

Benfield Valley Surgery

Service address: Benfield Valley Surgery,
225 Old Shoreham Rd, Portslade, Brighton, BN41 1XR

Date of surgery visit: 2nd 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

	Benfield Valley	Brighton & Hove	
Satisfaction			
Overall surgery rating (1-10)	6.8	7.9	Red
Would recommend surgery to friend/family member	71%	87%	Red
Quality of care			
No. patients per doctor	6329	2394	Red
Overall quality of care - GP	70%	85%	Red
Overall quality of care - nurse	82%	90%	Red
Booking appointments			
Wait between booking and attending routine GP appointment	4.0 days	5.4 days	Green
Wait between booking and attending urgent appointment	0.9 days	0.9 days	Yellow
Opening hours			
Satisfaction with opening hours	64%	72%	Red

Benfield Valley Surgery has 6962 registered patients and has 1.10 FTE doctors, making a ratio of one doctor per 6329 patients. This provision of doctors is lower than the city average of one doctor per 2394 patients.¹

Patients rated the surgery at 6.8 out of 10 which was not as good as the city average of 7.9.

Results from the patient survey indicated waiting time for doctors as an area of stronger performance. However, the majority of areas performed less well as far as patients were concerned compared to city averages.

Our visit rated the surgery as good in providing an environment for patients, giving it a score of 7 out of 10. Our observation noted some areas for improvement for example, better display of information, providing signs to the toilets and ensuring patient feedback/complaint forms are available.

Overall, the surgery was found to be performing less well compared to other surgeries in the

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



city.

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 191 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

Benfield Valley Surgery has 6962 registered patients and has 1.10 FTE doctors, making a ratio of one doctor per 6329 patients. The surgery was accepting new patients at date of research.

Surgery opening hours were 8.30am - 6pm Monday - Friday (Tuesday the surgery is open until 7pm). Both Saturdays and Sundays, the surgery is open from 8.30am - 2pm.

The surgery was working within Cluster Six in Brighton and Hove which also includes Trinity Medical Centre, Hove Park Villas surgery, Charter Medical Centre, Brighton and Hove Wellbeing Centre and Matlock Road surgery.

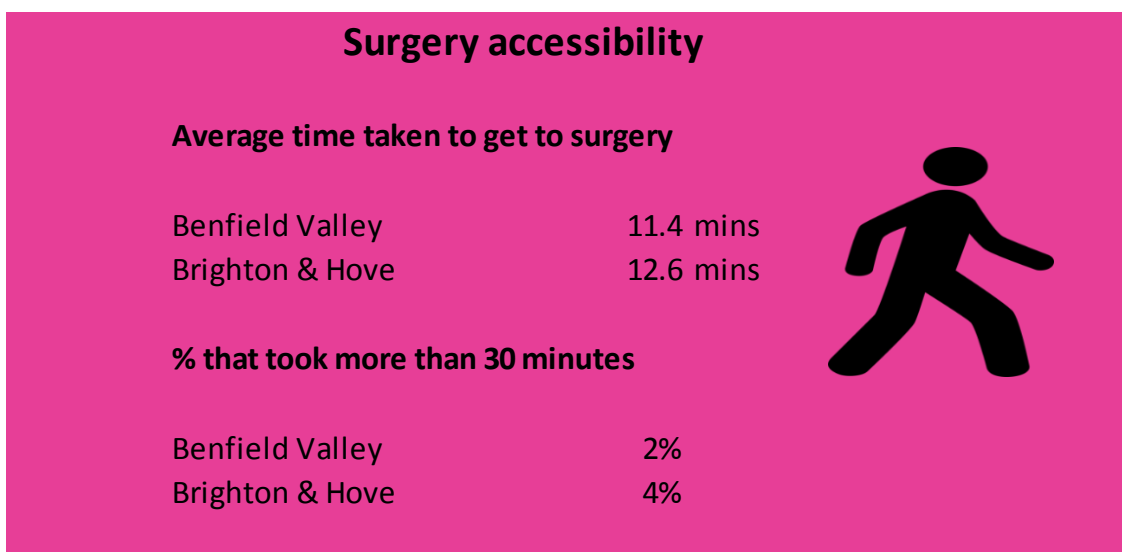
The surgery had a PPG where members meet in person.

Findings



Accessibility

The average time taken to get to the surgery was 11.4 minutes, which was slightly shorter than the average for Brighton and Hove. Only a small proportion of patients, 2%, had to take more than 30 minutes, less than the city average.

