

Arch Healthcare

Service address: Arch Healthcare, Morley St, Brighton BN2 9RA

Date of surgery visit: 16th August 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

Arch Healthcare has 1572 registered patients and has 2.0 FTE doctors, making a ratio of one doctor per 786 patients. This high provision of doctors (compared to the city average of one doctor per 2394 patients¹) is appropriate when considering the transient status of the patients that visit this surgery and their circumstances which may present more challenging cases for treatment than patients at other surgeries.

Most patients, three out of the four surveyed, reported they were satisfied with the surgery and all four said they would recommend the surgery.

Our visit rated the surgery as good in providing an environment for patients, giving it a score of 8.4 out of 10. However, there was room for improvement with ensuring safeguarding information is available and leaflets are up-to-date and also in providing alternative seats which are suitable for physically challenged patients.



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 only 5 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**

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

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

Arch Health CIC is a relatively new social enterprise, which was set up by clinicians and professionals of Brighton & Hove to address the health needs of vulnerable and homeless people in the city. In November 2016 it was announced that Arch had won the contract to run the Morley Street Surgery and the homeless health engagement service for Brighton & Hove for the next 3 years after taking over the contract from The Practice Group on February 1st 2017.

Arch Healthcare has 1572 registered patients and has 2.0 FTE doctors, making a ratio of one doctor per 786 patients. This high provision of doctors (compared to the city average of one doctor per 2662 patients) is appropriate when considering the nature of the patients that visit this surgery, who are transient, unpredictable in needs and may present more challenging cases for treatment than patients at other surgeries.

The surgery was accepting new patients at date of research.

Surgery opening hours were 8am - 5pm weekdays. The surgery is not open at the weekend.

The surgery was working within Cluster One in Brighton and Hove which also includes St Peters Medical Centre, North Laines Medical Centre, Albion Street Surgery, Park Crescent Health Centre, Ardingly Court Surgery and Pavilion Surgery.

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



Findings

Accessibility

One patient out of three who responded to this question, took less than 15 mins, one patient between 15 - 30 mins and one person longer than 30 minutes. With three responses to this question, the answers are only indicative. However, the spread of responses is not surprising as this surgery is likely to attract patients from across the city, due to its specialist nature.

Opening hours

Surgery opening hours were 8am - 5pm weekdays. The surgery is not open at the weekend.

Satisfaction with current opening hours

All three patients who answered the question concerning opening hours were satisfied with the hours. However, as an objective observation, Healthwatch was surprised that this surgery did not have longer hours and/or was open at the weekend bearing in mind it is aimed at providing a service to the homeless and vulnerable across Brighton and Hove.

Booking appointments

The surgery offered online facilities for booking an appointment and ordering prescriptions.

Ease of booking appointments using different methods

Four of the five patients said that making an appointment in person had been easy.

Two of the five patients said that they had booked an appointment by phone and this had been easy.

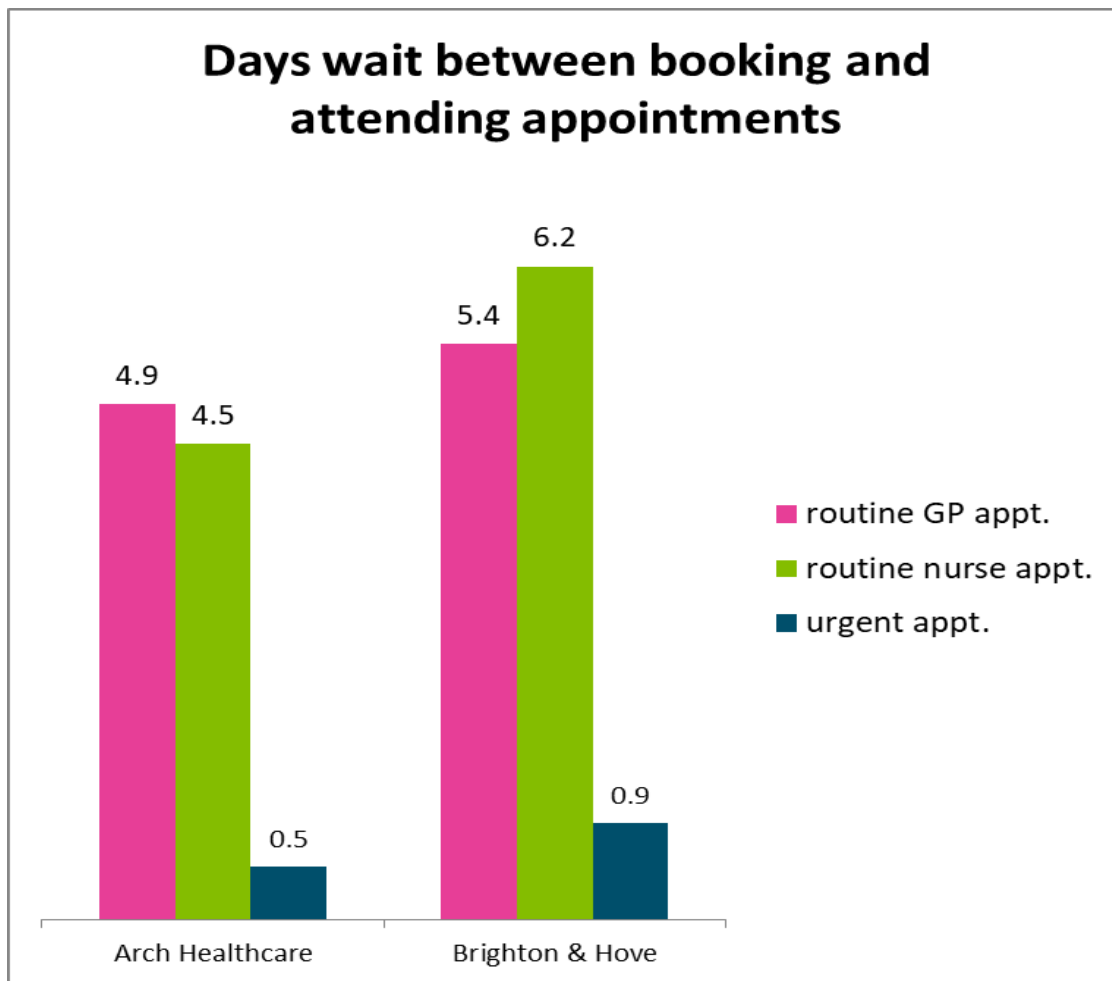
Wait between booking and attending appointments

