

Albion Street Surgery

Service address: Albion Street Surgery, 9 Albion St, Brighton BN2 9PN

Date of surgery visit: 24th 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

	Albion Street surgery	Brighton & Hove	
<u>Satisfaction</u>			
Overall surgery rating (1-10)	8.1	7.9	
Would recommend surgery to friend/family member	81%	87%	
<u>Quality of care</u>			
No. patients per doctor	1832	2394	
Overall quality of care - GP	87%	85%	
Overall quality of care - nurse	92%	90%	
<u>Booking appointments</u>			
Wait between booking and attending routine GP appointment	3.5 days	5.4 days	
Wait between booking and attending urgent appointment	1.5 days	0.9 days	
<u>Opening hours</u>			
Satisfaction with opening hours	81%	72%	

Albion Street Surgery has 6,120 registered patients and has 3.4 FTE doctors, making a ratio of one doctor per 1,832 patients. This provision of doctors is higher than the city average of one doctor per 2,394 patients¹.

Patients rated the surgery at 8.1 out of 10 which was slightly better than the city average of 7.9.

Results from the patient survey indicated wait times for routine GP appointments, opening hours, effectiveness of phone consultations and awareness of special GP services as areas of strong performance for the surgery. Survey results indicated wait times for urgent appointments as a weak area of performance compared to averages for Brighton and Hove.

Our visit rated the surgery as satisfactory in providing an environment for patients, giving it a score of 5.8 out of 10. There was room for improvement in providing a comfortable waiting environment for patients with a lack of suitable seating for the frail and elderly.

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

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



Methodology

The 2017 GP review used three research tools to collect information on the surgery:

1. 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 28 submissions from patients using the surgery.

2. GP Practice survey

This was completed by the Practice Manager and covered details about the services offered by the practice.

3. 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

Albion Street Surgery had 6,120 registered patients and 3.34 FTE doctors making a ratio of one doctor per 1832 patients.

The surgery was accepting new patients at date of research.

Surgery opening hours were from 8am - 6pm on weekdays.

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


There was wheelchair access to the building for disabled people but only to the ground floor.

Findings

Accessibility

The average time taken to get to the surgery was 16 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.

Surgery accessibility		
<u>Average time taken to get to surgery</u>		
Albion Street surgery	16	mins
Brighton & Hove	13	mins
<u>% that took more than 30 minutes</u>		
Albion Street surgery	4%	
Brighton & Hove	4%	

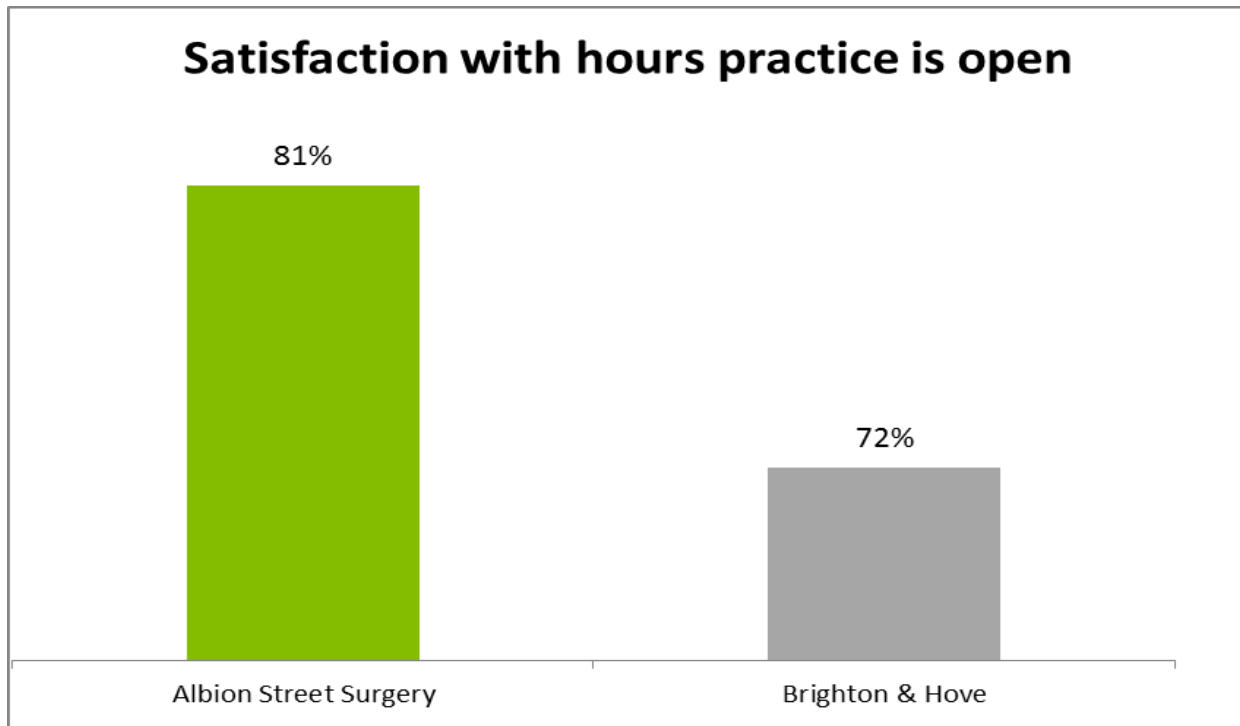


Opening hours

Surgery opening hours were 8am - 6pm on weekdays.

