

Brighton Station Health Centre

Service address: Brighton Station Health Centre,
Aspect House, 84-87 Queens Rd, Brighton BN1 3XE

Date of surgery visit: 31st 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

	Brighton Station Health Centre	Brighton & Hove	
<u>Satisfaction</u>			
Overall surgery rating (1-10)	8.1	7.9	Green
Would recommend surgery to friend/family member	85%	87%	Red
<u>Quality of care</u>			
No. patients per doctor	3426	2394	Red
Overall quality of care - GP	95%	85%	Green
Overall quality of care - nurse	95%	90%	Green
<u>Booking appointments</u>			
Wait between booking and attending routine GP appointment	2.4 days	5.4 days	Green
Wait between booking and attending urgent appointment	0.5 days	0.9 days	Green
<u>Opening hours</u>			
Satisfaction with opening hours	93%	72%	Green

Brighton Station Health Centre has 6647 registered patients and has 1.94 FTE doctors, making a ratio of one doctor per 3426 patients. This provision of doctors is higher than the city average of one doctor per 2394 patients.¹

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 consultations both by telephone and in person and booking appointments by telephone or in person were all areas of strong performance when compared with city averages. Opening hours were felt to be better by patients than patients views of other surgeries' hours, which is not surprising as the surgery is open seven days a week, 8am - 8pm. The waiting times for appointments in the surgery took longer than the Brighton and Hove average. However, waiting times are likely to be longer than the average surgery as this is a drop-in centre.

Our visit rated the surgery as good in providing an environment for patients, giving it a score of 8 out of 10. Areas for improvement were suggested such as incorporating basic daily checks of

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

the facilities for health and safety in between more formal regular maintenance checks. Also, some areas could have been tidier and better organised, for example the information leaflets.

Overall, the surgery was found to be performing well compared to other surgeries in the 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 15 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

Brighton Station Health Centre is a GP treatment centre offering minor illnesses, sexual health and walk-in services and there is no requirement to be registered to the centre in advance of receiving an appointment. Therefore, the patient cohort is a mixture of Brighton residents from across the city and non-residents, who may or may not regularly, attend the centre.

The health centre had 6647 registered patients and has 1.94 FTE doctors, making a ratio of one doctor per 3426 patients. The surgery was accepting new patients at date of research.

Surgery opening hours were 8am - 8pm, Monday - Sunday inclusive.

The surgery was working within Cluster Five in Brighton and Hove which also includes Seven Dials Medical Centre, University of Sussex Health Centre, Carden Surgery, The Haven Practice, Montpelier Surgery and New Larchwood.

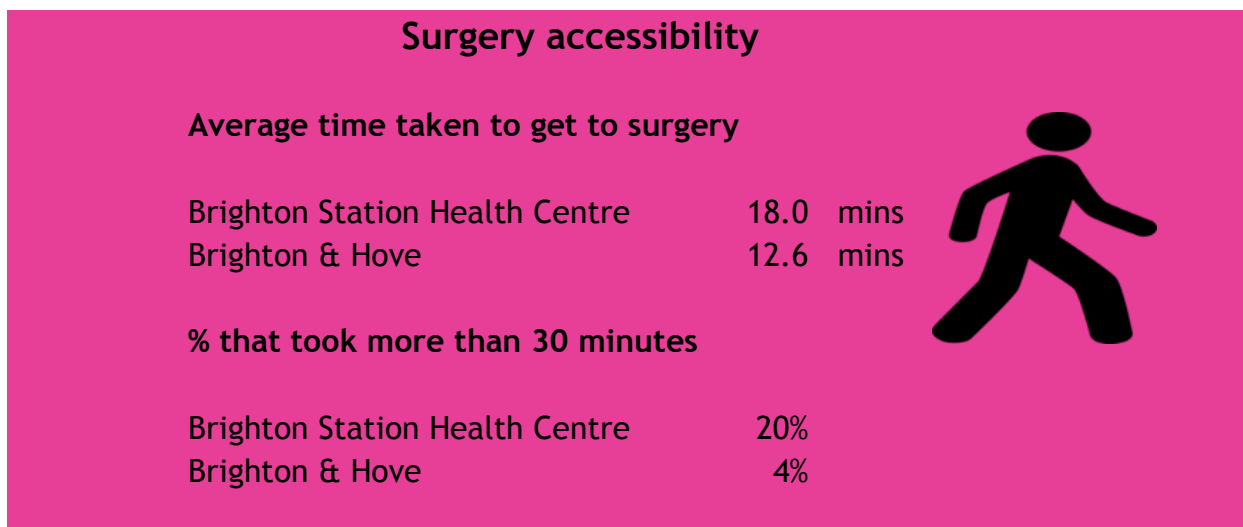
The surgery has a PGG in which members communicate by email.

Findings



Accessibility

The average time taken to get to the surgery was 18 minutes, which was longer than the average for Brighton and Hove. A larger than average proportion of patients, 20%, took more than 30 minutes to reach the centre, much longer than the city average. However, when it is taken into consideration that this surgery is a drop-in centre rather than a local surgery it is not surprising that patients were travelling from further afield.

