

Brighton Health and Wellbeing Centre

Service address: Brighton Health & Wellbeing Centre, 18-19 Western Rd
Hove BN3 1AE

Date of surgery visit: 19th July 2017

Acknowledgements

Healthwatch Brighton and Hove would like to thank the surgery Practice Manager, surgery staff, and patients for their contribution to the 2018 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

	Brighton Health and Wellbeing	Brighton & Hove	
Satisfaction			
Overall surgery rating (1-10)	7.8	7.9	
Would recommend surgery to friend/family member	92%	87%	
Quality of care			
No. patients per doctor	5253	2394	
Overall quality of care - GP	79%	85%	
Overall quality of care - nurse	86%	90%	
Booking appointments			
Wait between booking and attending routine GP appointment	9.6 days	5.4 days	
Wait between booking and attending urgent appointment	1.1 days	0.9 days	
Opening hours			
Satisfaction with opening hours	65%	72%	

Brighton Health and Wellbeing Centre has 12,818 registered patients and has 2.44 FTE doctors, making a ratio of one doctor per 5,253 patients. This provision of doctors is lower than the city average of one doctor per 2,394 patients.¹

Patients rated the surgery at 7.8 out of 10 which was similar to the city average of 7.9.

Results from the patient survey indicated wait times for routine appointments and quality of care as weaker areas 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 5.5 out of 10. There was room for improvement in providing relevant medical information on noticeboards and leaflets and improving confidentiality in the reception area.

Overall, the surgery was found to be performing generally less well compared to 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:

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 43 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

Brighton Health and Wellbeing Centre had 12,818 registered patients and 2.44 FTE doctors making a ratio of one doctor per 5253 patients

The surgery was accepting new patients at date of research.

The surgery was working within Cluster Six in Brighton and Hove which also includes the following practices:

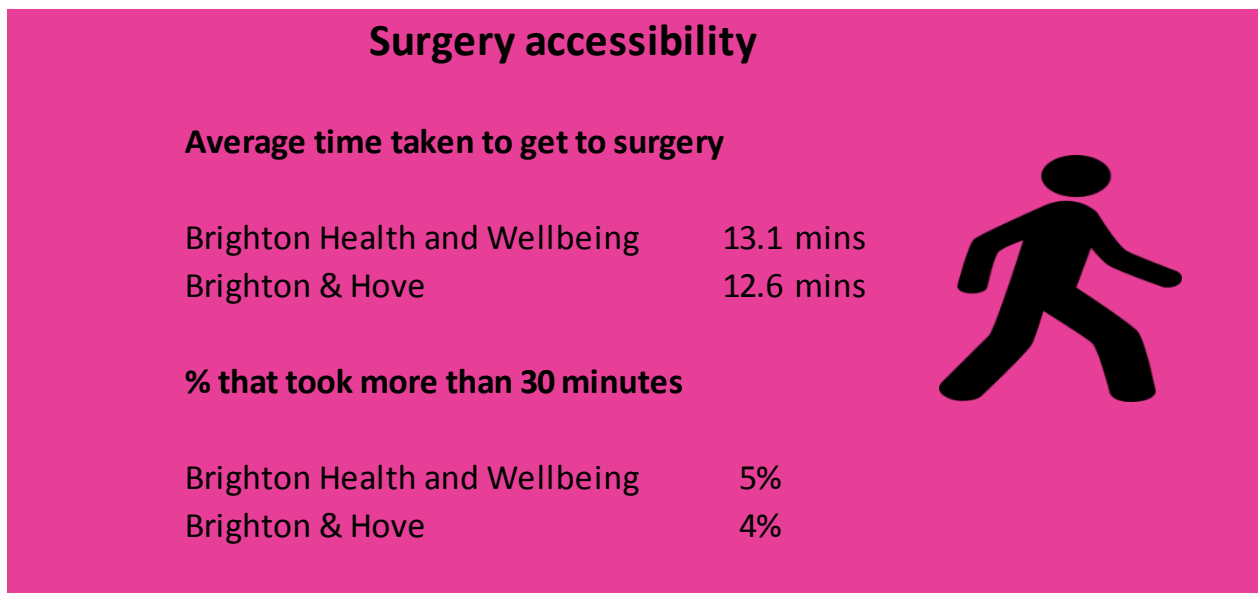
Hove Park Villas Surgery

Trinity Medical Centre
Charter Medical Centre
Brighton and Hove wellbeing centre
Matlock Road Surgery
Benfield Valley Healthcare Hub

Findings

Accessibility

The average time taken to get to the surgery was 13.1 minutes, which was slightly longer than the average for Brighton and Hove. Only a small proportion of patients, 5%, had to take more than 30 minutes, similar to the city average.



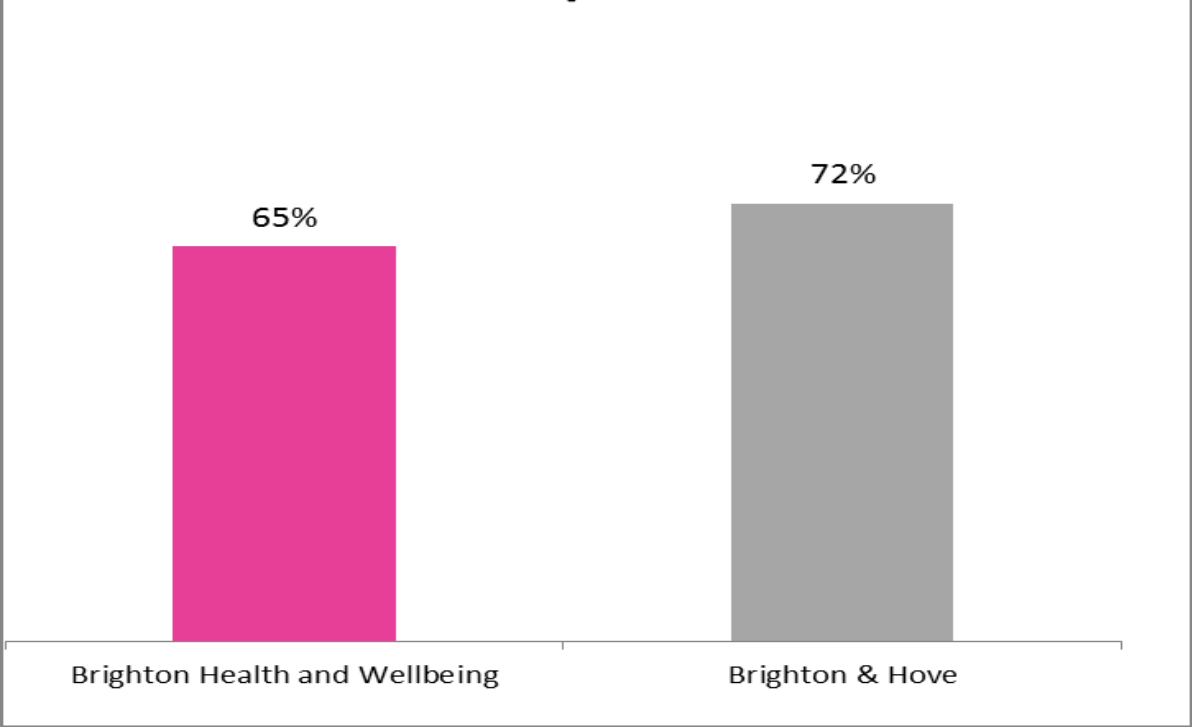
Opening hours

Surgery opening hours were 8am - 6.15pm on Monday, Wednesday - Friday, Tuesday 8am - 8pm, Saturday 8.30am - 6.15pm.