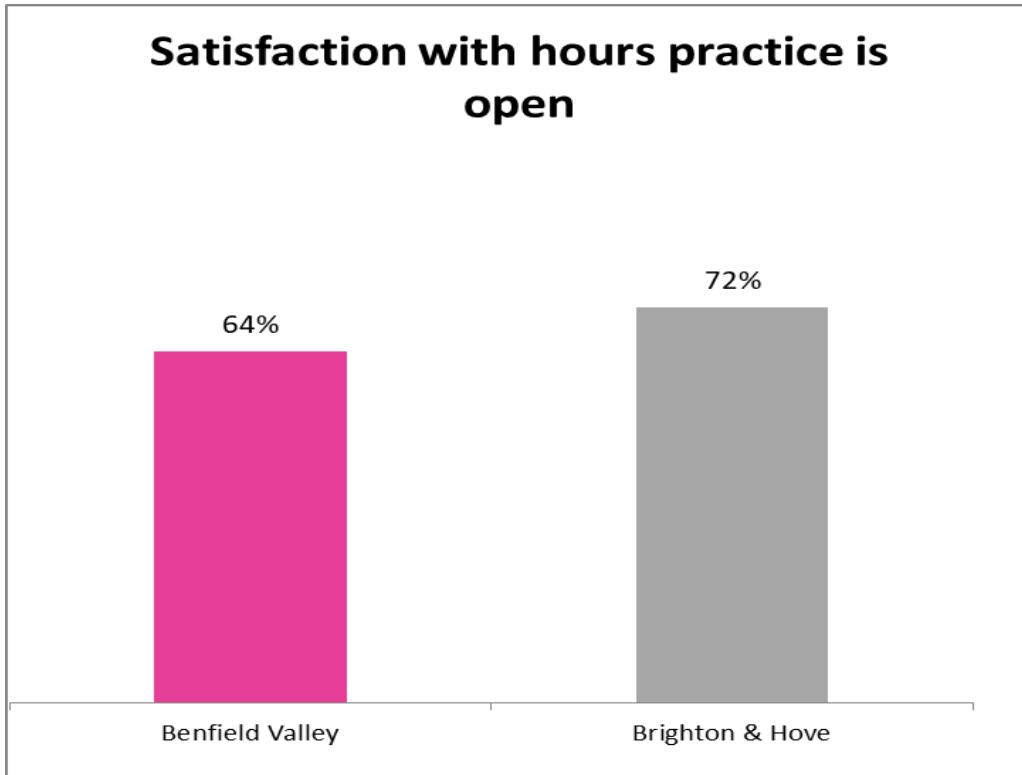


Opening hours

Surgery opening hours were 8.30am - 6pm Monday - Friday (Tuesday the surgery is open until 7pm). Both Saturdays and Sundays, the surgery is open from 8.30am - 2pm.

Satisfaction with current opening hours

Most patients, 62%, were satisfied with the opening hours but this was lower than the city average of 72%.



Booking appointments

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

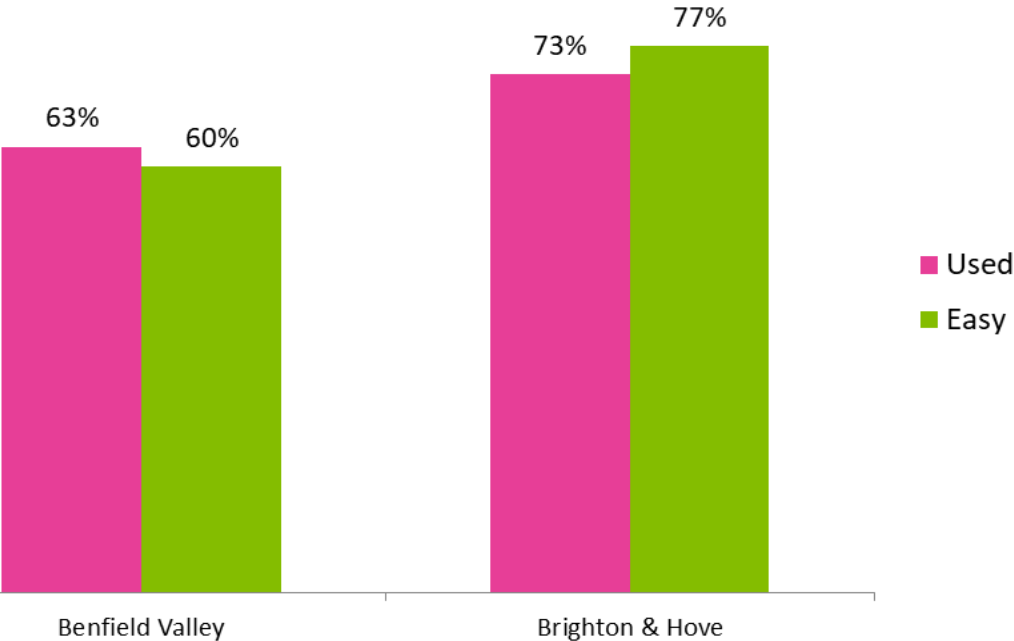
Online appointment booking	✓
Online repeat prescription	✓
Electronic prescriptions (sent to pharmacy)	✓
Integrated pharmacy	✗

Ease of booking appointments using different methods

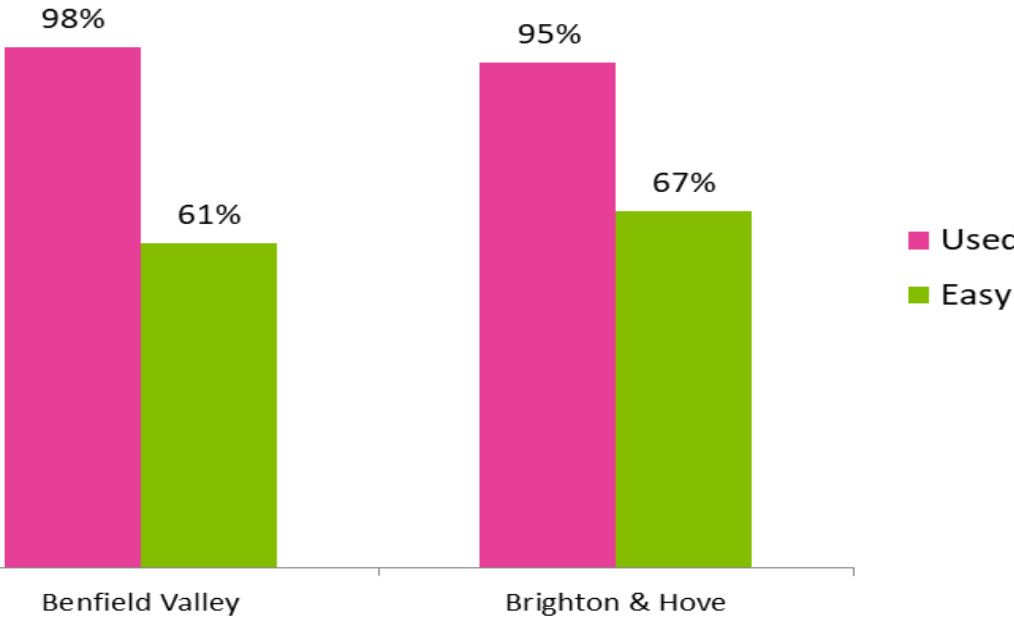
Using data from the Patient survey we assessed the proportion of patients who had used and found 'easy' to use different methods of booking appointments

The majority of patients reported that making appointments in person and by phone was easy. However, very few (16%) of those that had used the online booking service found it easy. These satisfaction rates were all lower than the average for Brighton and Hove and in the case of online booking, considerably lower (the Brighton and Hove average was 65%).