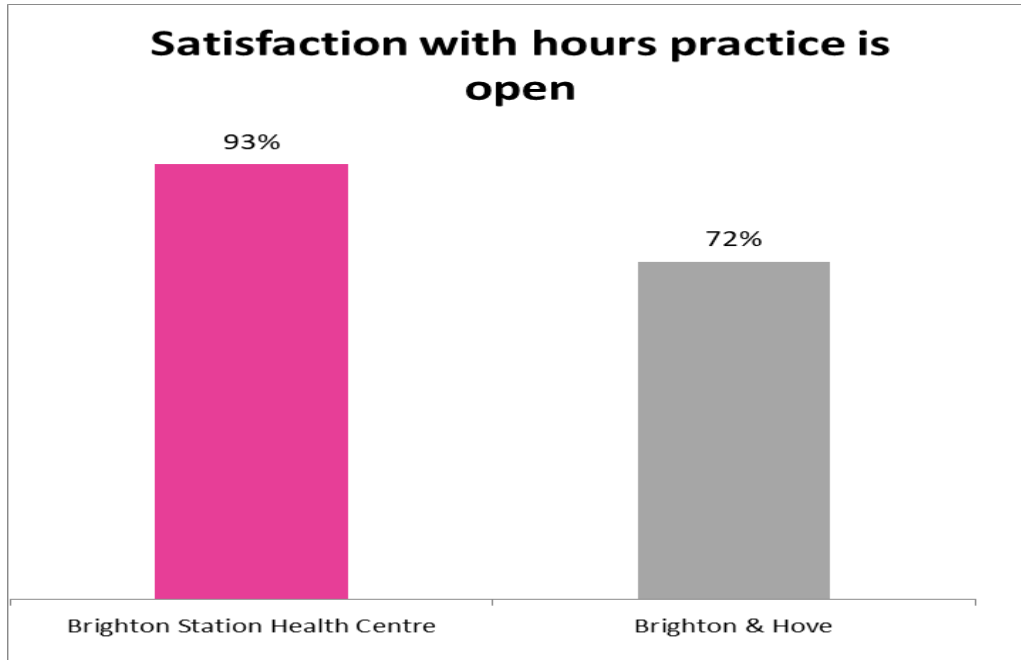


Opening hours

Surgery opening hours were 8am - 8pm, Monday - Sunday inclusive.

Satisfaction with current opening hours

Patients were very satisfied (93%) with opening hours offered by the surgery which is not surprising given the range of opening hours.



Preferred additional hours if not satisfied

For the 7% of patients who were not satisfied with existing opening hours, none of these patients made suggestions for their preferred additional hours and without the ability to interview further, we cannot establish whether these few patients had an expectation that a drop-in centre should be open 24 hours, 7 days a week.

Booking appointments

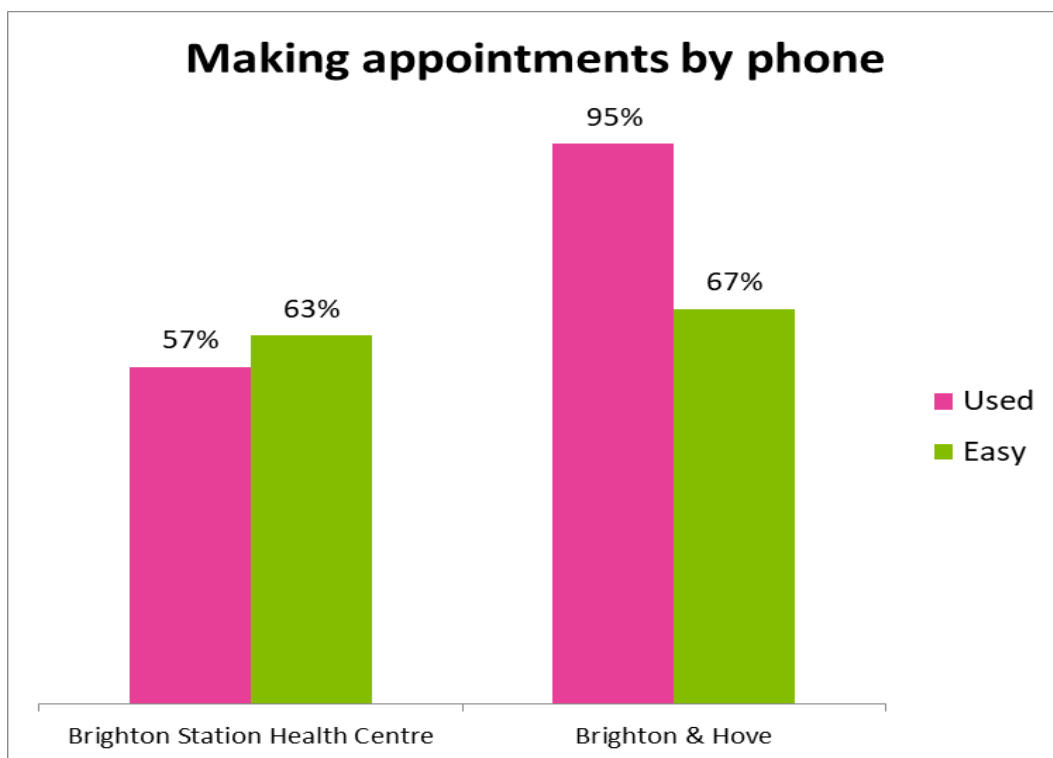
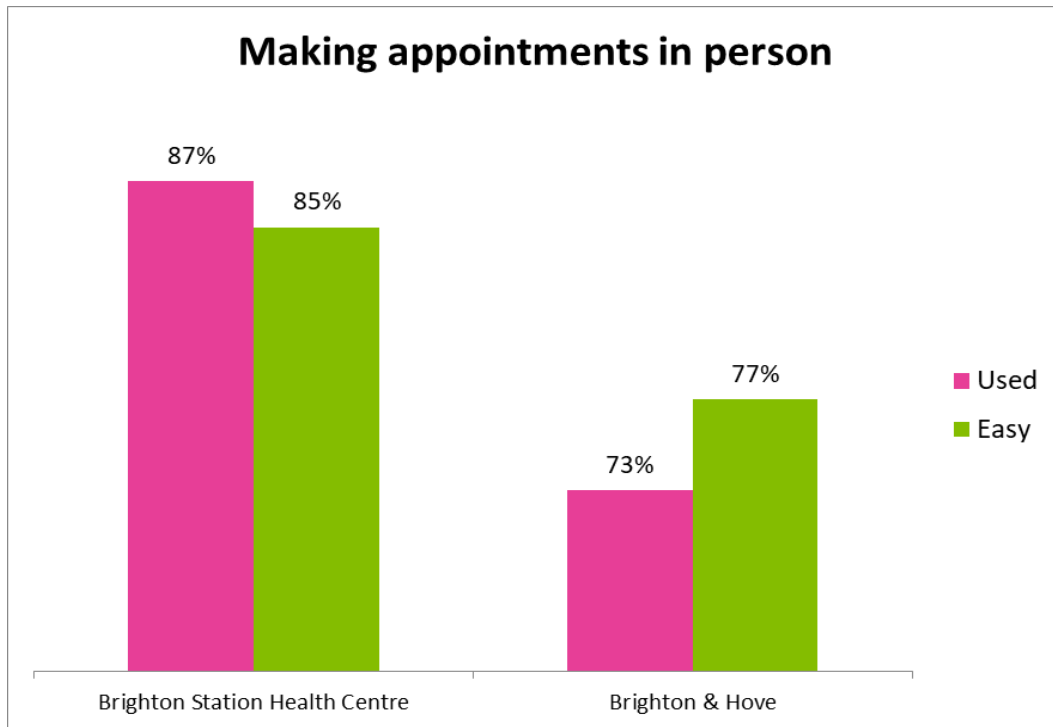
The surgery offered some standard methods of booking an appointment and electronic facilities for making prescriptions.