Satisfaction with current opening hours

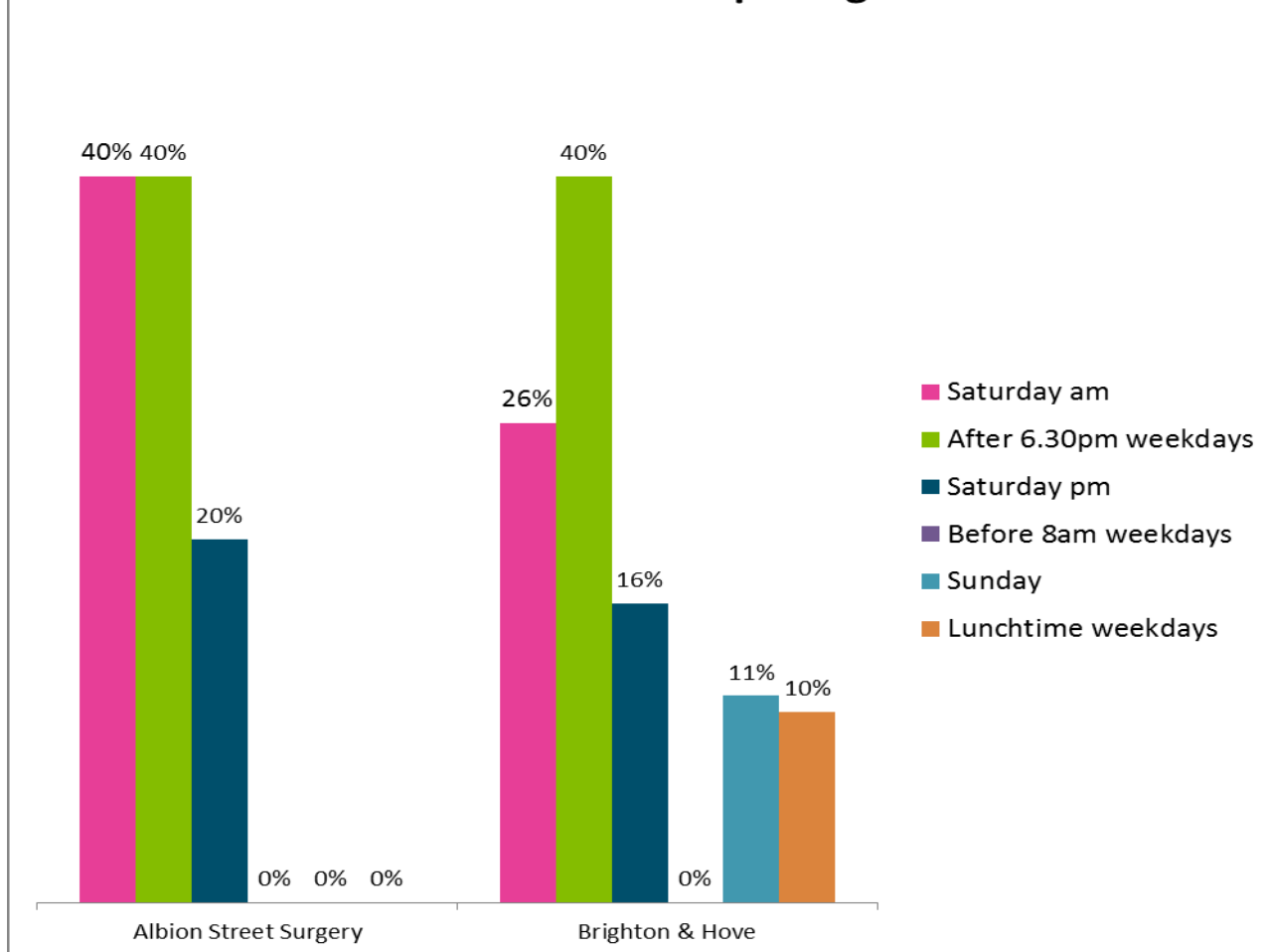
Patients were generally satisfied (81%) with opening hours offered by the surgery.



Preferred additional hours if not satisfied

For the 19% of patients who were not satisfied with existing opening hours, the most popular additional opening hours proposed were Saturday mornings and weekday evenings.

Preferred additional opening times



Booking appointments

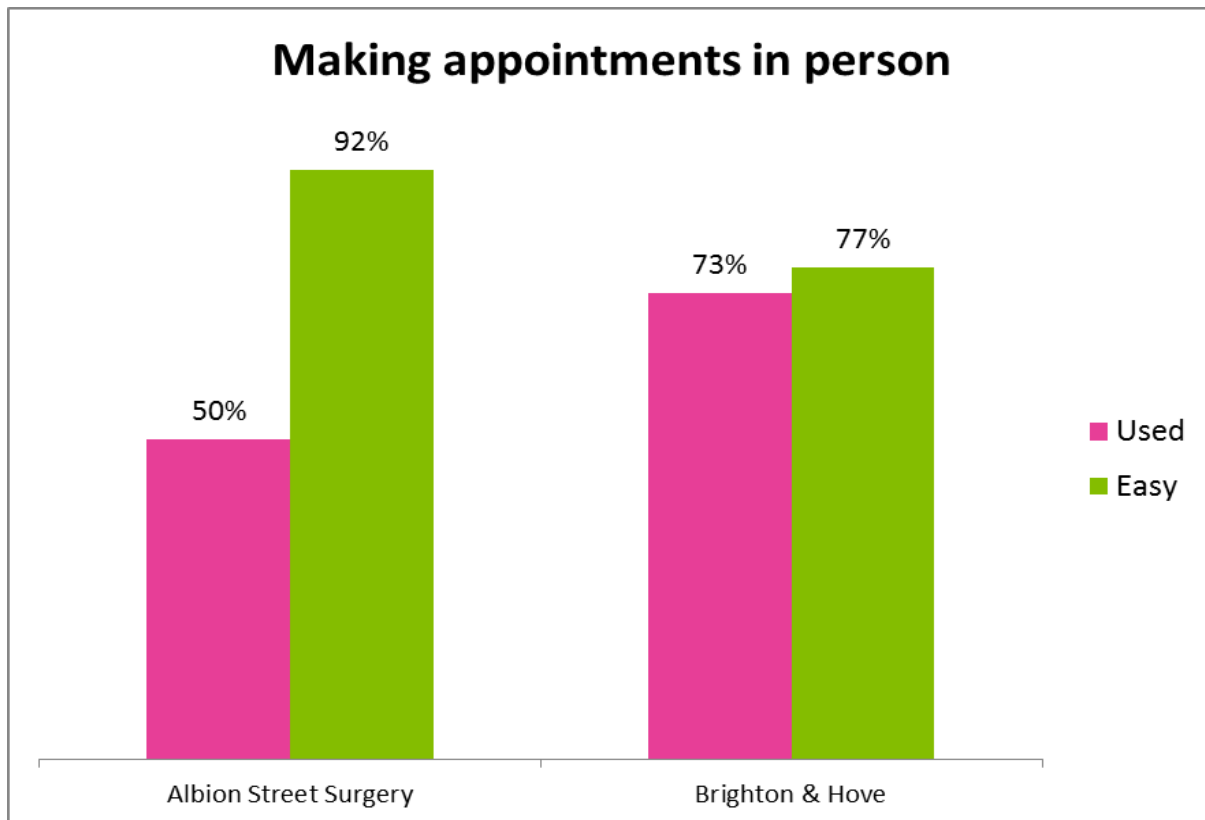
The surgery offered all standard methods of booking an appointment and electronic facilities for making prescriptions.