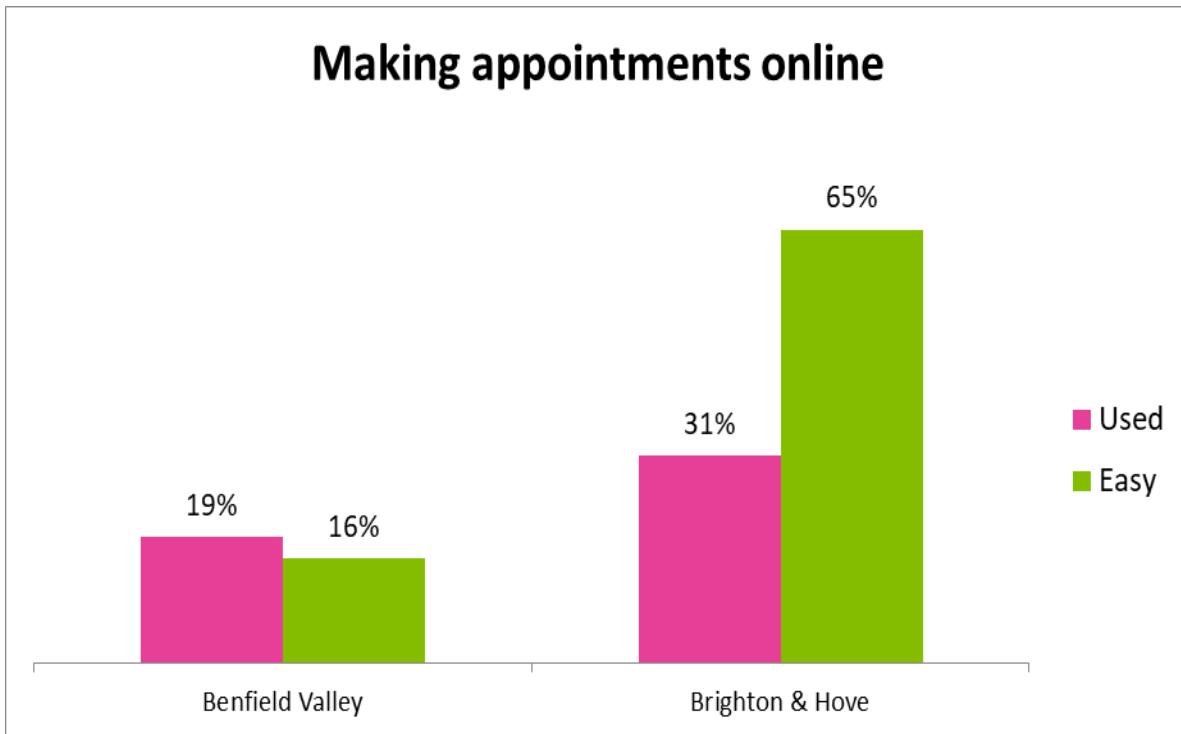
Making appointments in person



Making appointments by phone



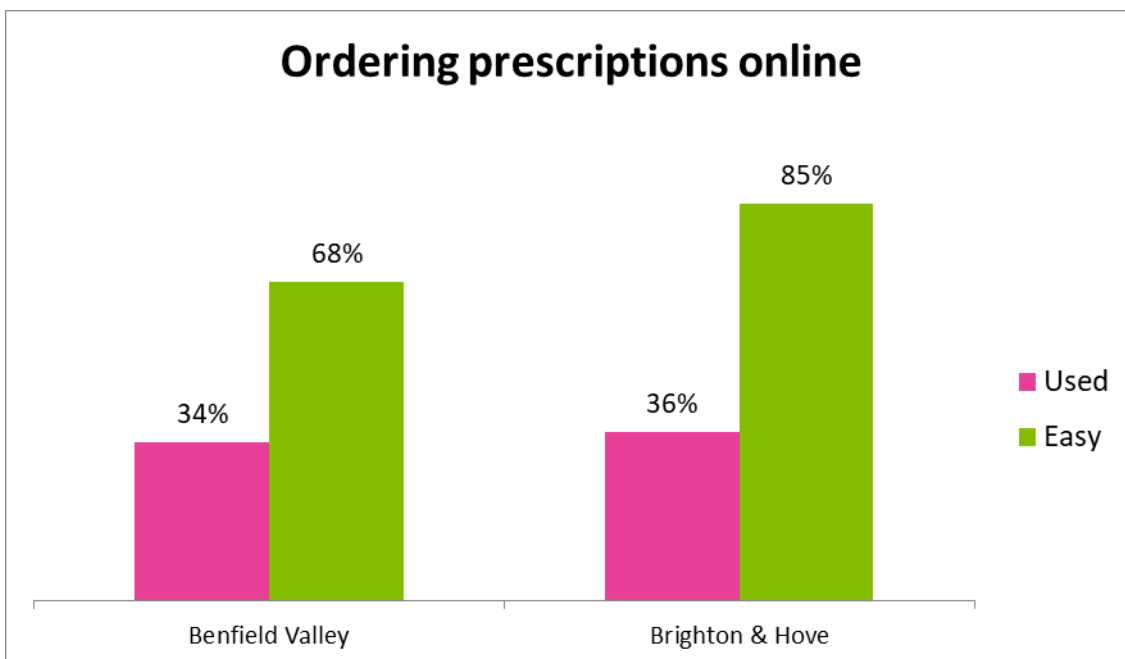
Making appointments online

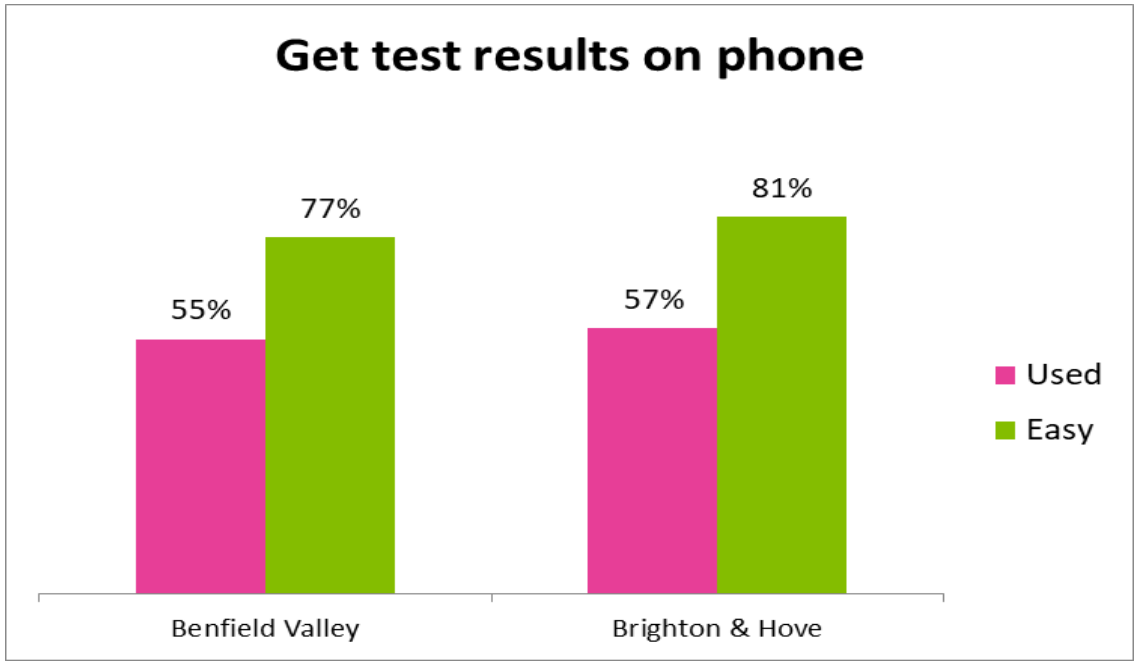


Ordering prescriptions online and getting test results by phone

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

Ordering prescriptions online