		used
Online appointment booking	x	
Online repeat prescription	✓	7%
Electronic prescriptions (sent to pharmacy)	✓	
Integrated pharmacy	x	

Ease of booking appointments using different methods

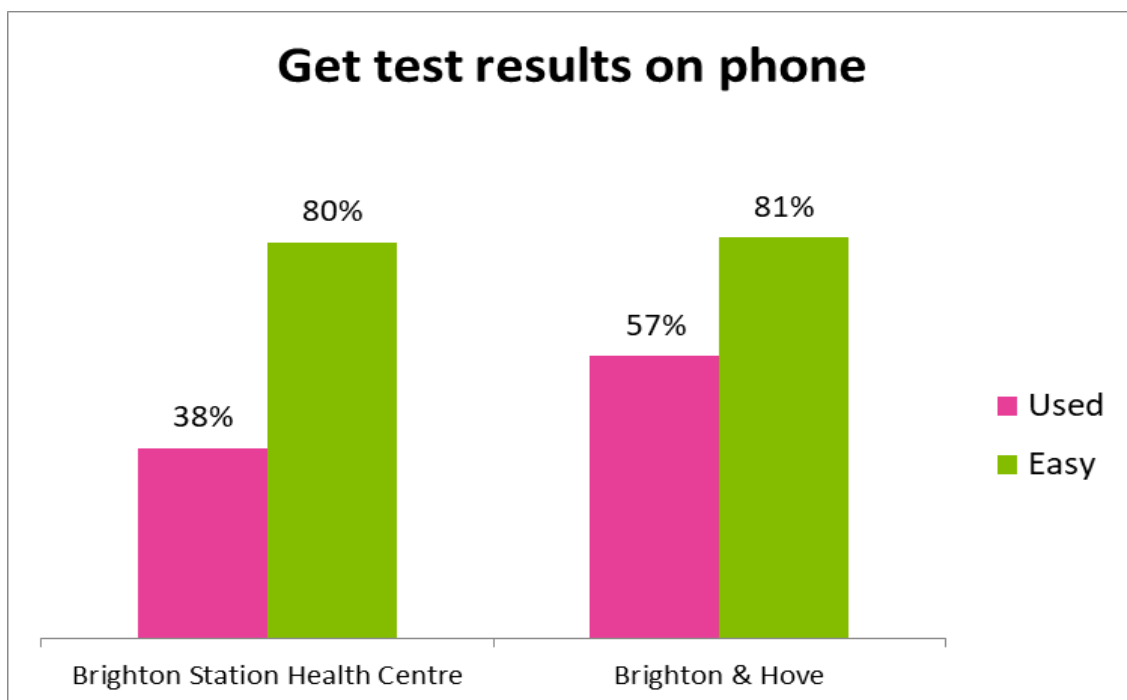
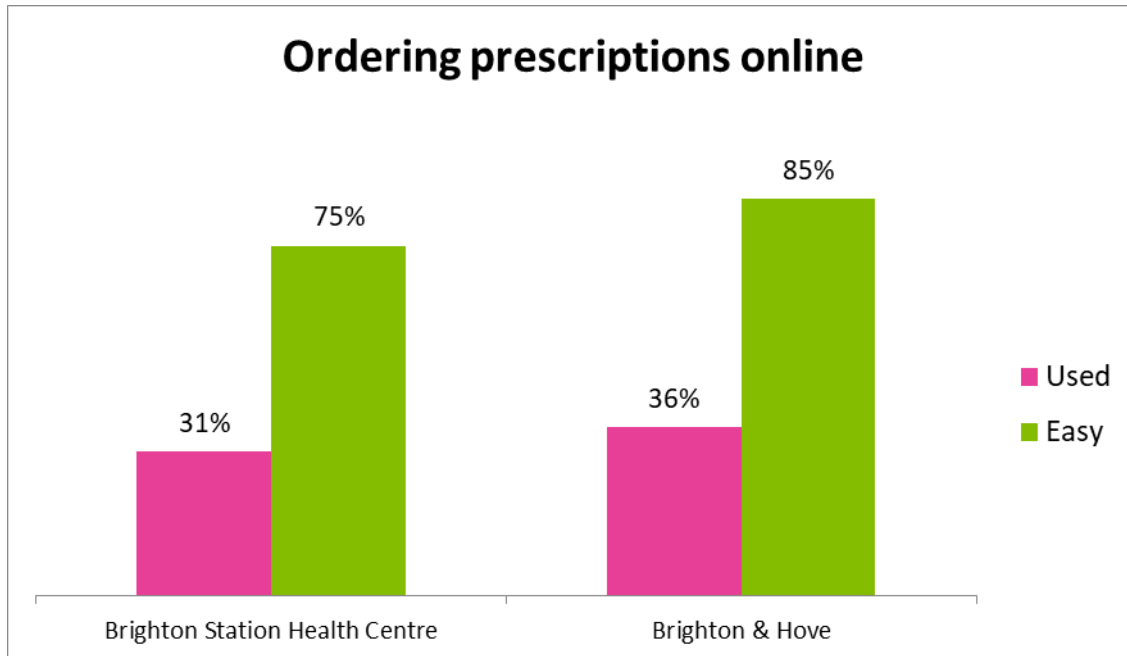
Using data from the Patient survey we assessed the proportion of patients who had used and found 'easy' to use different methods of booking appointments.