Satisfaction with current opening hours

Patients were generally satisfied (65%) with opening hours offered by the surgery but this was a lower satisfaction rate than the average for Brighton and Hove.

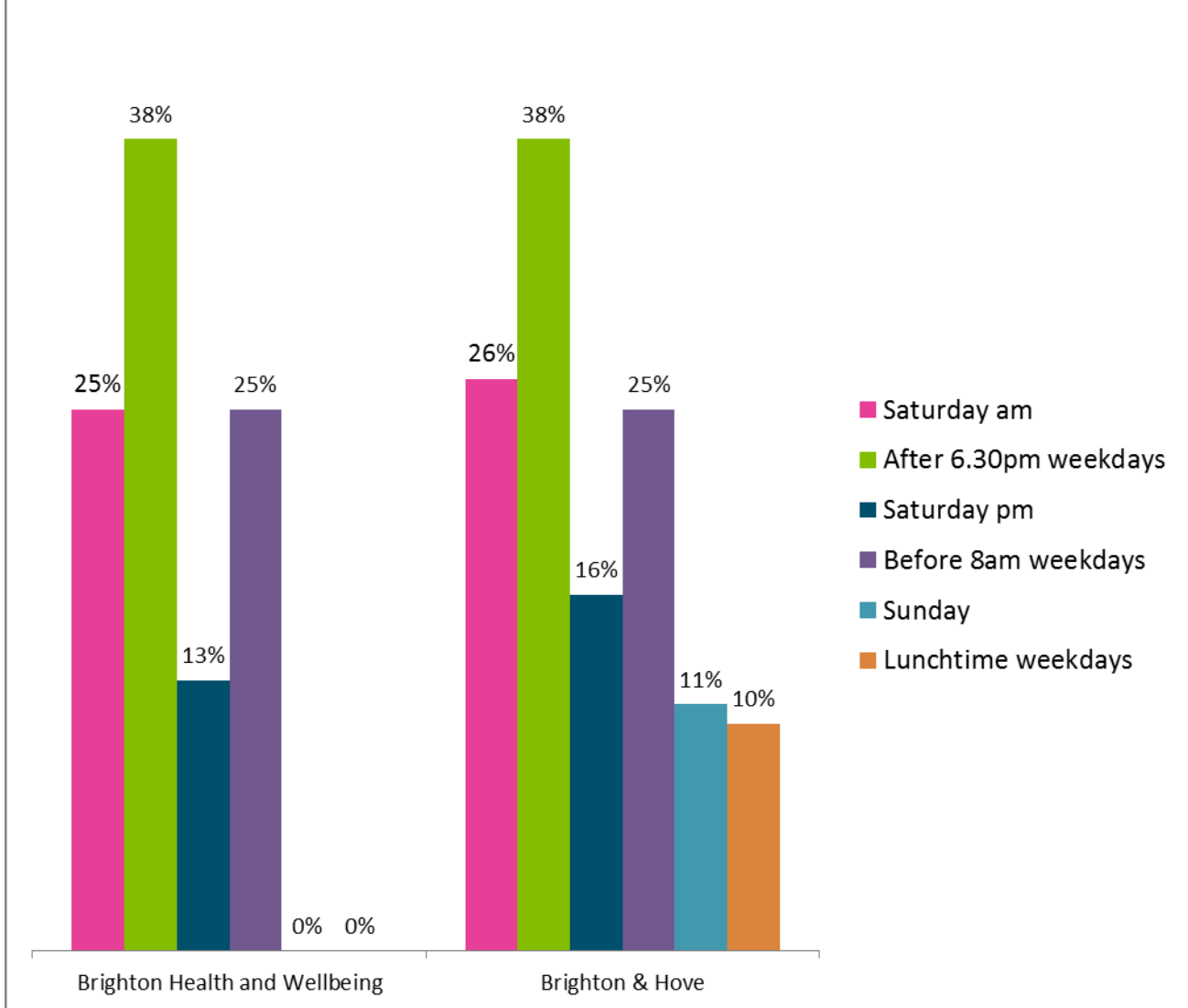
Satisfaction with hours practice is open



Preferred additional hours if not satisfied

For the patients who were not satisfied with existing opening hours, the most popular additional opening hours proposed were weekday evenings.