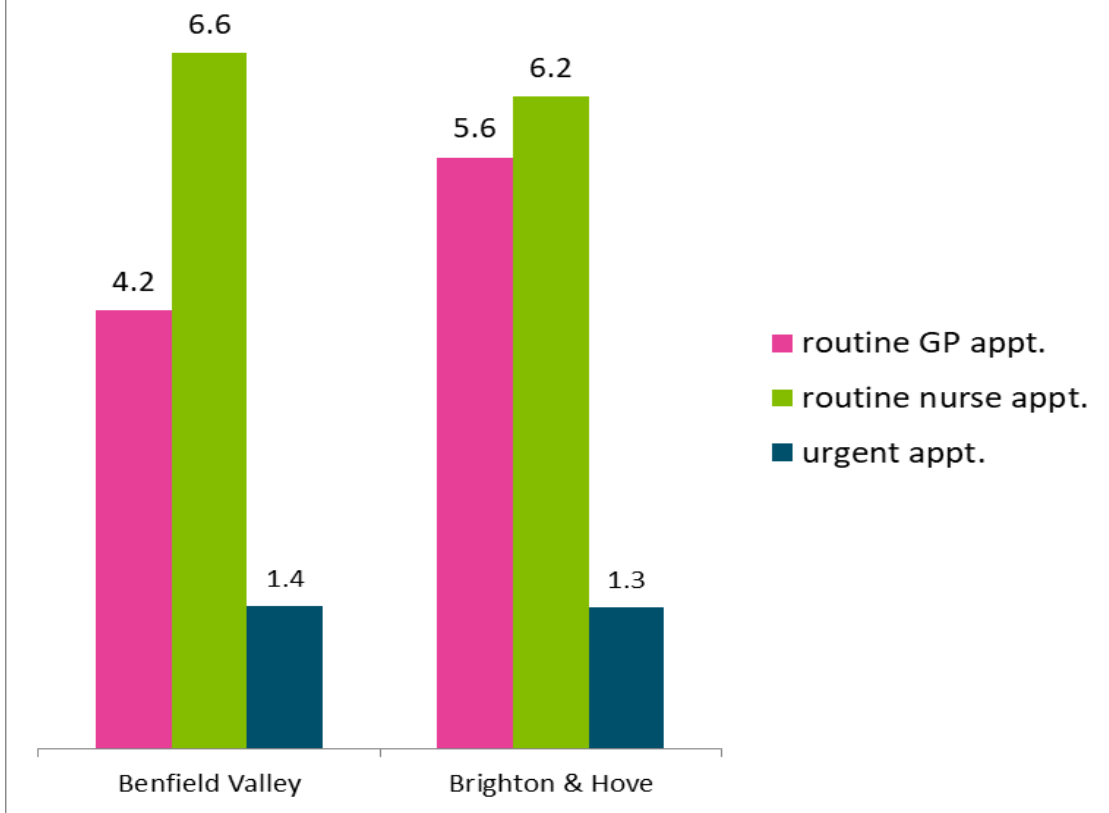


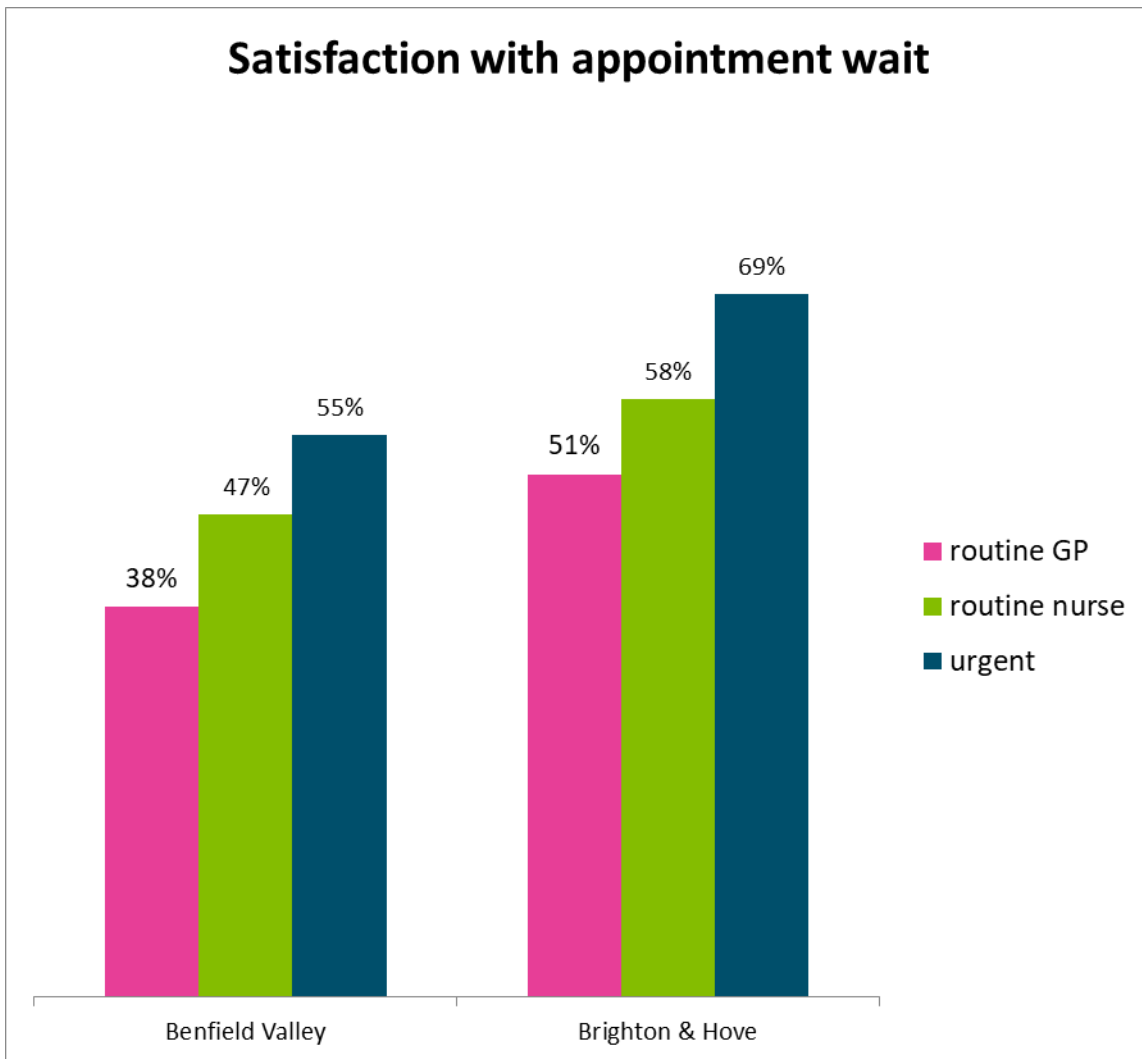


Wait between booking and attending appointments

The days wait between booking and attending appointments were either similar or lower than the city average, with routine GP appointments being 1.4 days quicker than the city average. However, the satisfaction levels for each type of appointment are significantly lower than the city average.