	used
Online appointment booking	24%
Online repeat prescription	24%
Electronic prescriptions (sent to pharmacy)	39%
Link to a pharmacy	

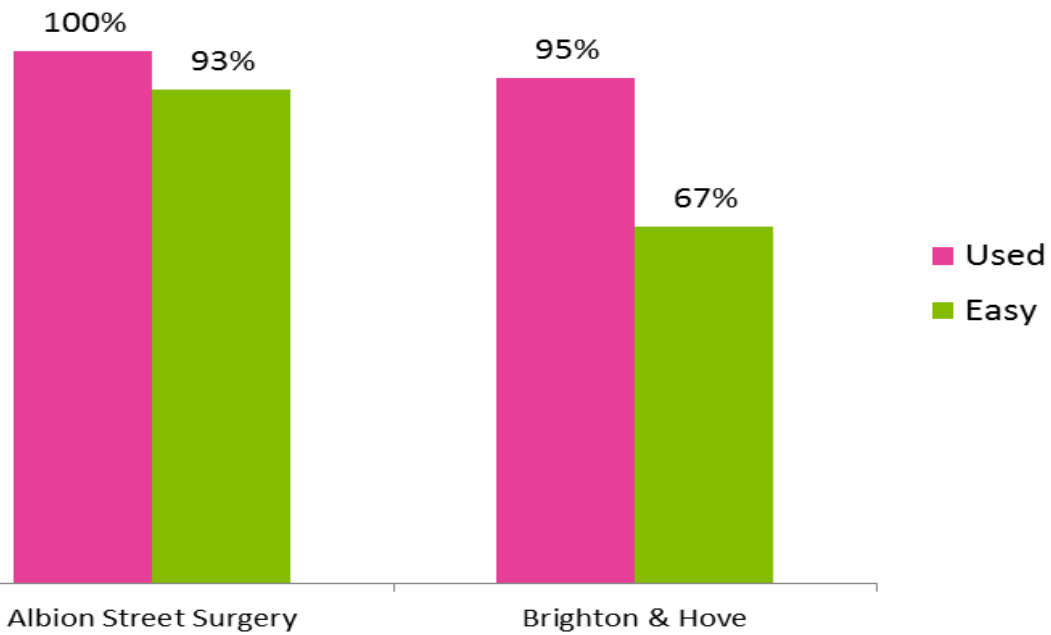
Ease of booking appointments using different methods

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.

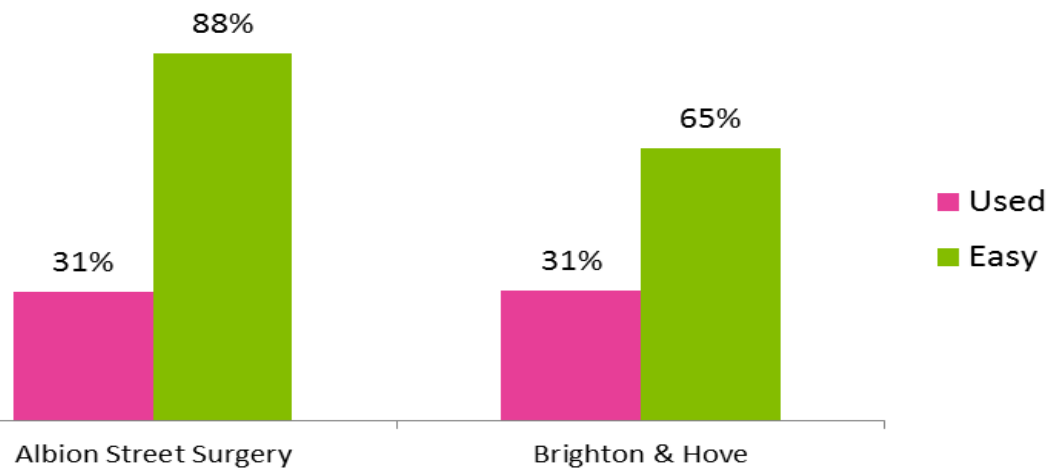
High numbers of patients reported that making appointments in person, by phone or online had been 'easy' and these satisfaction rates were all higher than the average for Brighton and Hove.