Preferred additional opening times

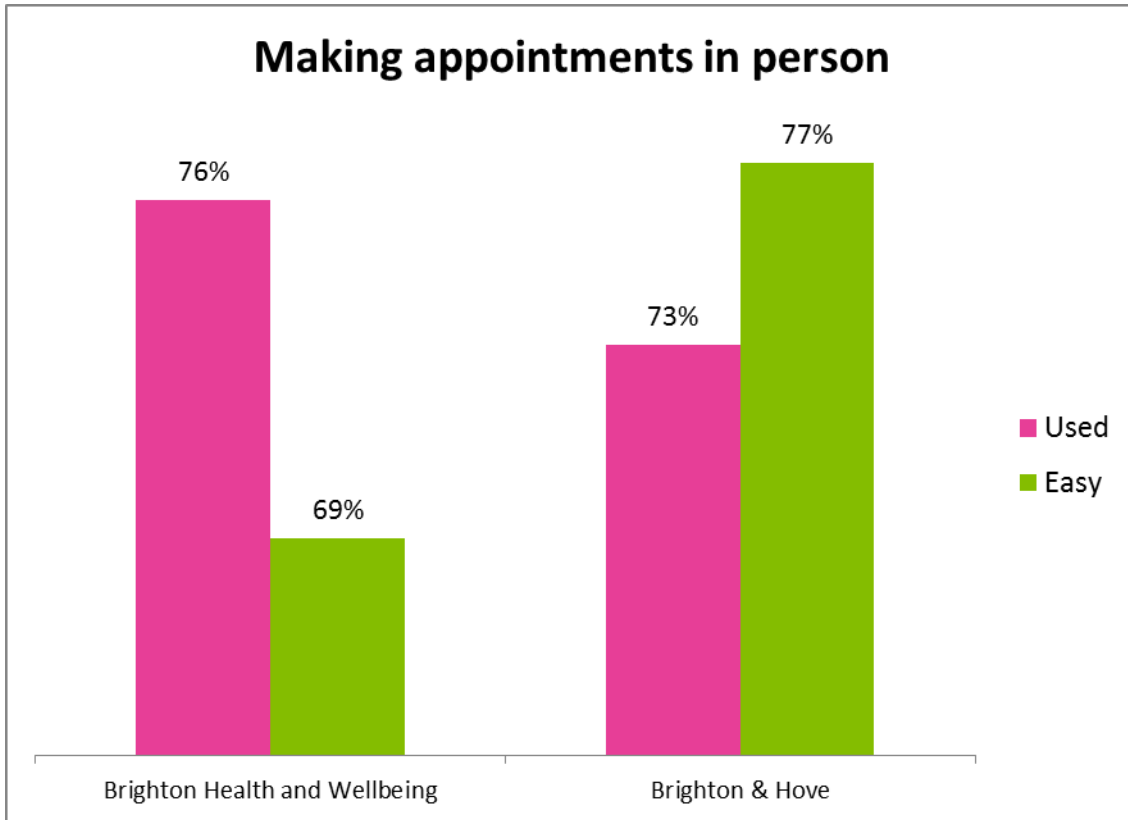


Ease of booking appointments using different methods

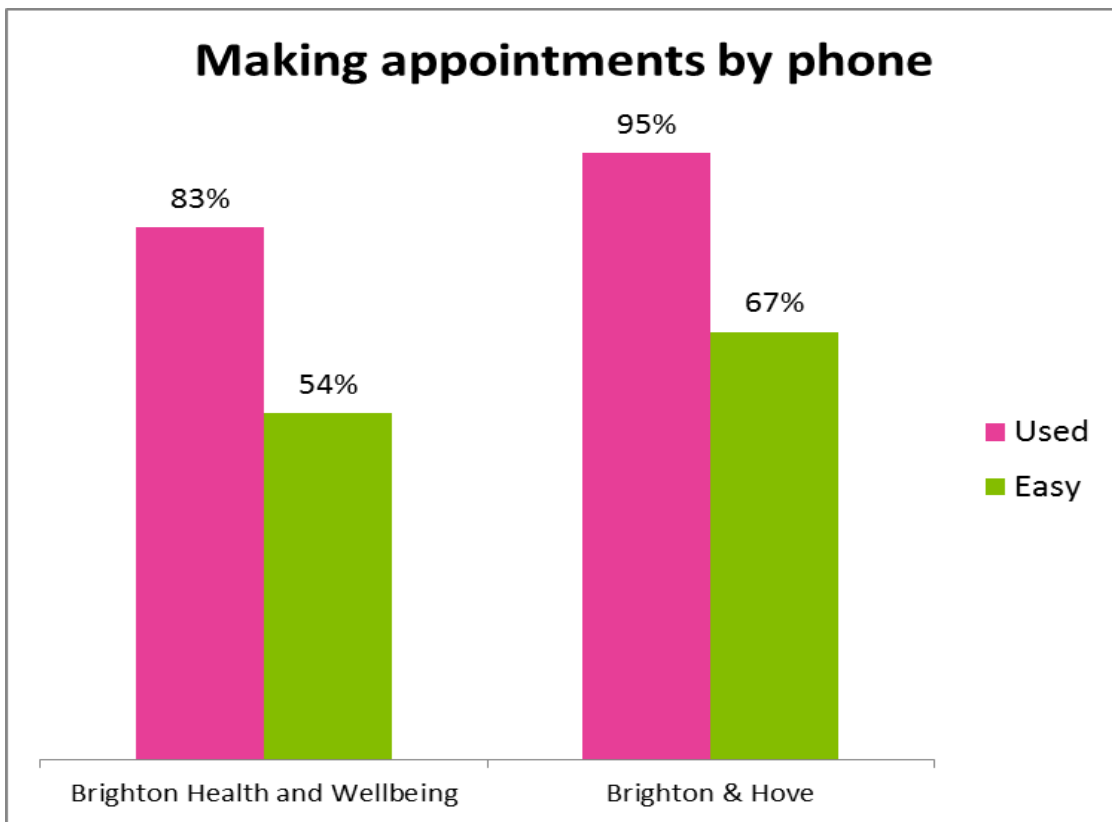
Using data from the Patient survey we assessed the proportion of patients who had used and found 'easy' to use different methods of booking appointments.

Lower numbers of patients than the city average reported that making appointments in person, by phone had been 'easy' but higher than average satisfaction rates were reported for making appointments online.