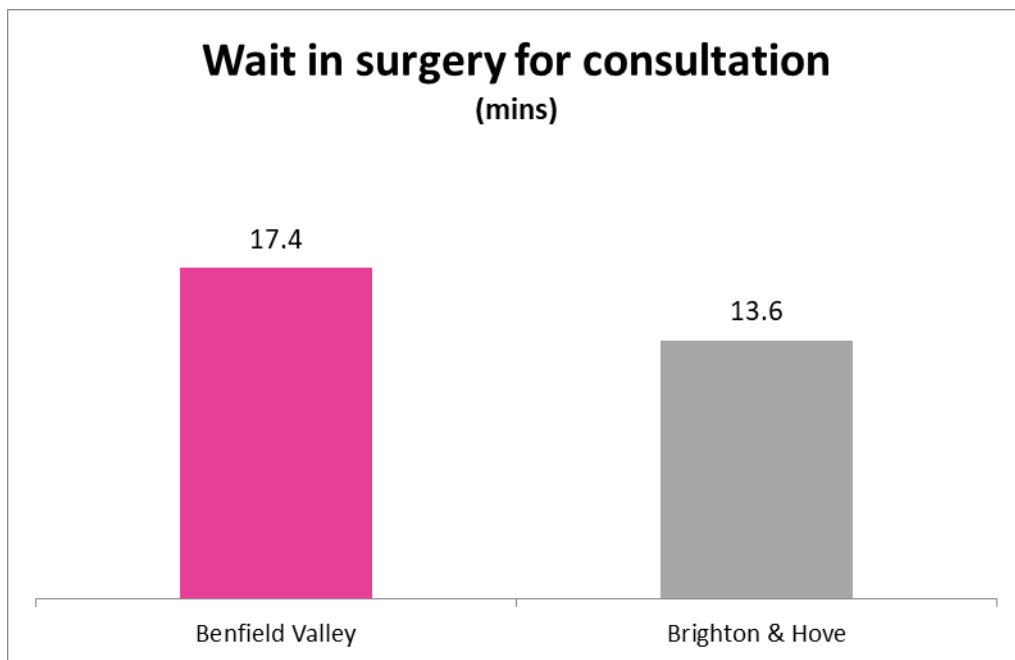
Days wait between booking and attending appointments





Wait at surgery

Benfield Valley surgery performed less well in the average wait in the surgery for the consultation. Patients reported an average wait of 17.4 minutes beyond the appointment time compared to the city average of 13.6 minutes.

