a complaint. A similar percentage 41% (n=13) were aware of what the national patient survey was, and 58% (n=18) felt they knew what the practice manager's role was.

A poster promoting the patient participation group was visible on the day of the visit at the surgery. 48% (n=15) of people who responded were aware of what patient participation groups are, and a lesser 31% (n=9) were aware of how to join the PPG at the practice. Leaflets on the friends and family test were also available on the reception counter.

## Out of Hours

We asked patients where they would go if the practice was closed and they needed medical assistance. Most people replied with a range of options, and said their actions would depend on the severity of the issue. In those cases, we chose the first answer given as the decisive choice. Some people referred to NHS direct or '101' when discussing NHS 111, and some said that they would consult the internet or a relative with a medical background if they could not get assistance from their GP. Information on where to go if unable to see a doctor was available in poster and leaflet form through the 'We Could be Heroes' campaign run by the local Clinical Commissioning Group.





## Summing up and looking forward

In general, we received a range of positive feedback regarding Preston Park Surgery. We asked patients to rank the practice from 0-10 (with 0 being the very worst, and 10 being the very best). Of the 32 patients that ranked the practice, the average score was 8.2. The lowest score we received was 4, and the highest was 10.

Preston Park Surgery has not yet been visited by the Care Quality Commission. Results from the national GP patient survey<sup>7</sup> confirm our findings on the high quality of GP care and reported similar results with regard to the difficulties people faced accessing appointments over the telephone.

There is however a contradiction in findings with regard to GPs providing choices in treatment, as this was rated above average in the patient survey and below average amongst the respondents in our visit. It could be that this indicator has changed as a concern over time, or that the patient survey is more accurate given relative sample sizes.

Our representatives asked patients what improvements they would like to see at the practice. Many patients said that they would not change anything about the practice and were generally happy with the service they received. Of those who mentioned ideas for development, the majority focused on improved appointment booking. One person suggested that the space

Outside the practice could be sheltered in some way, as people seeking same day appointments through cancellations queue outside the practice from 08:30 onward, and are therefore exposed to the weather while they wait.

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## Additional findings

Alongside telling us about their experiences of Preston Park Surgery, patients also told us about issues outside of the surgery. Patients at this practice shared concerns they had about privatisation of the NHS and NHS finances, alongside issues around commissioners listening to patient opinion when making decisions. Patients also shared their praise for local Contraception and Sexual Health Services, and the Royal Alexander Children's Hospital.

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<sup>7</sup> [GP Patient Survey](#) summary results, Preston Park Surgery





## Our Recommendations & Responses

1. Patients told us that they had very variable experiences of appointment booking. We would therefore recommend a review of the telephone booking system to gauge further patient view, and learn more about the issues.

**Response:** We will discuss this with our PPG and ask them about ways in which we can capture patient views.

2. Consider creating a shelter for patient booking face-to-face, so that they are more comfortable queuing outside the practice. This would have significant cost implications and was only mentioned by one person. Maybe make it a recommendation that practice discuss this further with PPG members.

**Response:** As our building is in a conservation area, we do not think this will be possible.

3. A small number of patients felt that referrals did not always go smoothly, and that they were not kept up to date when a referral was delayed. Consider opening up a discussion with the PPG to check whether this experience is common amongst the wider patient population. Depending on the outcome, work with the PGG to consider possible actions to address the problems.

**Response:** We are aware of significant problems with the referral process since the contract was taken over by a new provider. We have been working hard to keep communications open with the referral management provider. We currently have a significant event open regarding a referral issue and we have raised our concerns about the problems with the referral management system with the CCG.

4. Work with the PGG and practice staff (including Drs) about the ways in which patients can feel more empowered in treatment choices.

**Response:** We will use an in house PLS session to discuss this. We will ask our GP trainer to conduct a training session with clinicians.

5. Consider ways to improve patient awareness of NHS health checks and annual health checks for people with long term conditions, to improve the chances of catching and preventing illness.

**Response:** We are planning on doing some work with a community outreach worker to help reach patients in the 5th quintile who may not otherwise come for a health check.

- 6.** Create an action plan around improving feedback mechanisms in the surgery, with a focus on improving patient knowledge on complaints and how to become a member of the PPG.