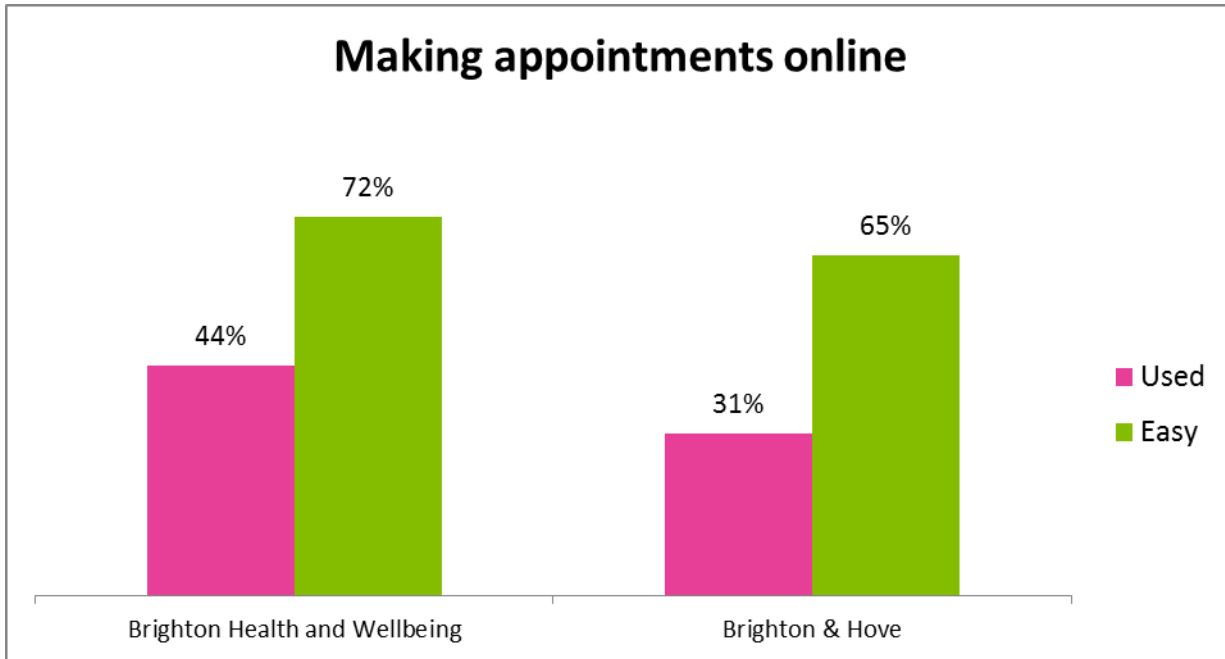
Making appointments in person



Making appointments by phone



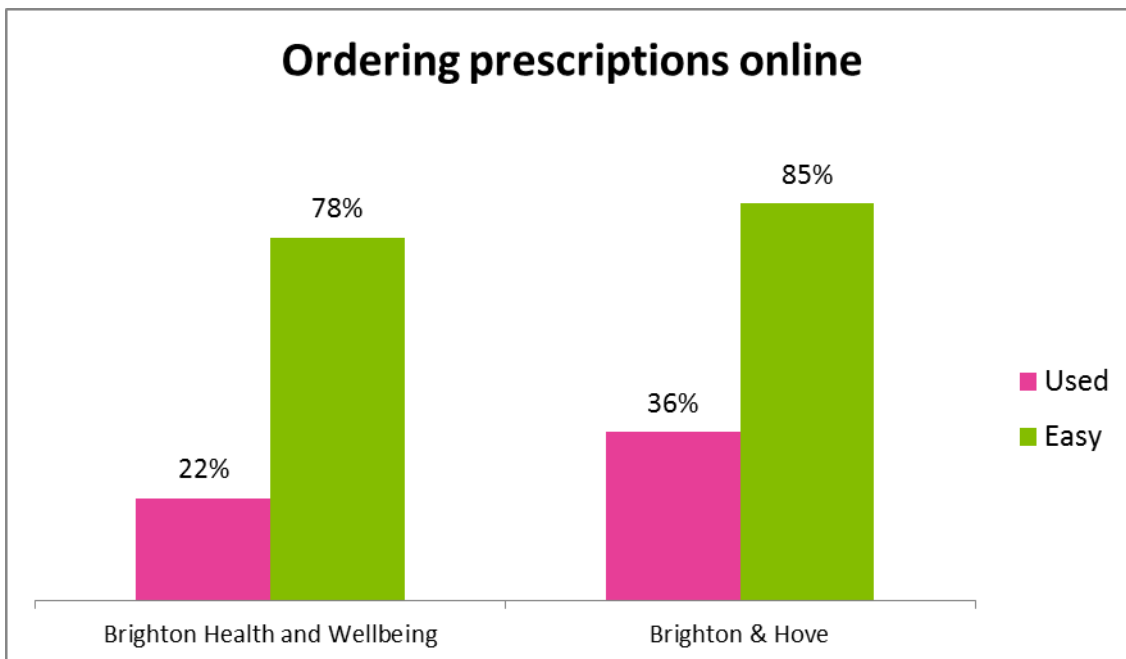
Making appointments online

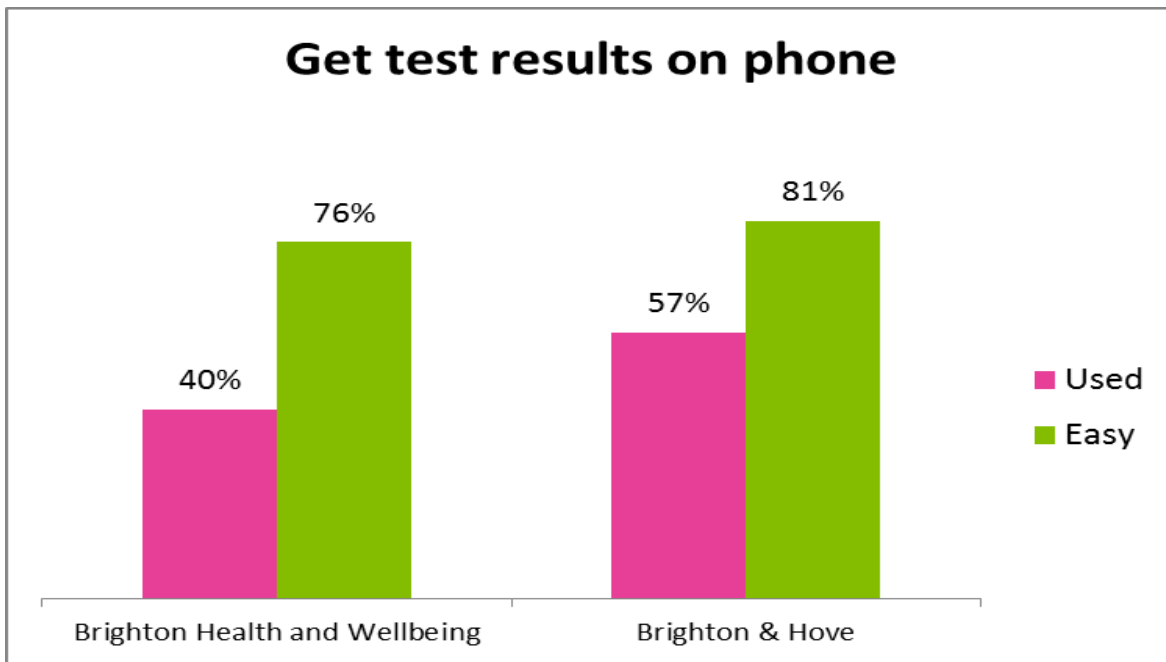


Ordering prescriptions online and getting test results by phone

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

Ordering prescriptions online

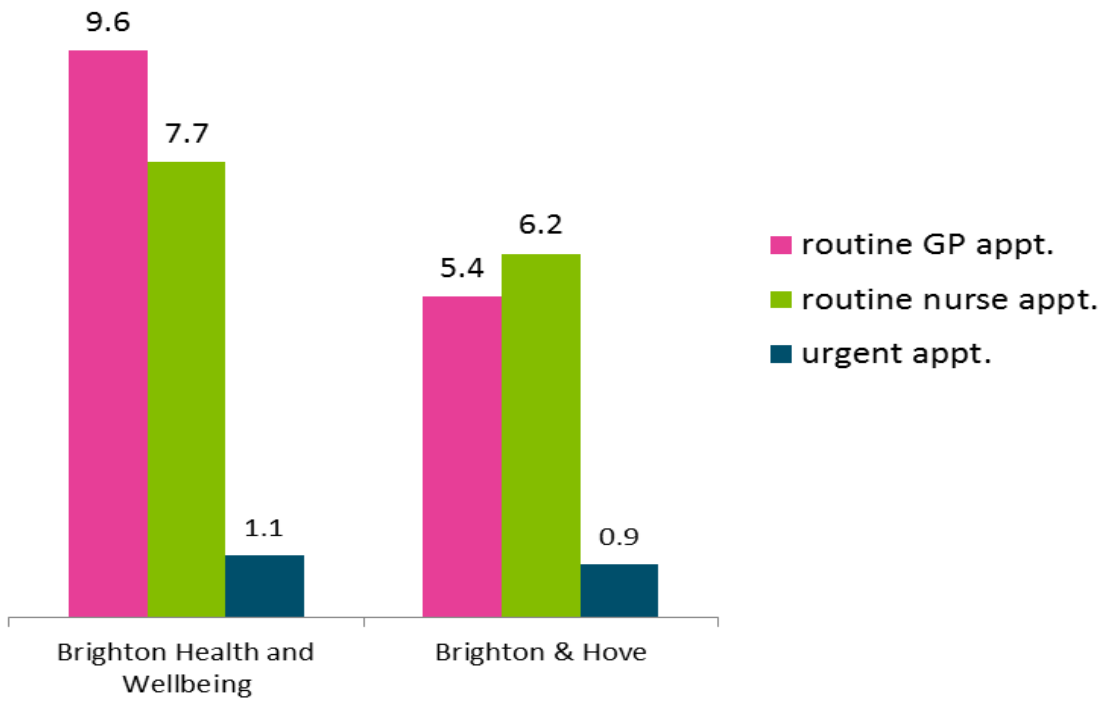


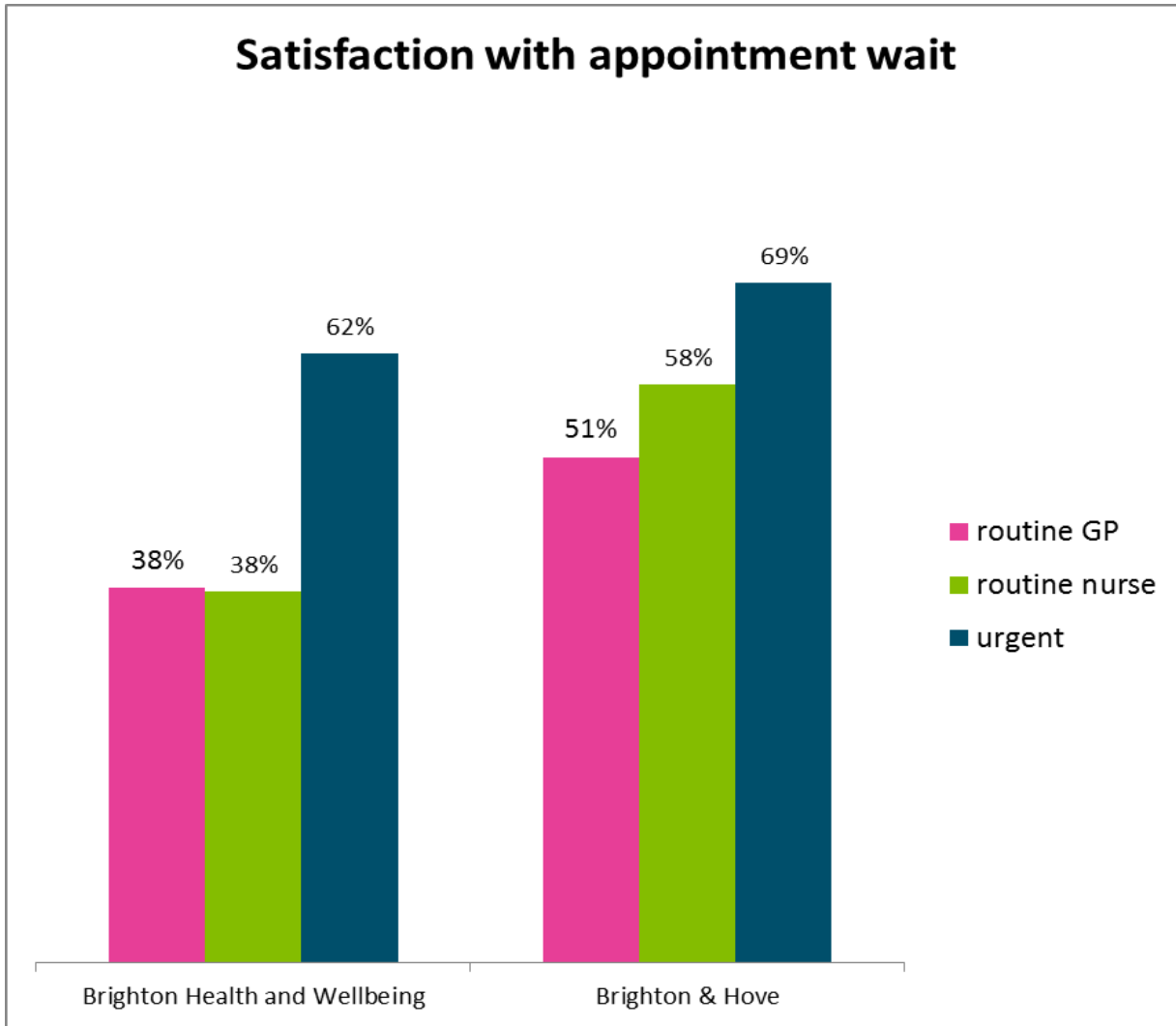


Wait between booking and attending appointments

Brighton Health and Wellbeing performed worse than the Brighton and Hove average for the days wait for routine GP appointments, 9.6 compared to 5.4 days, worse for routine nurse appointments, 7.7 compared to 6.2 days, and slightly worse for the wait for urgent appointments, 1.1 days compared to 0.9 days. Patient satisfaction levels with these waits were lower than average figures for each type of appointment.