Making appointments by phone



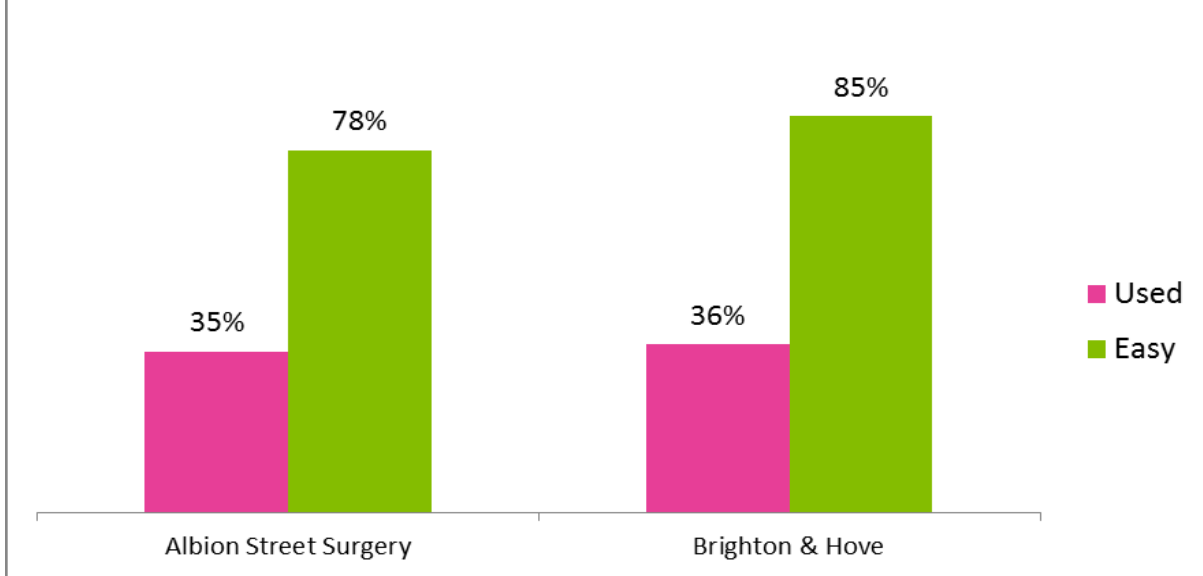
Making appointments online



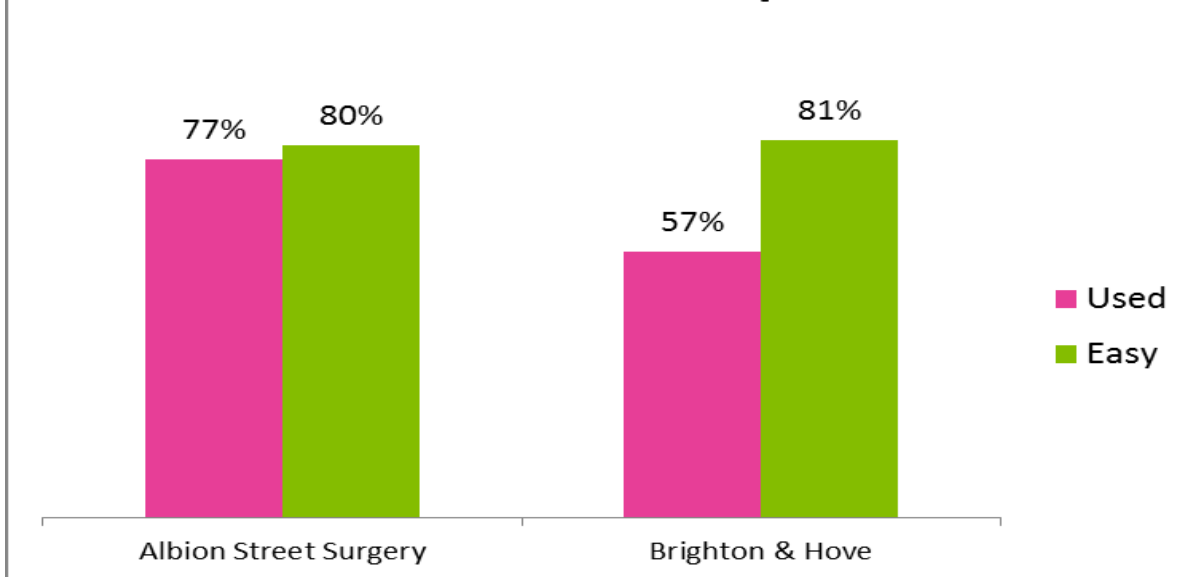
Ordering prescriptions online and getting test results by phone