The days wait between booking and attending appointments were generally similar or lower than the city average. From the four patients who responded, one patient was satisfied with the waiting time for a GP consultation.

Only one patient responded to the question about satisfaction with nurses and urgent

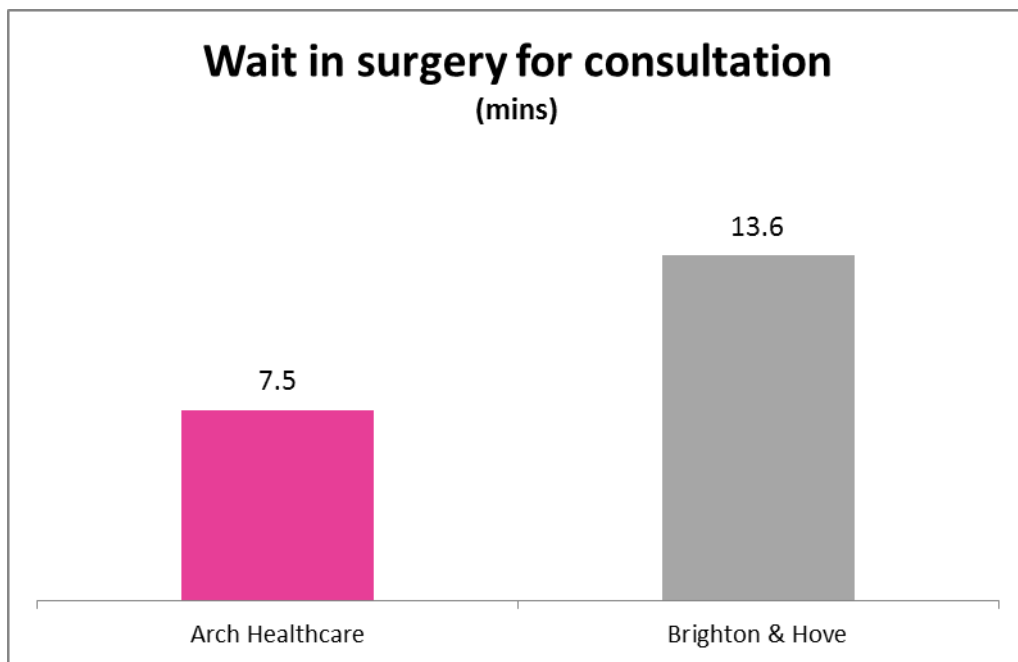
appointments. In both cases, this person responded that they were satisfied.

There is not enough data to provide definite conclusions about wait times between booking and attending appointments, though the responses we collected suggested performance was generally good and quicker than the average for Brighton and Hove.



Wait at surgery

Arch Healthcare seems to have performed well in comparison with the average waiting time in the surgery. Four patients responded that they waited between 5 and 10 minutes beyond the appointment time compared to an average across Brighton and Hove of 13.6 minutes. This could indicate that the surgery run a reasonably efficient system once patients are in the surgery.