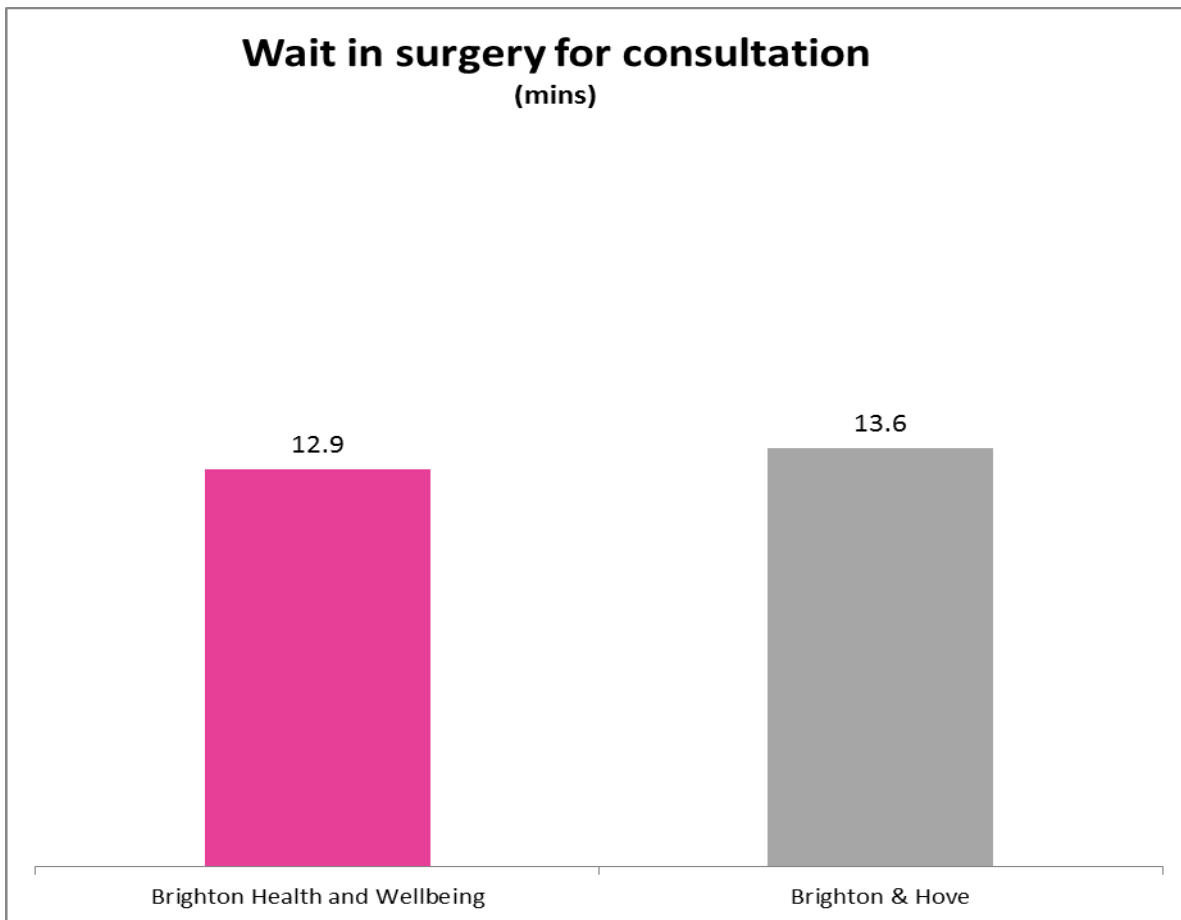
Days wait between booking and attending appointments





Wait at surgery

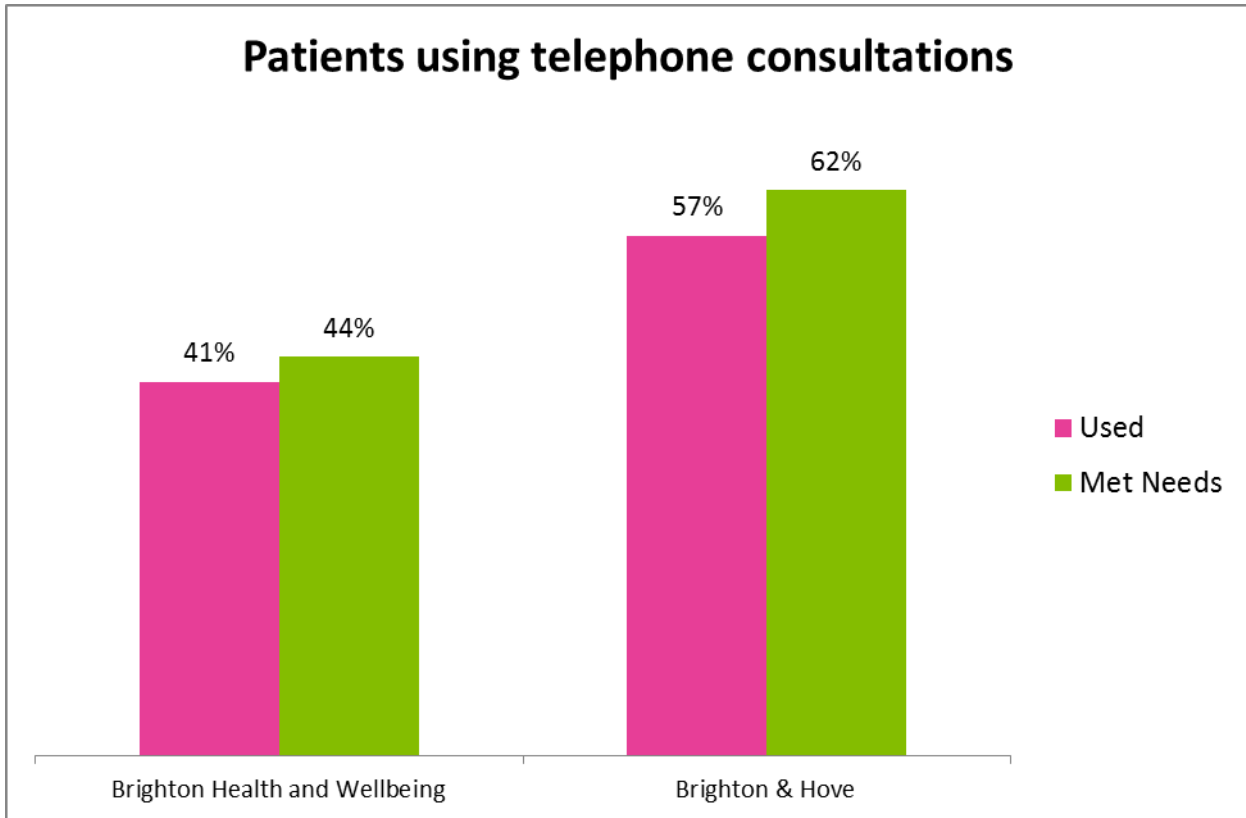
Brighton Health and Wellbeing performed well in the average wait in the surgery for the consultation. Patients reported an average wait of 12.9 minutes compared to the city average of 13.6 minutes.