High numbers of patients reported that making appointments in person was easy and the majority of patients said that booking by phone was 'easy'. The satisfaction rates for different booking methods were either higher or similar to the average for Brighton and Hove.



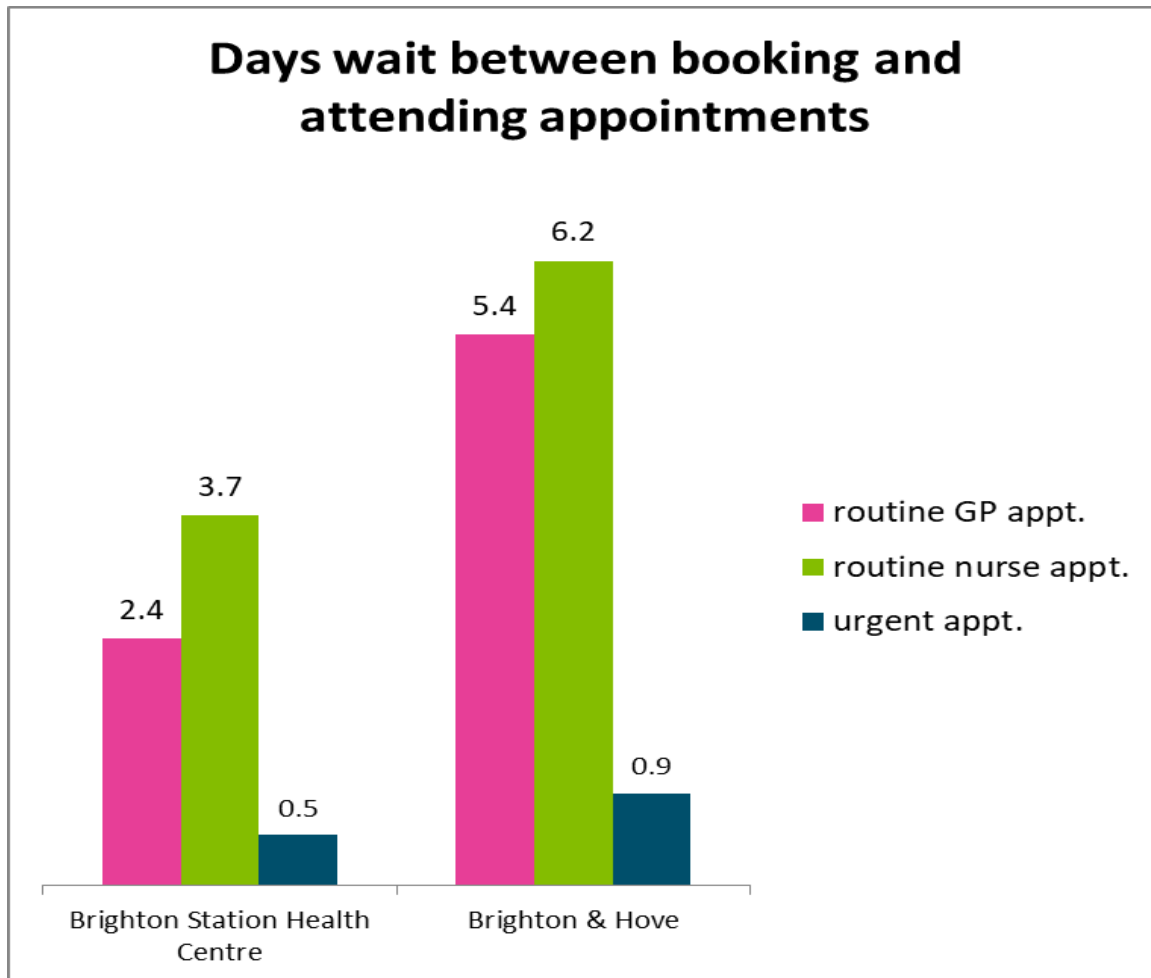
Ordering prescriptions online and getting test results by phone