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

Ordering prescriptions online



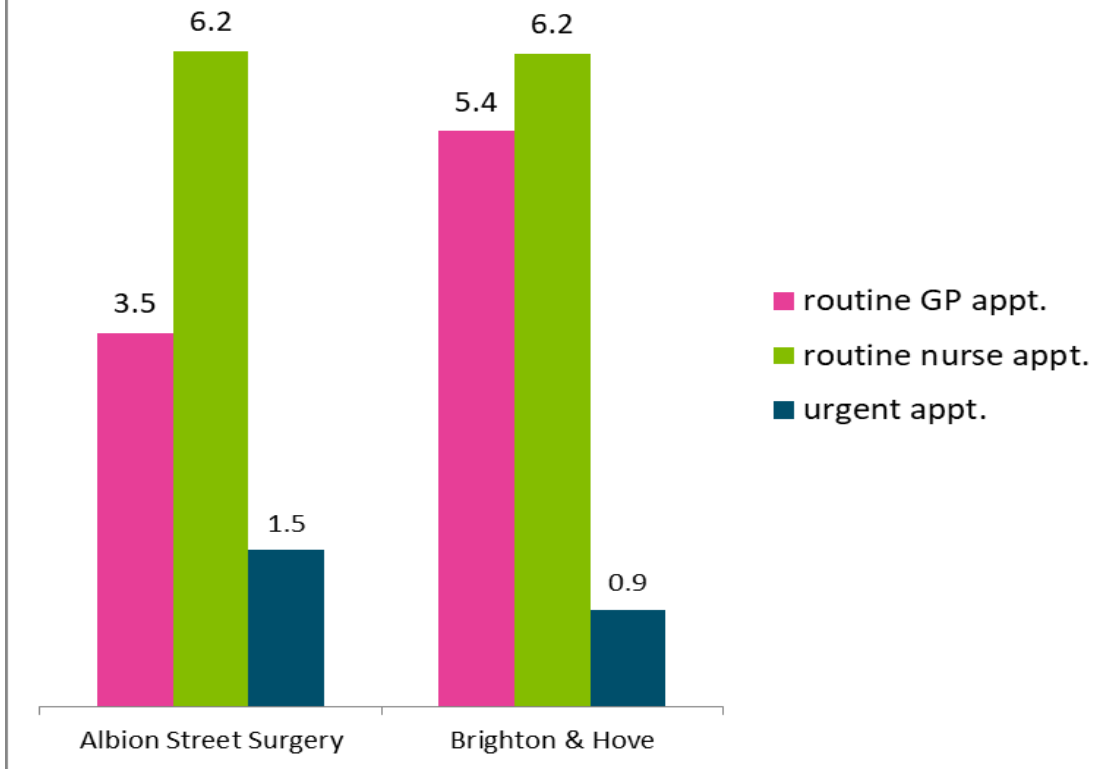
Get test results on phone

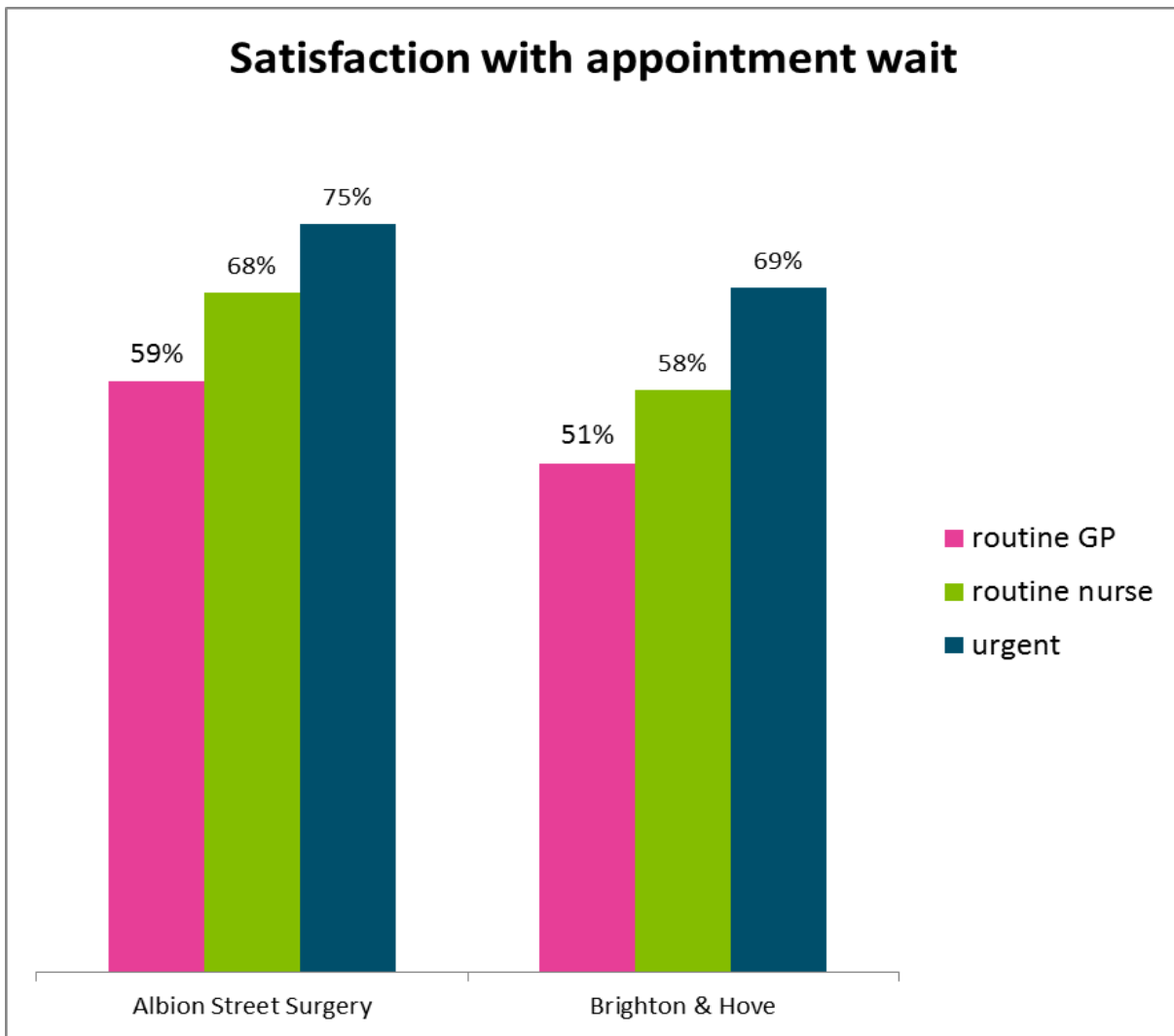


Wait between booking and attending appointments

Albion Street performed better than the Brighton and Hove average for the days wait for routine GP appointments, 3.5 compared to 5.4 days, but worse for the wait for urgent appointments, 1.5 days compared to 0.9 days. Patient satisfaction levels with these waits were slightly higher than average figures for each type of appointment.