Quality of care

Telephone consultations

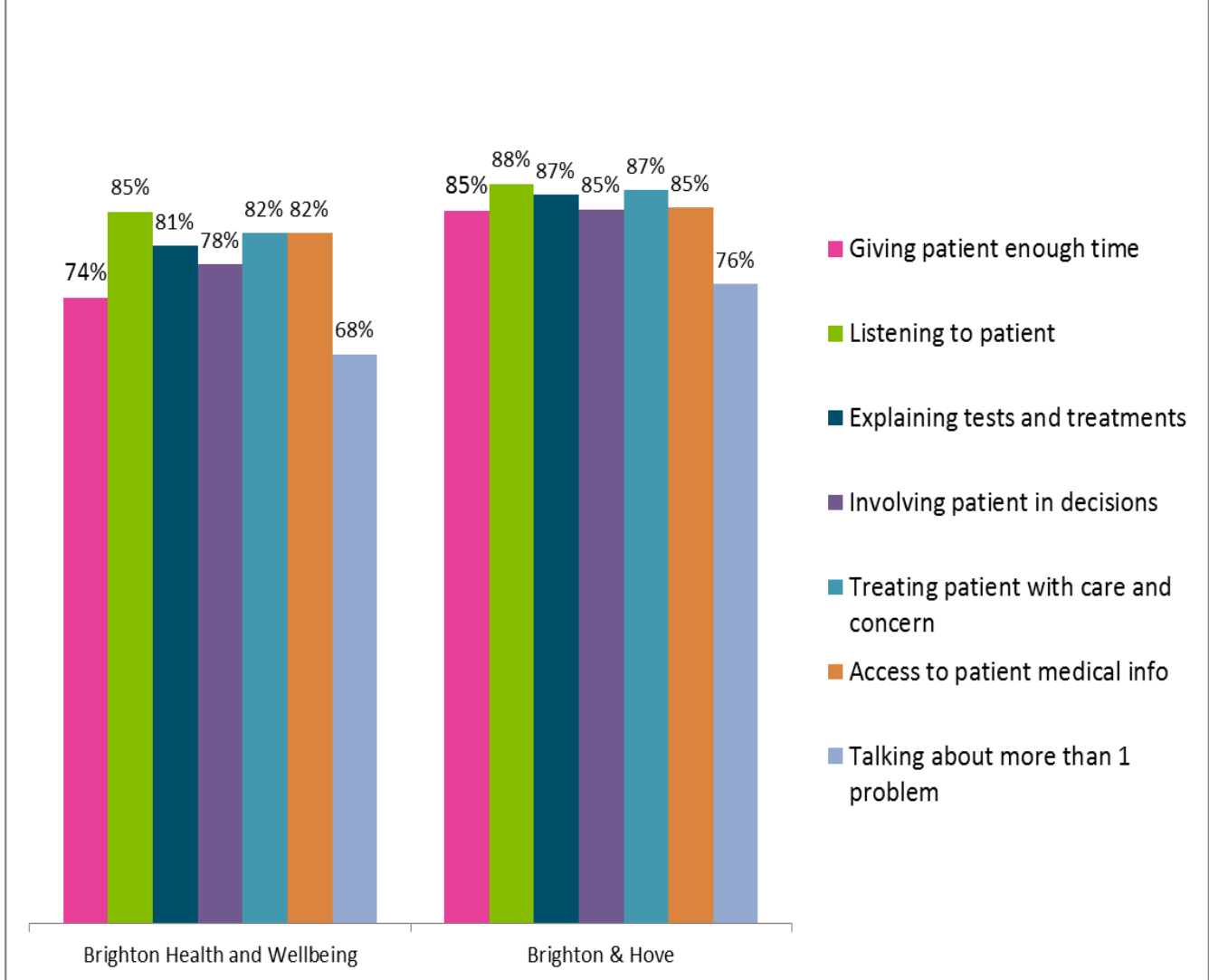
Close to half of patients at the surgery had used telephone consultations in place of face to face consultations. About half of these patients felt that the telephone consultation they had received had been effective in meeting their needs.



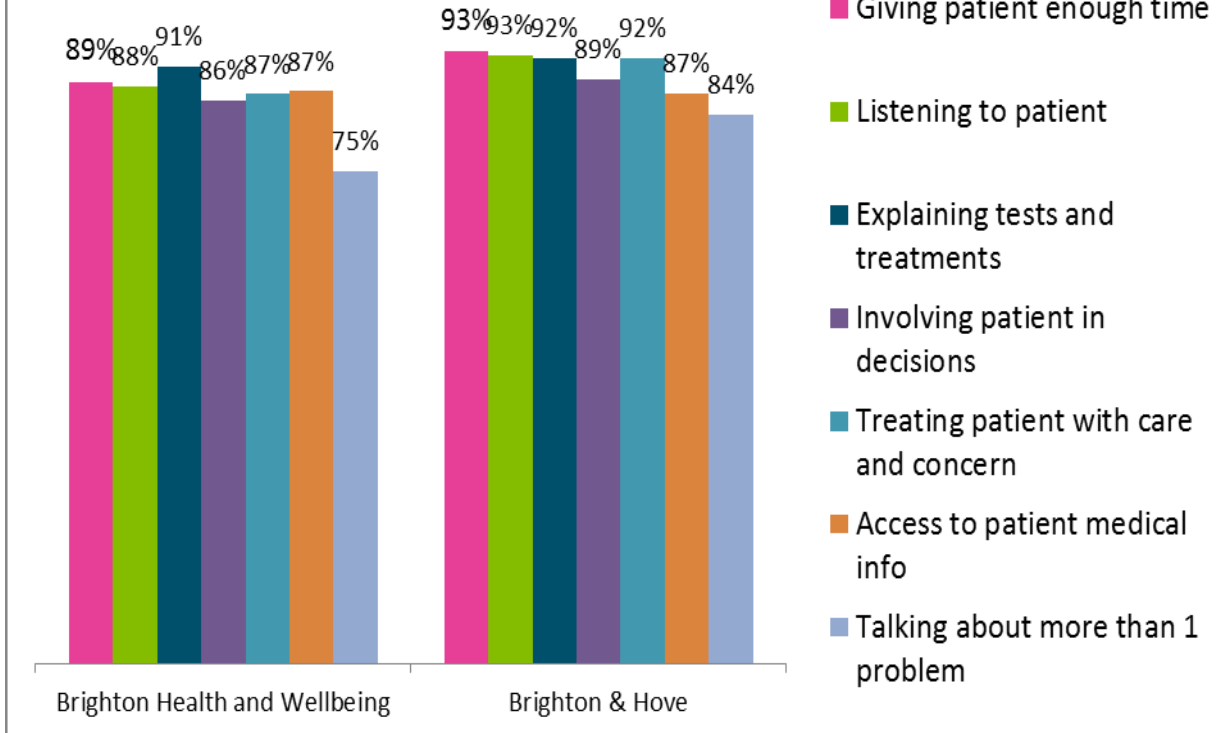
Care provided at consultation

A high proportion of patients reported 'good' quality of care across seven standard criteria. The average quality score was 79% for GP consultations and 86% for nurse consultations, both of which were lower than the average for the city.