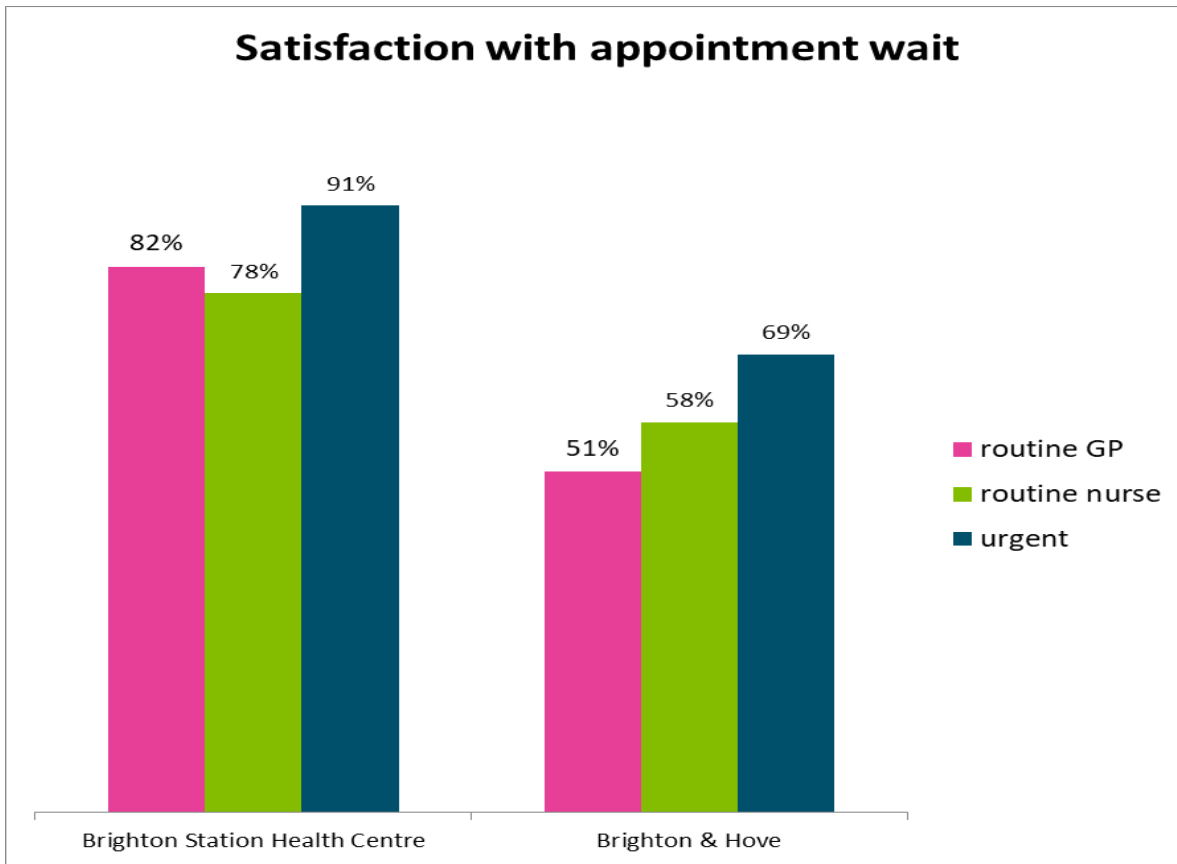
Patients who had used these services largely reported the experience had been 'easy'. However, only a minority of patients had used this service. This maybe because they had not needed to do so. However, it might be worth noting for the surgery to make this method more widely known to patients, as being available.



Wait between booking and attending appointments

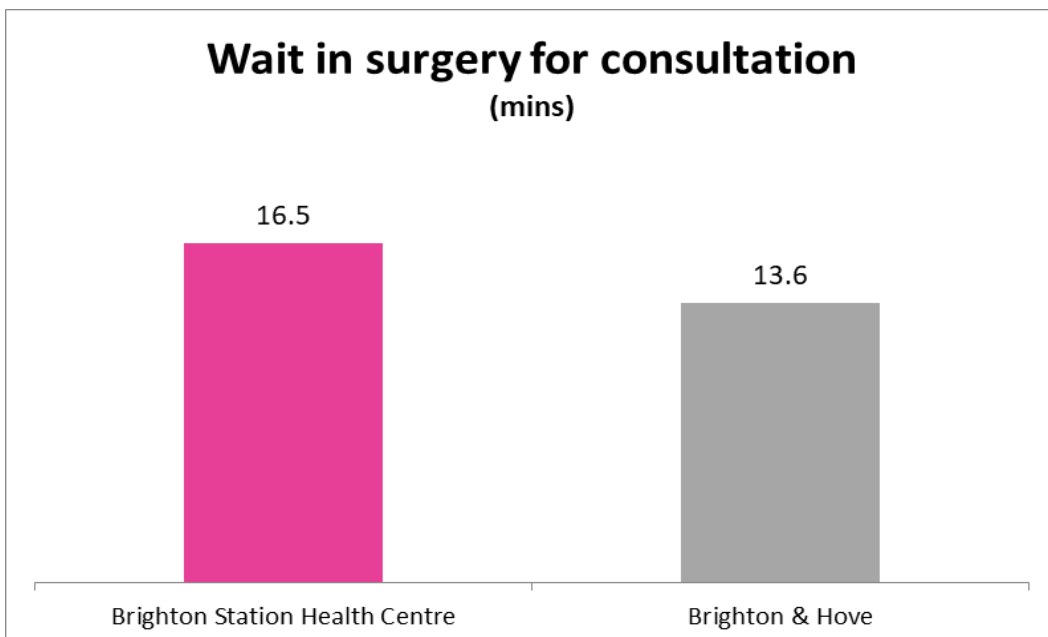
The days wait between booking and attending appointments were much quicker compared with the city average. This strong performance is reflected in satisfaction levels, with much higher than average figures for each type of appointment.