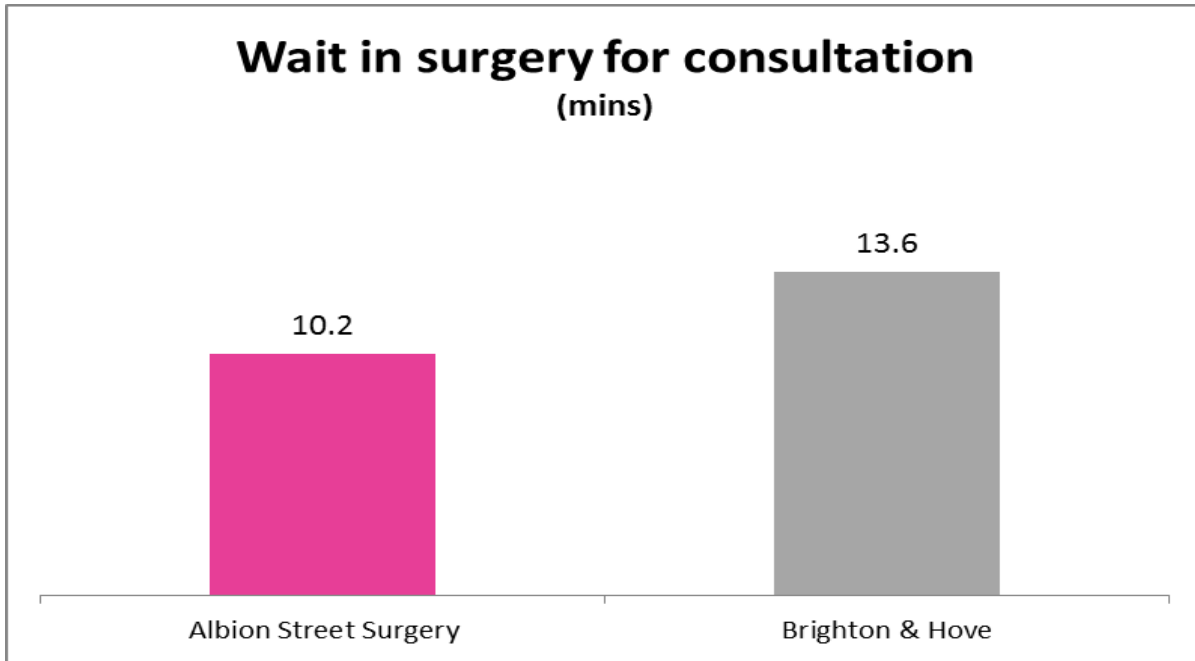
Days wait between booking and attending appointments





Wait at surgery

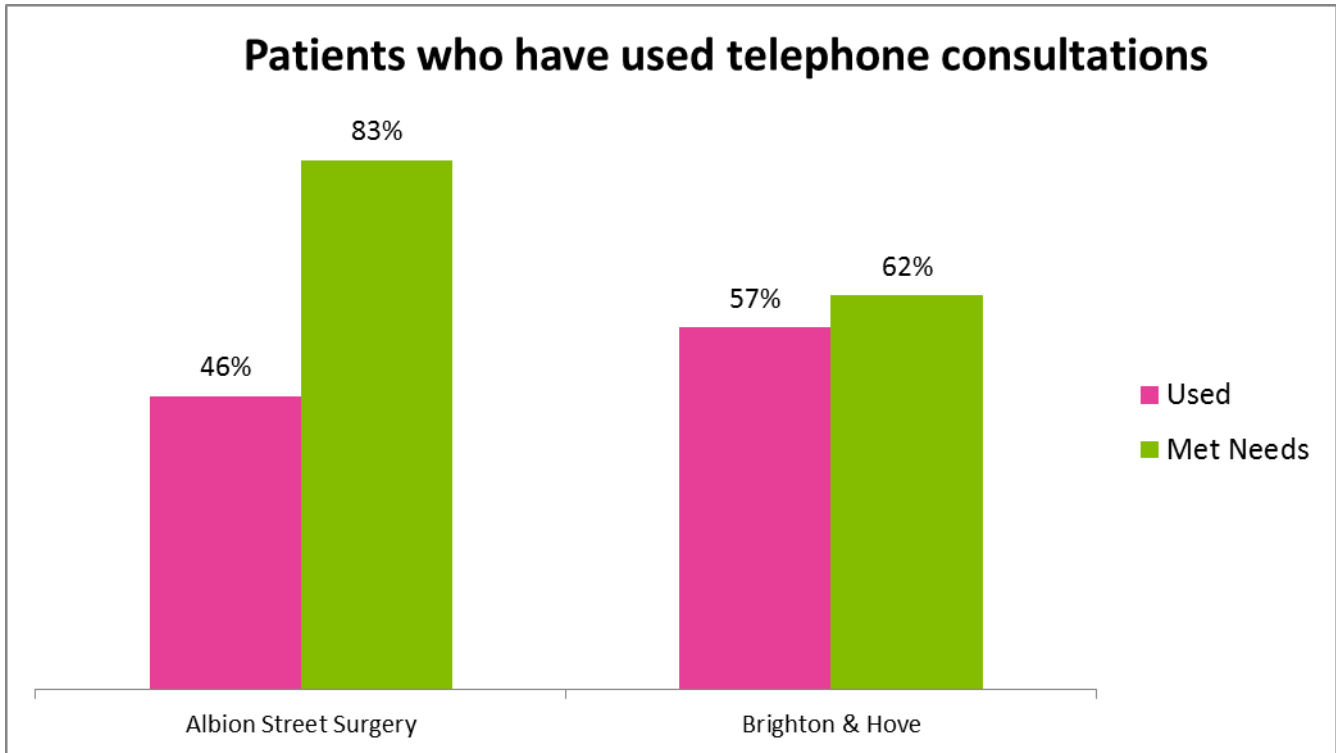
Albion Street performed well in the average wait in the surgery for the consultation. Patients reported an average wait of 10.2 minutes compared to the city average of 13.6 minutes.