**Response:**

- Following our recent CQC inspection, we have introduced bi-annual reviews of all patient feedback including FFT data, NHS Choices comments and complaints
- We will ask our PPG to review our complaints procedure to see if it can be improved - we will also ask for their help to promote the procedure
- The PPG are currently discussing ways of increasing awareness of the group - we are thinking about working with practices in our cluster to promote patient involvement and the PPG are applying for a grant to hold an event during 2016 - part of the remit for this event will be to increase membership and awareness of the group

- 7.** Consider placing hand gel at the entrance of the surgery to encourage usage

**Response:** This will be actioned

- 8.** Consider installing a push button on the doors to improve disabled access to the premises.

**Response:** We will add this to our premises maintenance plan and get some quotes to see if it is a viable option



## Next Steps

Once the provider has responded to each of the recommendations, we include these responses in the final report, which is published on our website<sup>8</sup> for the general public to see. The report will also be shared with key organisations in the city including the Care Quality Commission, Brighton and Hove Clinical Commissioning Group and others. After the report's release, Healthwatch Brighton and Hove will conduct some planned follow up activity to ascertain whether changes have been made following the visit. The online survey will be available until 30<sup>th</sup> September 2015. Any surveys collected after this report is completed will be included as an appendix to the report at a later stage.

Once we have visited all 15 practices, we will also compile a larger strategic report which will pull together key themes across this snapshot of primary care provision in the city. This report will also be made available to all practices visited as well as partner agencies. An easy read version will be made available to the public.

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<sup>8</sup> [Healthwatch Brighton and Hove](#), 'What We've Done'

# Appendices

## Appendix one: The questions we asked

- 1. How has it been for you to:** Book an appointment in person, book an appointment by phone, book an appointment online, Order a repeat prescription, get your test results back via telephone
- 2. How long do you usually wait between booking a non-emergency appointment and attending it?** The same day, up to 3 days, up to a week longer than a week, I have not booked an appointment
- 3. Have you ever been offered a same day telephone consultation instead of a face-to-face appointment?** Yes, it's as good as a face-to-face appointment, yes, it's not as good as a face-to-face appointment, no, but it wouldn't be as good as a face-to-face appointments, no, but it would be as good as a face-to-face appointment
- 4. If you were unable to get an appointment here, where would you go to get medical help?**
- 5. Please tick or cross below** (grid) Do the Doctors/Nurses/reception staff give you enough time/listen to you/make sure you know about your treatment/give you choices about your treatment
- 6. Are you aware of the following services which are available through the practice?** (please tick if you are aware of them) Free health checks for people between the ages of 40 - 74, Cancer screening services, annual health checks, services to help you to quit smoking (smoking cessation) I have not heard of any of these programmes.
- 7. What make a fantastic GP practice, including the things that are most important to you as a patient?**
- 8. How much do you feel you know about the following services at your practice:** How to make a complaint about your GP practice, what a PPG is, how to get involved in your PPG, what the patient survey is, what the practice manager does
- 9. What is your experience of being referred to a specialist?** My referral went smoothly, my referral was delayed, but I was kept up to date, my referral was delayed, and I was not kept up to date, I haven't needed a referral.
- 10. Do you think the doctor has all the relevant medical information about you available during your appointments?** Yes, No, Unsure, I haven't had an appointment
- 11. Overall, how would you rate your GP practice out of 10? (10 being excellent, 1**

being very poor) 1,2,3,4,5,6,7,8,9,10

**12. What changes would you like to see to make your GP practice better?**

**13. Is there anything you would like to tell Healthwatch about other NHS or social care services in Brighton and Hove?**

## Appendix two: The Observation Checklist

**1. Noticeboard:** Is it cluttered, does it have up to date information, is the information easy to read?

**2. Hygiene:** Is hand gel available in the practice waiting room, and information about stopping bugs from spreading? Is there a bathroom available and is it accessible for people in wheelchairs?

**3. Information through leaflets, posters and TV screens** Healthwatch Materials, ICAS Materials, We Could be Heroes Campaign, Free NHS Health Checks, Cancer Screening Programmes, Smoking Cessation, The EPIC Project,

**4. Communication:** How are receptionists and other staff interacting with patients? What is their tone of voice, and how helpful are they being? Are conversations easily overheard by other patients? Are patients clearly informed/ called in for their appointment?

**5. Waiting area:** Is there any information about the practice's patient group, feedback boxes, complaints info and forms, or any other type of feedback information available? How is it presented? Is there any information on the Friends and Family Test?

**6. Feedback:** Is there any information about the practice's patient group, feedback boxes, complaints info and forms, or any other type of feedback information available? How is it presented? Is there any information on the Friends and Family Test?

**7. Additional observations**