Quality of care in GP consultation



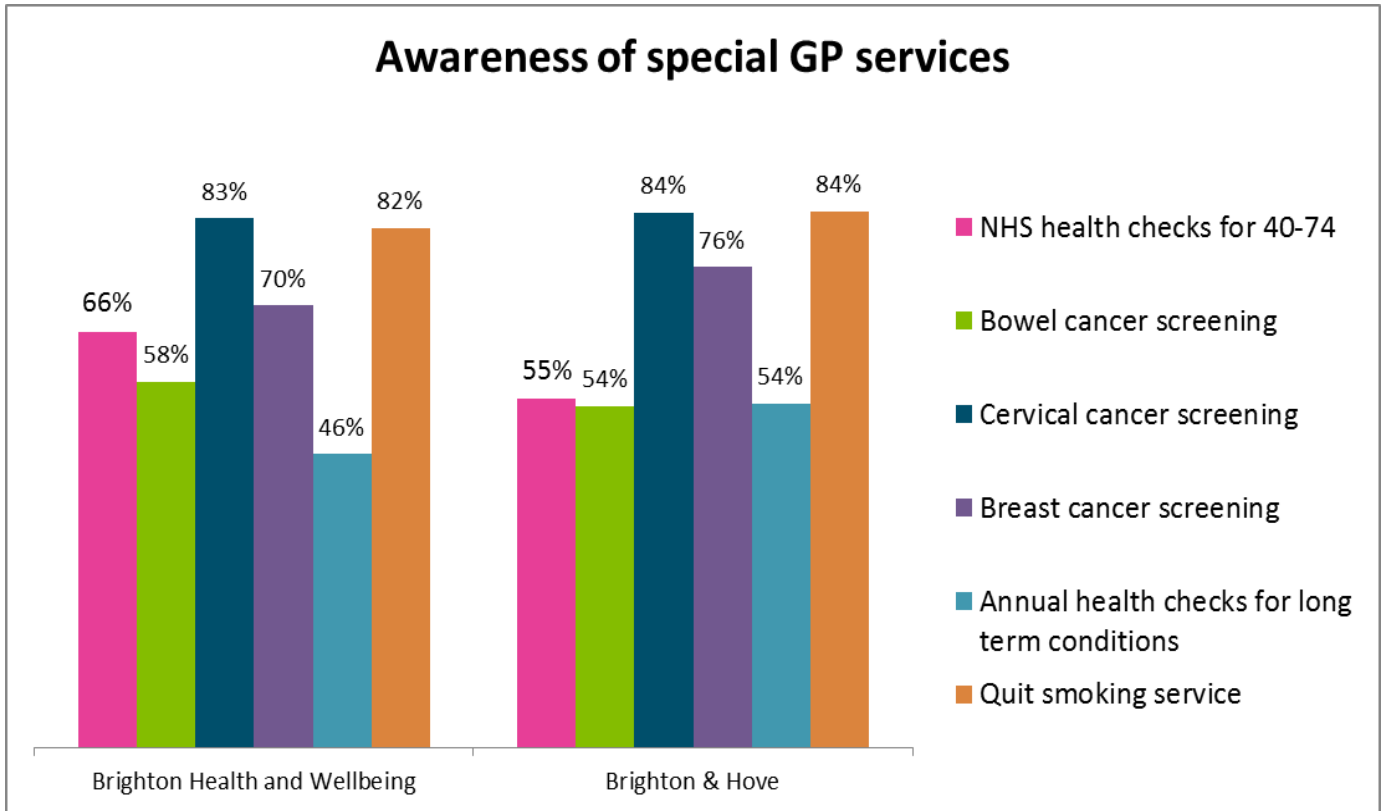
Quality of care in nurse consultation



Special GP services

Awareness of special services

Patient awareness of special services was similar to the average for the city with particularly high awareness of cervical cancer screening (83%) and Quit smoking service (82%).



Environment

Our visit rated the surgery as satisfactory in providing an environment for patients with some room for improvement, giving it a score of 5.5 out of 10.

This is an integrated GP practice with complementary therapies and healing arts to support people in good health and well being. There was a tidy display of leaflets for such things as Alexander technique, but none of the usual NHS posters on things such as screening, although there were leaflets on life after cancer.

There was no CCTV. We discussed this with the service manager who said that this was policy as they got so many they couldn't choose which to display and it would make the surgery scruffy. He added that all the information could be found on their website which they were promoting. The website is comprehensive and contains a good deal of information

Hand gel was available in both the ground and first floor waiting rooms.

There is a disabled toilet on the ground floor. The first floor toilet was cramped but acceptable given the space available and the fact that disabled people would not manage the stairs anyway.

There were two reception desks in a small area as you entered the building. These were at different heights but it was not obvious which one patients should go to. It did not feel welcoming.

As the Waiting room was through a doorway, conversations could not be heard there, therefore it is difficult to assess the interaction of the reception staff.

There was no Tannoy system and patients were called in by their practitioner in a pleasant business manner.

The downstairs waiting room was light and airy and cooled by a portable cooling system. All the chairs were of the same design, were hard and would not be suitable for large patients. There was no water dispenser which staff said was because children flooded the floor by playing with it. At about 11.30 jugs of water and plastic cups were brought in. The practice manager said that they would always get water for patients if they asked.

The practice had taken part in the "Open House" scheme and there were paintings and pictures on the walls giving a nice "feel"

The upstairs waiting area has a small number of chairs. It is an internal, quite small and claustrophobic area. On the day that we visited it was very hot in this waiting room and there wasn't any fan or any other way of cooling the area. Two patients told us that the heat made them feel quite faint. There was a working water machine in the corner and many patients used it.

There was a "Suggestions" box but no form in the waiting room that could be used to write on. We did not find the FFT forms because another form about change of address was in front of them.

The practice manager pointed the FFT form out to us and said it was easy to complain, especially vis the website.

Overall evaluation of practice

Patients were generally positive in their overall evaluation of the surgery, although it achieved slightly lower than average ratings to those in Brighton and Hove on the overall rating and satisfaction but a high rating for the FTT.

Overall rating of surgery	
Rating on 1-10 scale	
Brighton Health and Wellbeing	7.8
Brighton and Hove	7.9
Satisfaction with GP practice	
Brighton Health and Wellbeing	74%
Brighton and Hove	79%
Recommend practice to family and friends (FFT)	
Brighton Health and Wellbeing	92%
Brighton and Hove	86%



Key Recommendations

1. Reduce wait times for routine appointments.
2. Improve methods for making appointments in person and by phone.



Suggested facility improvements

3. Provide medical information for patients on noticeboards and leaflets in waiting area.
4. Provide more chairs with arm rests for elderly or disabled people
5. Make FFT forms more accessible to patients.
6. Improve confidentiality in reception area.