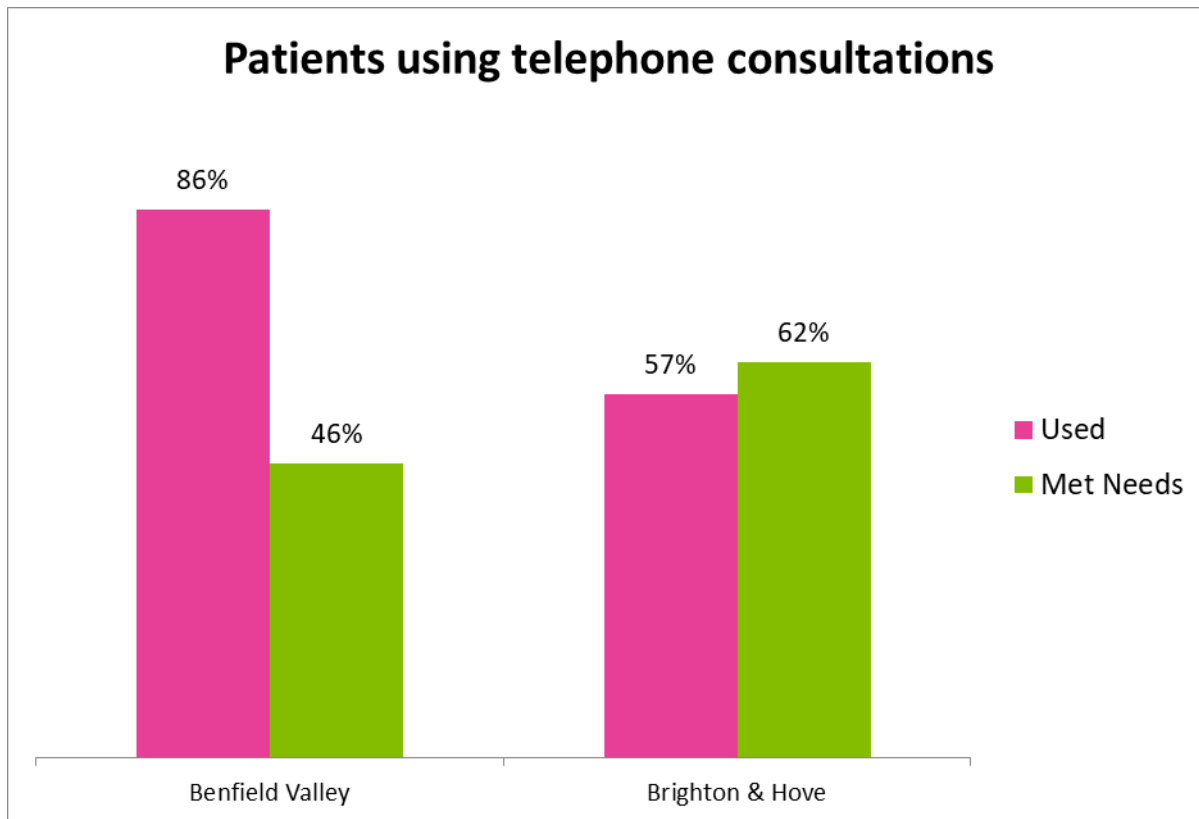


Quality of care

Telephone consultations

A large majority of patients at this surgery had used telephone consultations in place of face to face consultations. However, less than 50% of those who had used the service, found it to be an effective method in meeting their needs. These figures suggest that while the majority of patients are happy to use this system, the service needs to be improved so that this usage continues.