Wait at surgery

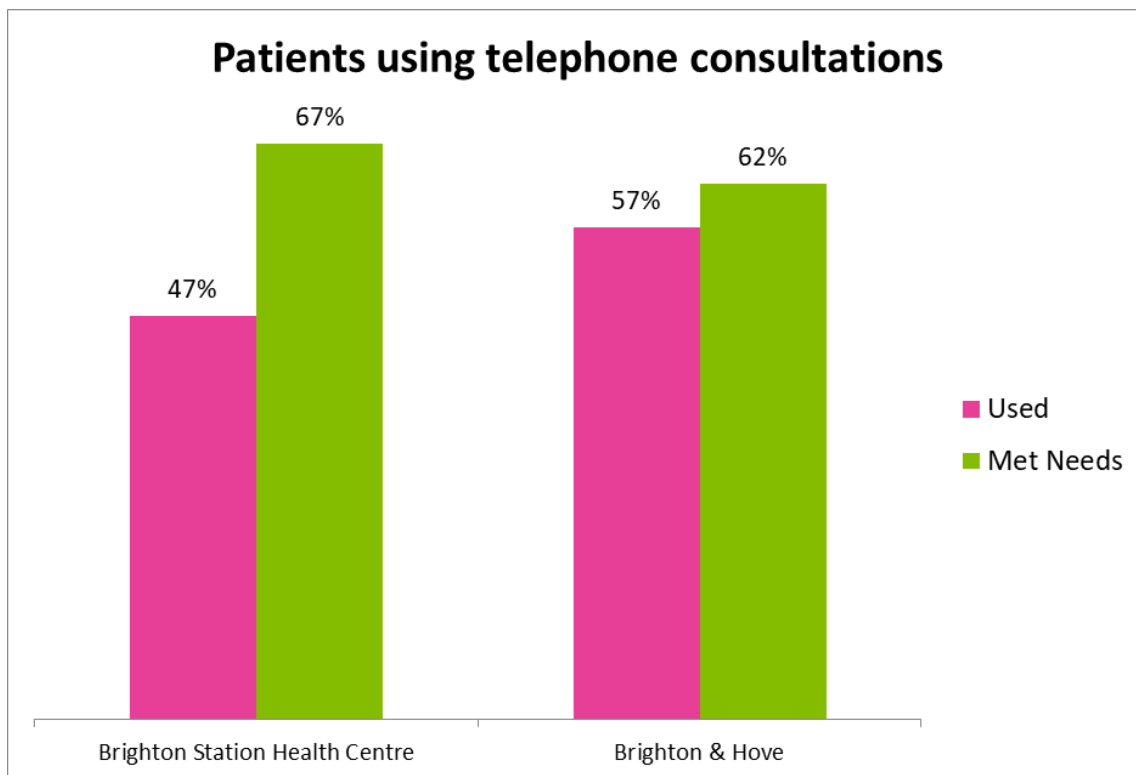
Patients at Brighton Station Health Centre waited on average longer for their consultation (16.5 minutes) within the practice surgery when compared with the city average of 13.6 minutes. However, considering this is a drop-in centre with a higher than average unpredictable number of patients per surgery, this is perhaps not surprising.