Quality of care

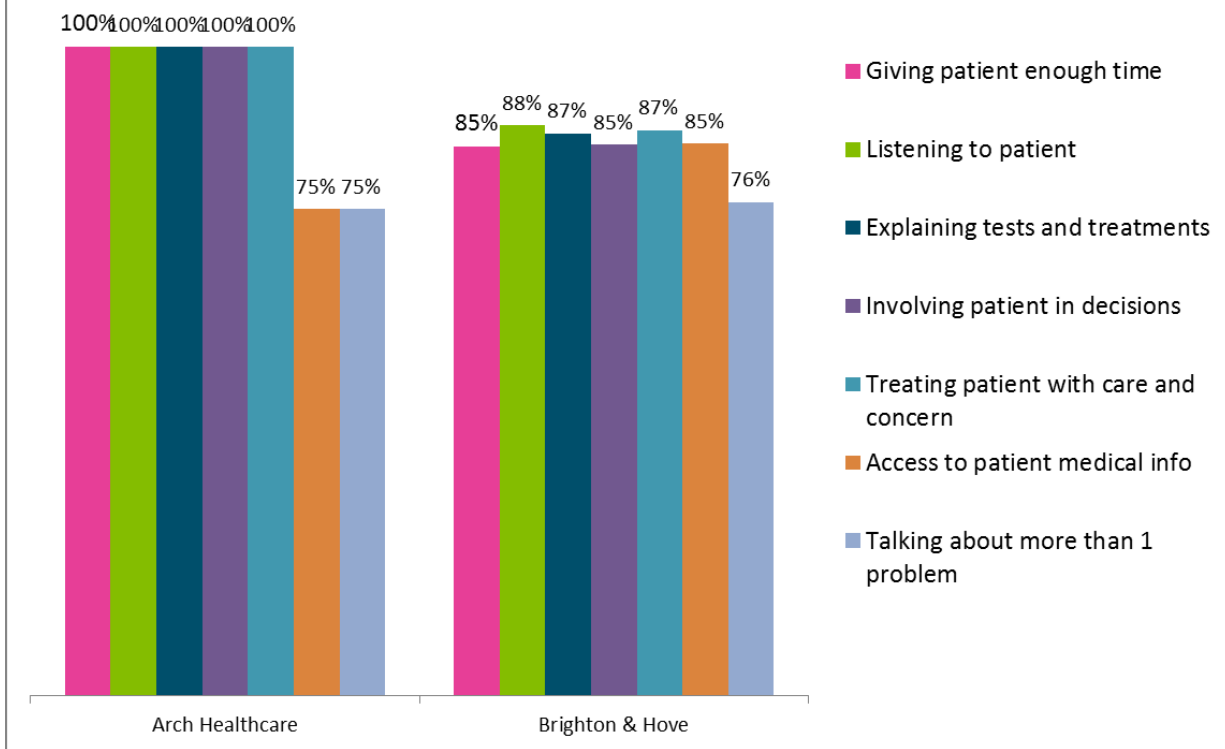
Telephone consultations

Two patients, who responded to this question, had used telephone consultations in place of face to face consultations at Arch Healthcare. Of these, both felt that the telephone consultation had been effective in meeting their needs. These figures suggest the surgery could do well to increase the use of this type of consultation, though again with such a small number of users, we cannot ascertain this for certain.