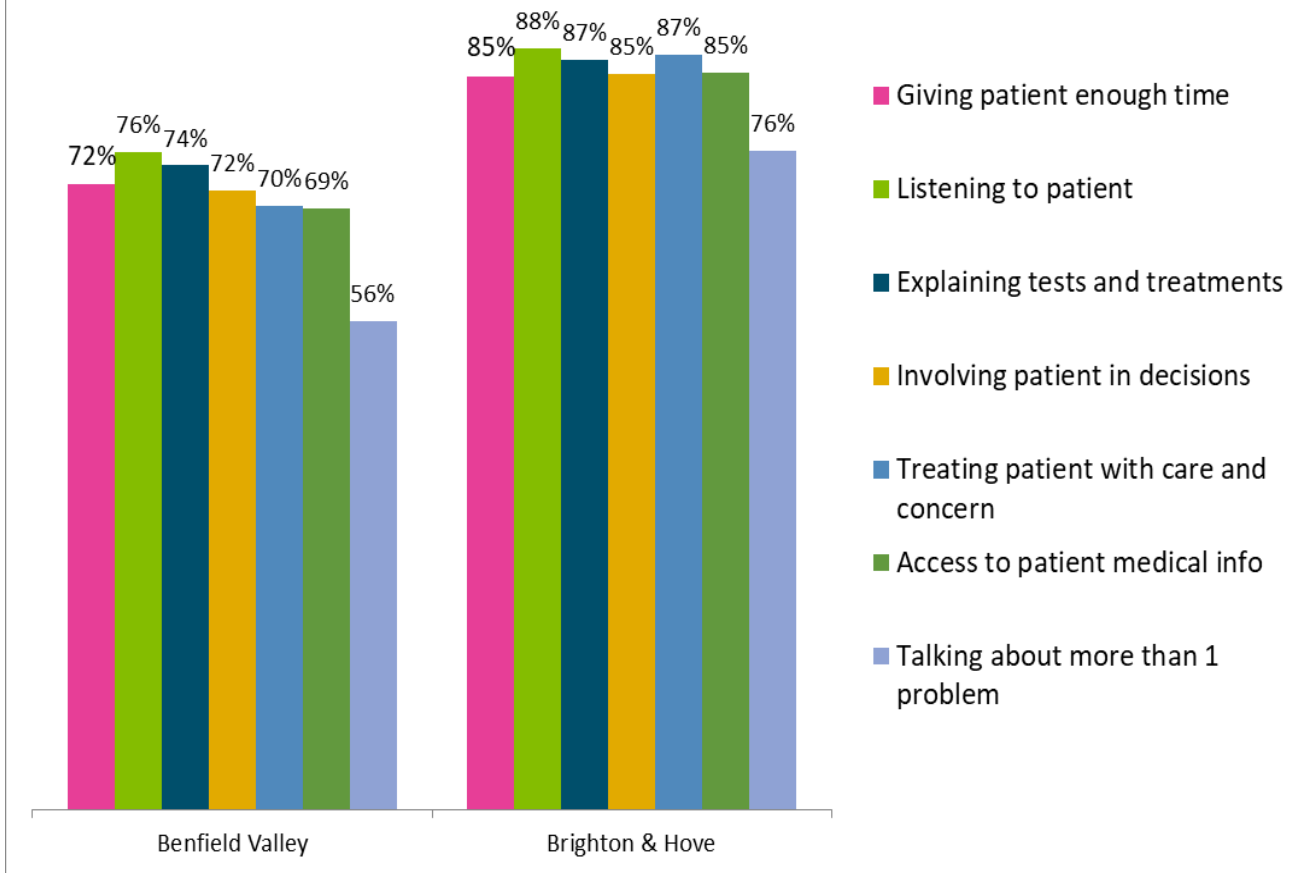
Patients using telephone consultations



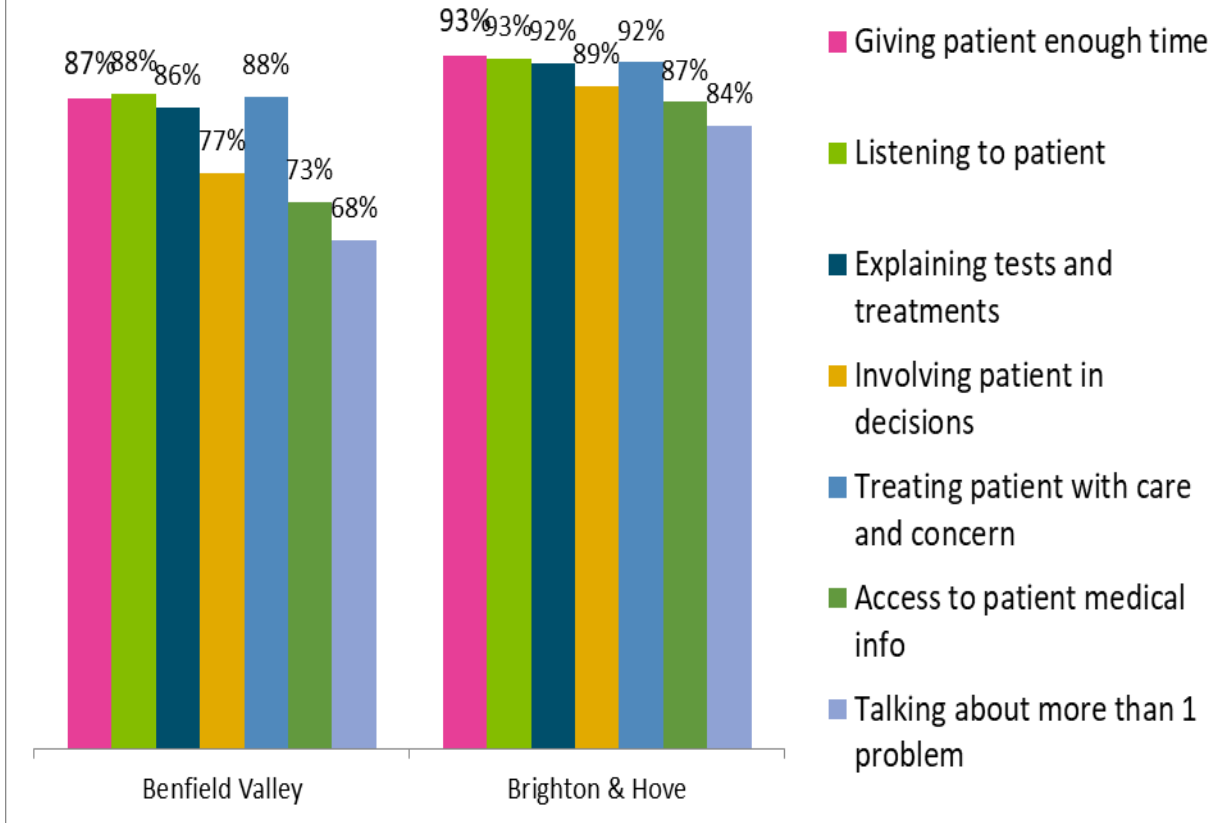
Care provided at consultation

The majority of patients reported 'good' quality of care across seven standard criteria and in the case of nurse consultations, this was particularly high. However, all criteria for both GPs and nurses were lower in each case when compared to the city average.