Quality of care

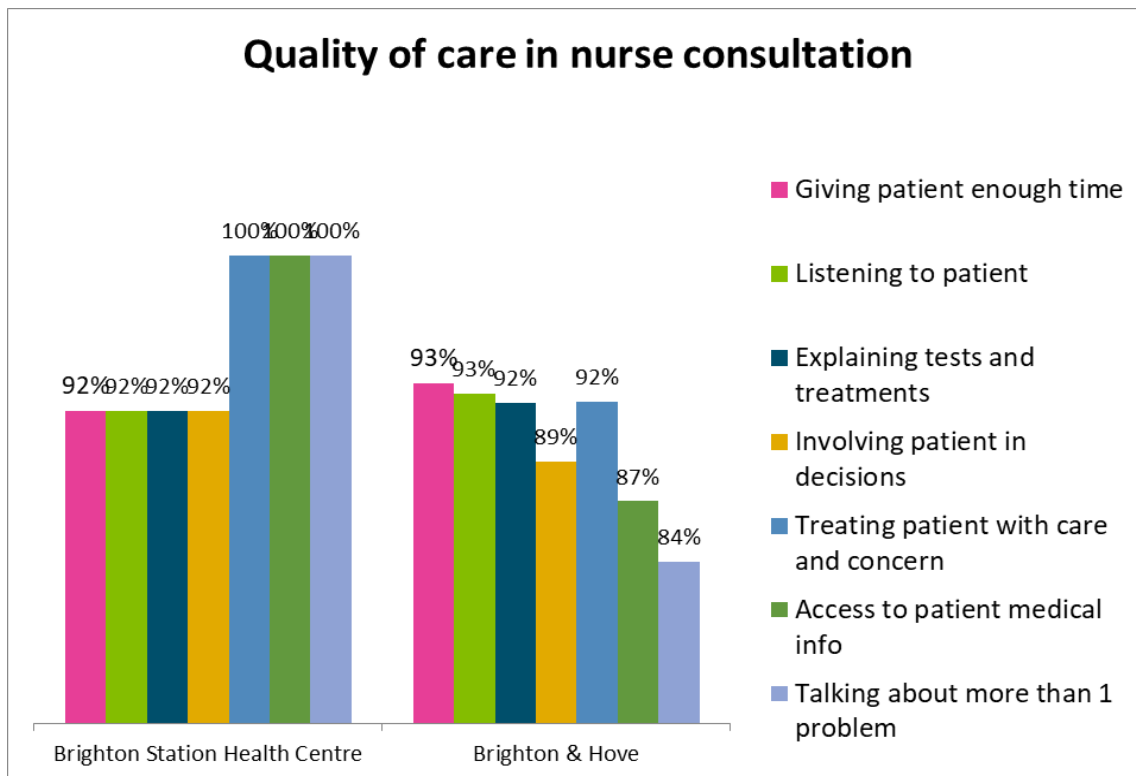
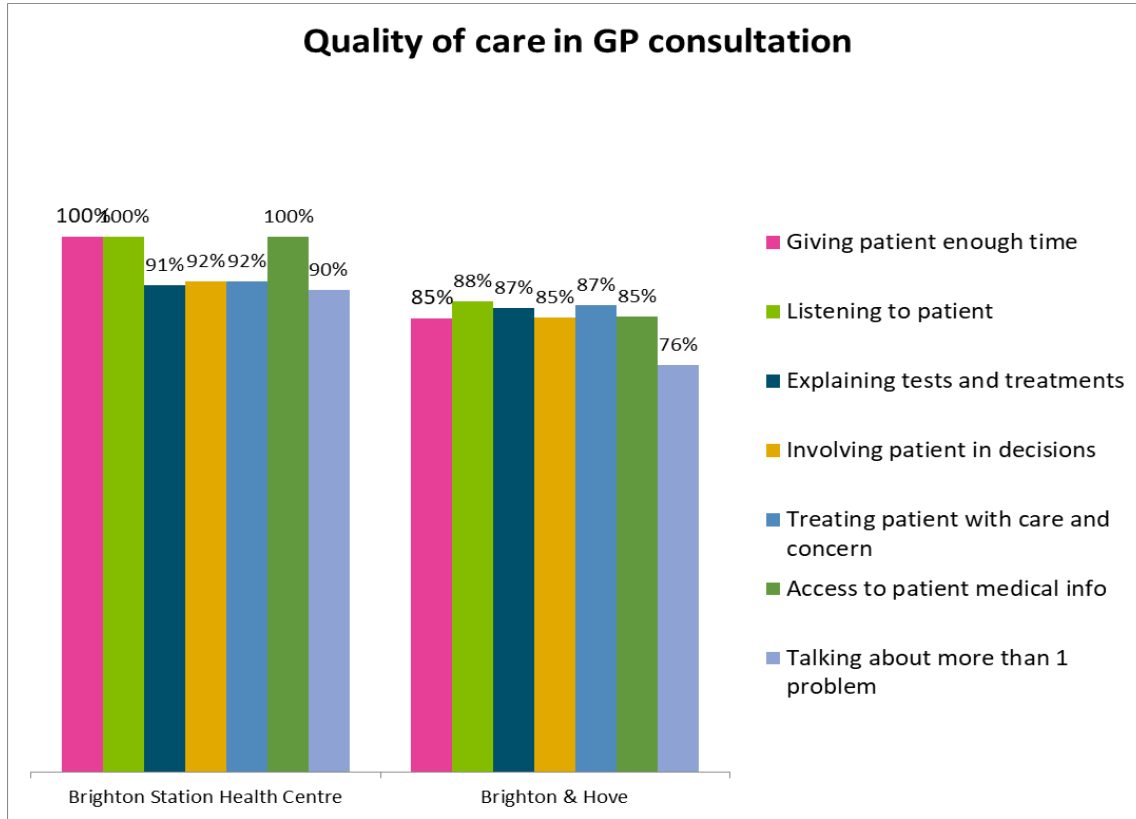
Telephone consultations