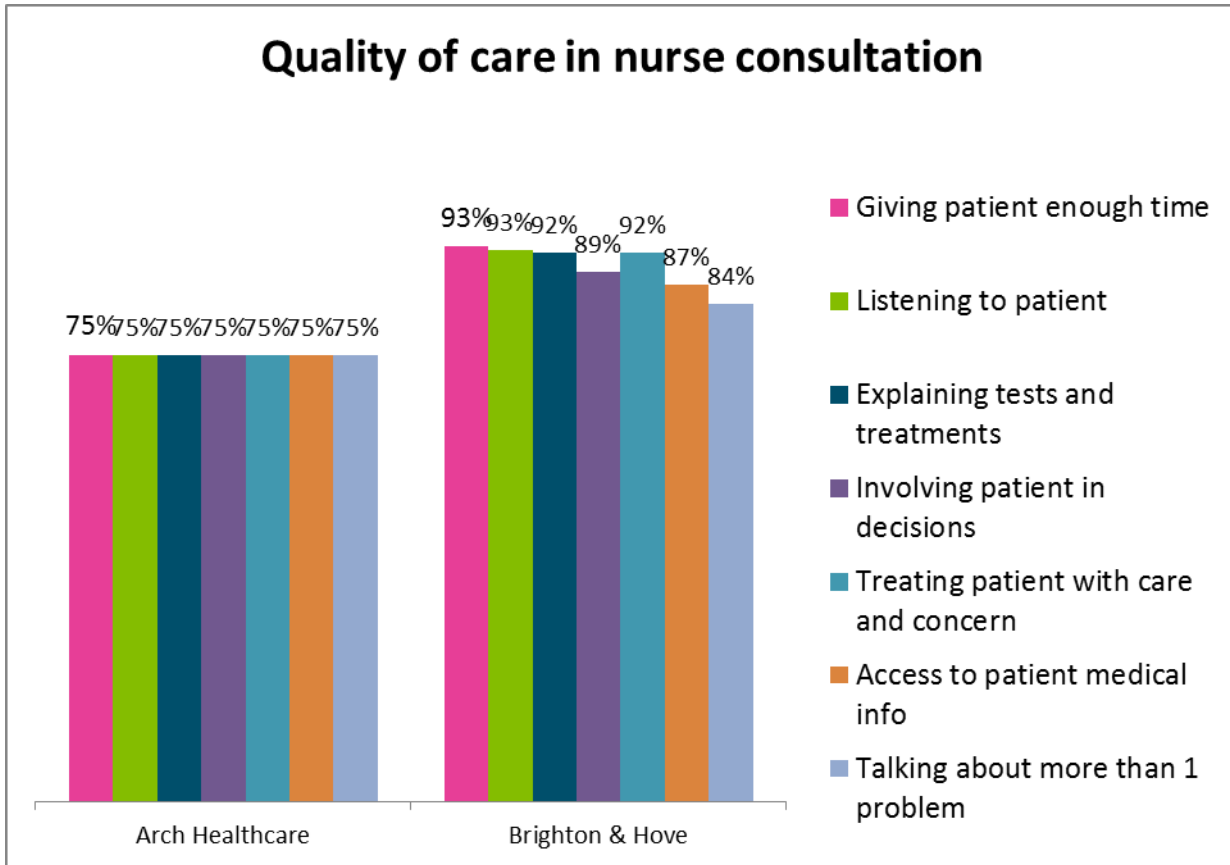
Care provided at consultation

The majority of patients reported 'good' quality of care by GPs and nurses, across most of the seven standard criteria and in the case of GP consultations, some of the criteria was rated as good by all four of the respondents. Nurse consultations were still good but slightly lower figures than the averages across 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 varied when compared to the average for the city.

Two patients were aware of NHS health checks for 40-74 year olds, cervical screening and breast cancer screening and annual health checks for long term conditions, while three patients were aware of the quit smoking service and bowel cancer screening.

Environment

Our visit rated the surgery as good in providing an environment for patients, giving it a score of 8.4 out of 10. Our volunteers observed that staff were very friendly, polite and tolerant and they were impressed with the calm way reception staff dealt with some difficult patients and how the practice manager was on hand to provide support when required. Drinking water was available and the toilet facilities were clean, and accessible to disabled patients.

Chairs in the waiting area were a range of hard and soft. However, accessibility could be improved by providing some chairs with armrests to assist those who are physically challenged. The complaints process was visible although difficult to read.

Our visit did not observe any information regarding safeguarding or reporting abuse and some of the posters were out of date and navigation could have been improved by organisation under sub-headings. Also, signposting to the surgery was not easily visible from the street. Some patients commented they had heard about the surgery by word-of-mouth on the street.

Overall evaluation of practice

The five patients who completed the survey were generally positive in their overall evaluation of the surgery, giving it higher ratings than the average across Brighton and Hove.

Overall rating of surgery			
Rating on 1-10 scale		Recommend practice to family and friends (FFT)	
Arch Healthcare	9.3	Arch Healthcare	100%
Brighton and Hove	7.9	Brighton and Hove	86%
Satisfaction with GP practice			
Arch Healthcare	75%		
Brighton and Hove	79%		

“ They are sensitive to my problems ”

“ I travel [across the city] to use this surgery and these doctors are familiar with my health problems ”



Key Recommendations

1. Consider increasing opening hours and opening at weekends, bearing in mind the needs of the population the surgery serves.
2. Improve waiting times for GP appointments (from booking to appointment).

Response from practice manager:

I would dispute the figure of 4.5 days wait for a routine nurse appointment. As part of our KPI analysis I regularly spot check the number of days that a patient coming to the surgery would have to wait for both a GP and a nurse appointment. Over the last 9 months, the average waiting time for a nurse appointment is less than 1 day (0.45, to be precise), i.e. on slightly over half occasions, a patient could come to or ring the surgery in the morning and see a nurse on the same day.



Suggested facility improvements

3. Ensure information is up-to-date and comprehensive (to include safeguarding information).
4. Consider sub-headings for posters displayed.
5. Include seats with armrests to assist patients who are physically challenged.
6. Ensure signposts to the surgery are clearly visible from the street.