Quality of care in GP consultation



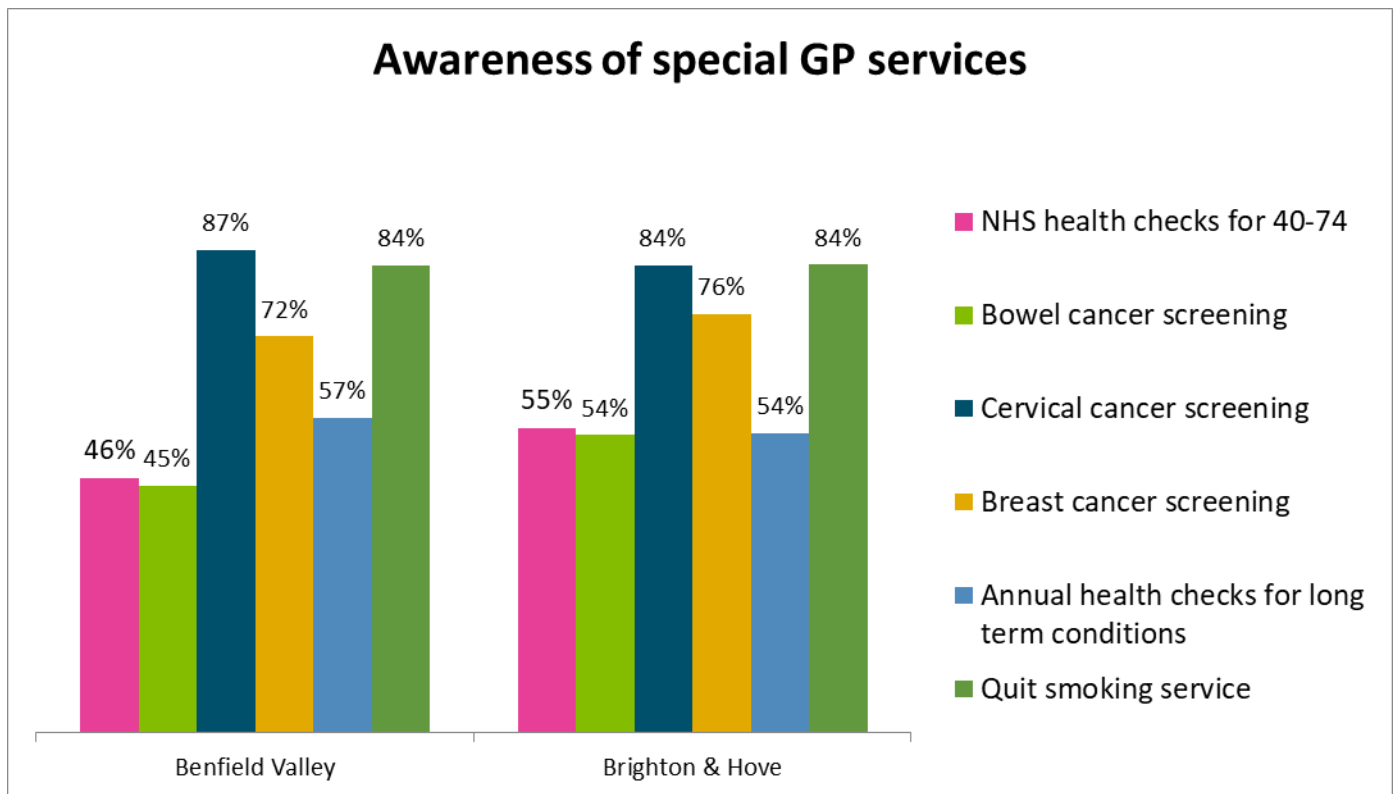
Quality of care in nurse consultation



Special GP services

Awareness of special services

Patient awareness of most of the special services was lower than average for the city (with the exception of awareness of cervical cancer screening and annual health checks for long term conditions). There was particularly low awareness of NHS health checks for 40-74 (46%) and bowel cancer screening (45%).



Environment

Our visit rated the surgery as good in providing an environment for patients, giving it a score of 7 out of 10.

The display of information could have been improved with some organisation to ensure easier navigation e.g. by using sub-headings (though this was also this was also picked up by the clinical services manager who was new to the practice).

Handgel dispensers were available but not always filled and our suggestions included providing signs to the toilets and ensuring patient feedback/complaint forms were readily available. Some maintenance issues were noted for improvement such as toilet roll holders. However, patients were treated in a friendly manner and medical staff called patients in person (rather than through a tany system) although in some cases, staff needed to walk in further so that

they could be clearly heard. The waiting area was also observed to be clean tidy and disabled-access friendly.

Overall evaluation of practice

Patients were generally positive in their overall evaluation of the surgery, however the scores were lower in each case when compared to the averages in Brighton and Hove.

Overall rating of surgery			
Rating on 1-10 scale		Recommend practice to family and friends (FFT)	
Benfield Valley	6.8	Benfield Valley	71%
Brighton and Hove	7.9	Brighton and Hove	86%
Satisfaction with GP practice			
Benfield Valley	64%		
Brighton and Hove	79%		

- “ If a problem is confidential I don't want to discuss this over the phone ”
- “ I am awaiting a follow-up appointment from 5 months ago ”
 - “ Appointments are always late ”
 - “ I never see the same doctor ”
- “ I am very happy with all aspects of the surgery but mostly the staff ”
- “ I think the doctors are good once you get to see them ”



Key Recommendations

1. Improve the accessibility of the online booking system.
2. Reduce waiting times for appointments when in the surgery.
3. Make telephone consultations more effective in addressing patient needs.
4. Either offer double appointments, or flexibility within an appointment to deal with more than one problem.
5. Better care and concern shown by GPs towards patients in an appointment.
6. Ensure patients are informed about the specialist services available.



Suggested facility improvements

7. Better organisation of information displayed.
8. Ensure handgel and feedback forms are always readily available.
9. Provide clear signage to all the toilet facilities, including the disabled toilet.
10. Ensure medical staff can be seen and heard clearly when entering the waiting room.