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

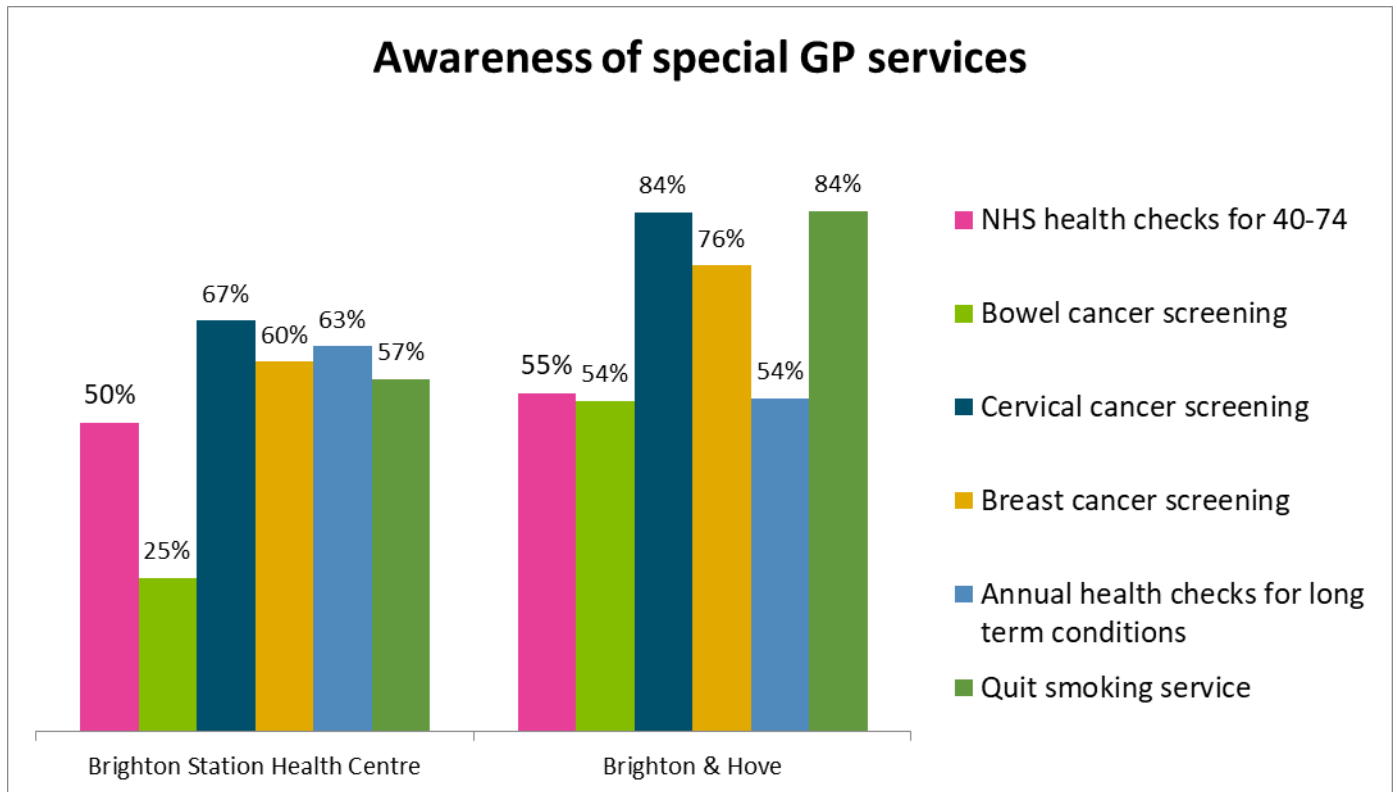
A high proportion of patients reported 'good' quality of care across seven standard criteria. The average quality score was 95% for both GP consultations and nurse consultations, and these scores were significantly higher than the average for the city.



Special GP services

Awareness of special services

Patient awareness of special services was in all cases lower than average for the city with particularly low awareness of bowel cancer screening and the quit smoking service. However, this is perhaps not surprising when considering the transient relationship patients are likely to have with a drop-in centre when compared to patients who attend a local surgery.



Environment

Our visit rated the surgery as good in providing an environment for patients, giving it a score of 8 out of 10.

The poster information on display was comprehensive and grouped under sub-headings, which made it easy to navigate. However, a section of the waiting area with tables and chairs had a large number of leaflets spread on the tables and these could have been tidied and organised better in display holders.

A closed circuit TV was not in use (and hadn't been for a while) and it was recommended that

this be removed if the intention is not to use it.

Toilets are well signposted but could have been maintained better - some small refurbishments required here and there but more importantly, the emergency cord in two of the toilets was unusable from a position of sitting.

Receptionists and staff were polite, friendly and discreet and this was helped by the receptionists sitting behind a screen and located slightly away from the main waiting area. Seats were comfortable but did not allow for a variety of ability/frame e.g. there were no seats with high backs or without arm rests.

Complaints forms were available but away from the main waiting area and could have been more visible.

Overall evaluation of practice

Patients were generally positive in their overall evaluation of the surgery, giving it slightly higher or similar to the average across Brighton and Hove and it is worth noting that patients awarded the service with 100% satisfaction.

Overall rating of surgery

Rating on 1-10 scale

Brighton Station Health Centre	8.1
Brighton and Hove	7.9

Recommend practice to family and friends (FFT)

Brighton Station Health Centre	85%
Brighton and Hove	86%

Satisfaction with GP practice

Brighton Station Health Centre	100%
Brighton and Hove	79%

- 6 Doctors are professional and give time and care and up-to-date information.
- 6 The recognition of Complementary therapies builds confidence and respect.
- 6 All levels of personnel are friendly and supportive.
- 6 Telephoning for an urgent, same day appointment [is] always frustrating.



Key Recommendations

1. Provide an online booking service.

Response from practice manager:

We provide a GP telephone triage service to all patients for bookings, in many cases patients do not need to see the GP face to face and therefore daily face to face appointments are available on the day for patients in need.

2. Improve the ease of using the telephone booking service.

3. Improve patient awareness of the online facility to request repeat prescriptions and to check test results.

Response from practice manager:

This information is already available around the health centre, online on our webpage, via letters and information leaflets and is set out as a Txt when patients request repeat prescriptions.

4. Try to improve waiting times for appointments in the surgery. However, it is acknowledged that this maybe more difficult to achieve than for other local surgeries.

Response from practice manager:

This is monitored and reported on monthly and shared with the team. Patients presenting

with multiple issues will inevitably lead to longer consultation times and delays to future appointments.



Suggested facility improvements

5. Daily checks for all facilities to include health and safety e.g. ensuring emergency cords are long enough.

Response from practice manager:

Daily checks are carried out by reception staff and management walk-about. Weekly H&S checks are conducted by the Deputy Service Manager. Fortnightly maintenance is carried out both proactively and actively.

6. Daily checks for all facilities to include presentation (for example, ensuring leaflet areas are tidy).

Response from practice manager:

Daily checks are conducted of the waiting area.

7. Complaints/feedback forms could be made more visible to patients in the main waiting room.

Response from practice manager:

Staff direct patients to these forms at the end of a consultation and there is information on how to provide feedback/complain posted around the waiting area, and on our web page.