Quality of care

Telephone consultations

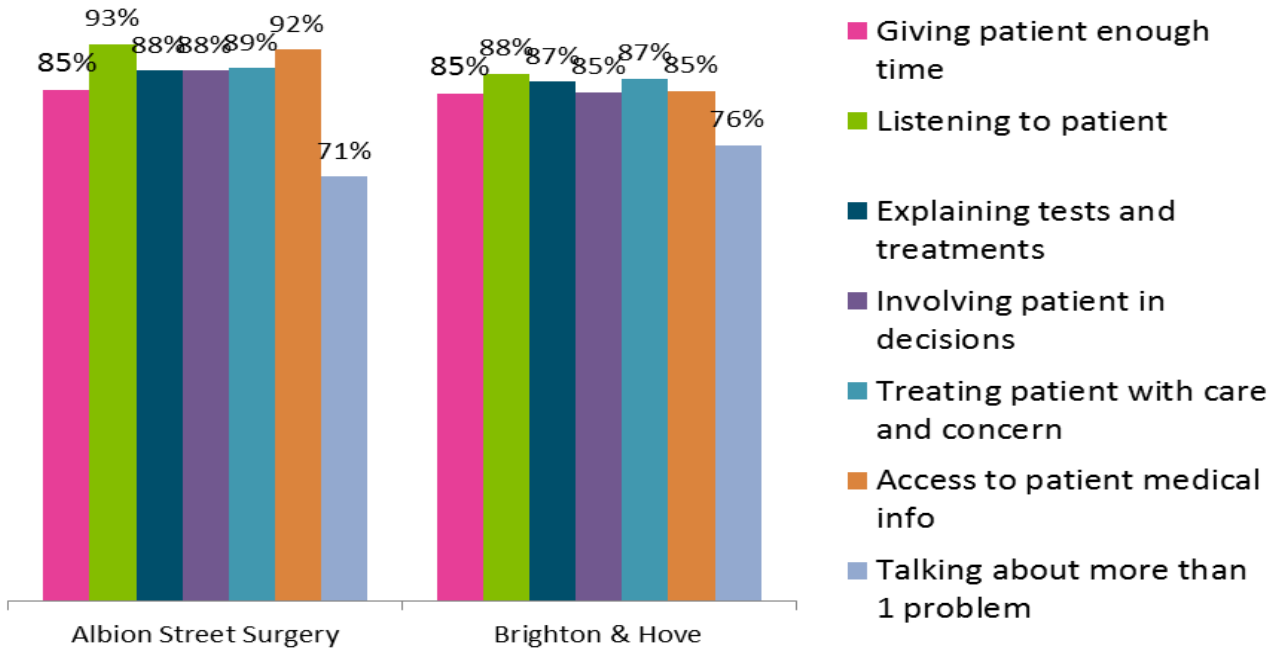
Close to half of patients at the surgery had used telephone consultations in place of face to face consultations. A high proportion of these patients felt that the telephone consultation they had received had been effective in meeting their needs. These figures suggest the surgery is managing this system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



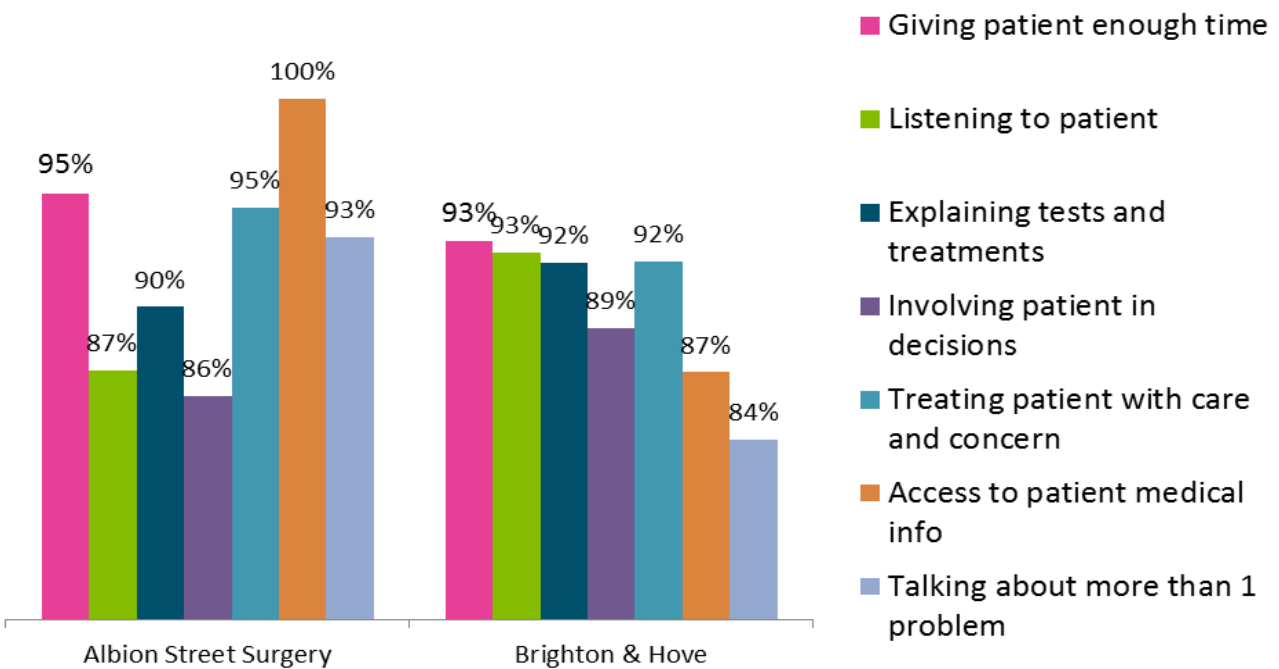
Care provided at consultation

A high proportion of patients reported 'good' quality of care across seven standard criteria. The average quality score was 87% for GP consultations and 92% for nurse consultations, both of which were slightly higher than the average for the city.

Quality of care in GP consultation



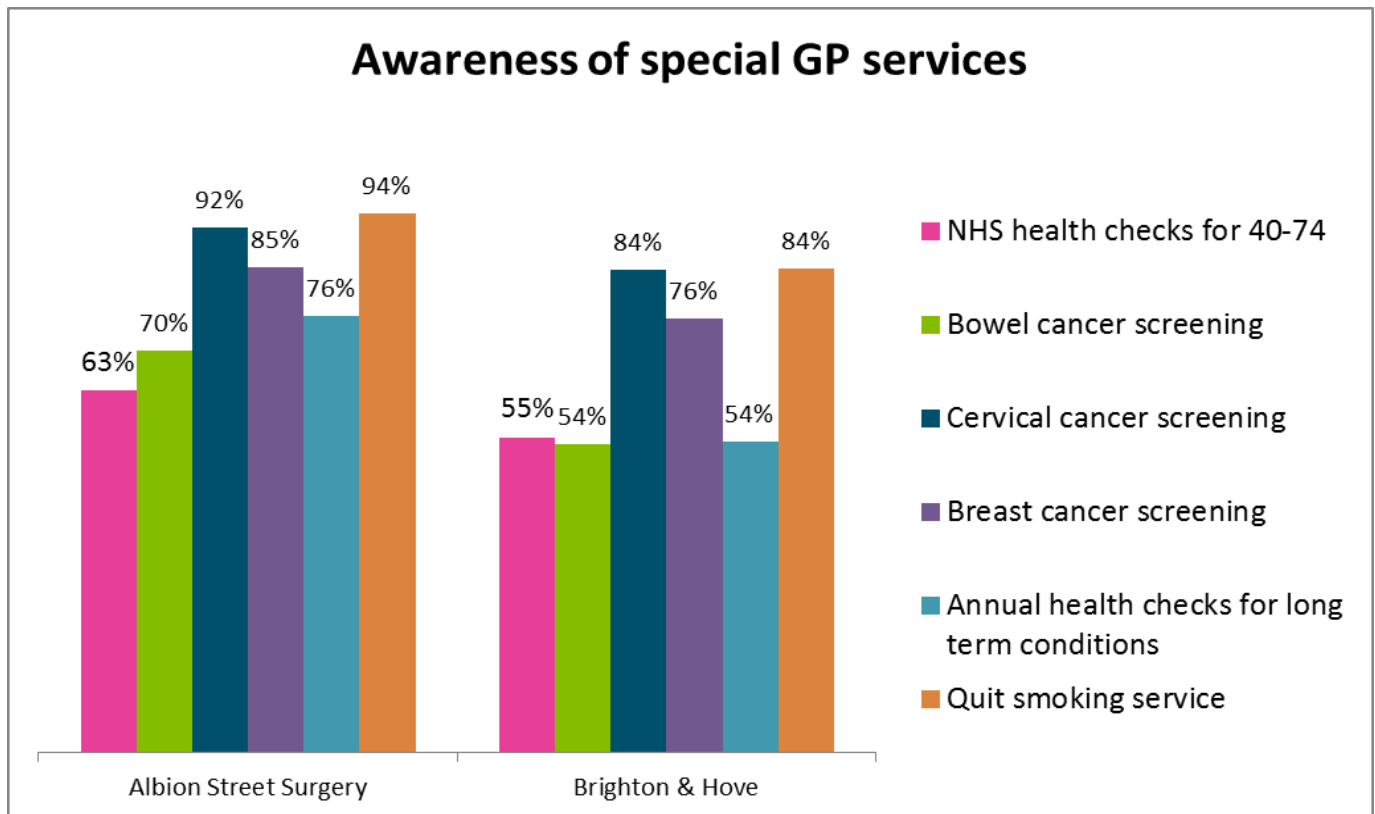
Quality of care in nurse consultation



Special GP services

Awareness of special services

Patient awareness of special services was higher than average for the city with particularly high awareness of quit smoking service (94%), cervical cancer screening (92%) and Breast cancer screening (85%).



Environment

Our visit rated the surgery as satisfactory in providing an environment for patients with some room for improvement, giving it a score of 5.8 out of 10.

The display of information was uncluttered and up-to-date, easy to read and relevant. Safeguarding information was clearly in evidence. The rotating leaflet holder was an excellent solution to limited space but it did not rotate and was in need of repair. There was a closed-circuit TV with good relevant information but it got stuck a few times whilst the volunteers were there.

Signposting to the toilets could be improved. The disabled toilet should have help for disabled people such as handrails and a frame and may be more helpful if a raised seat is provided

The visit found the surgery performing less well on providing a comfortable environment for patients because of the limited number of chairs with armrests, helpful for elderly, frail and disabled people to sit down and get up: three out of 14 upstairs and none downstairs.

During the visit good communication of staff with patients was witnessed.

Information about providing feedback on the practice was not seen.

Overall evaluation of practice

Patients were generally positive in their overall evaluation of the surgery, giving it slightly higher or similar ratings to those in Brighton and Hove.

Overall surgery rating			
<u>Rating on 1-10 scale</u>		<u>Recommend practice to family and friends</u>	
Albion Street Surgery	8.1	Albion Street Surgery	81%
Brighton and Hove	7.9	Brighton and Hove	86%
<u>Satisfaction with GP practice</u>			
Albion Street Surgery	92%		
Brighton and Hove	82%		

“ The surgery needs a lift installed for wheel chair bound patients to get upstairs ”

“ They give the care that you need and they really look after you ”

“ Waiting times could be better and something for kids to do ”

“ They are very good in what they do. Although they could have more ”

things for disabled people like a lift to the second floor 



Key Recommendations

1. Reduce wait times for urgent appointments.
2. Increase the proportion of patients using online booking.



Suggested facility improvements

3. Consider disabled access to the first floor.
4. Provide more chairs with arm rests for elderly or disabled people
5. Provide accessible information for patients on how to make complaints/comments and complete an FFT assessment.
6. Install a raised seat in the downstairs disabled toilet.

