

# Charter Medical Centre

**Service address:** Charter Medical Centre, 88 Davidgor Road, Hove,  
East Sussex, BN3 1RF

**Date of surgery visit:** 17<sup>th</sup> 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

|   | Charter Medical Centre | Brighton & Hove |  |
|---|------------------------|-----------------|--|
| <b><u>Satisfaction</u></b>                                |                        |                 |  |
| Overall surgery rating (1-10)                             | 8.6                    | 7.9             |  |
| Would recommend surgery to friend/family member           | 95%                    | 87%             |  |
| <b><u>Quality of care</u></b>                             |                        |                 |  |
| No. patients per doctor                                   | 2623                   | 2394            |  |
| Overall quality of care - GP                              | 89%                    | 85%             |  |
| Overall quality of care - nurse                           | 90%                    | 90%             |  |
| <b><u>Booking appointments</u></b>                        |                        |                 |  |
| Wait between booking and attending routine GP appointment | 4.9 days               | 5.4 days        |  |
| Wait between booking and attending urgent appointment     | 0.8 days               | 0.9 days        |  |
| <b><u>Opening hours</u></b>                               |                        |                 |  |
| Satisfaction with opening hours                           | 82%                    | 72%             |  |

Charter Medical Centre has 23,923 registered patients and has 9.12 FTE doctors, making a ratio of one doctor per 2,623 patients. This provision of doctors is lower than the city average of one doctor per 2,394 patients.<sup>1</sup>

Patients rated the surgery at 8.6 out of 10 which was higher than the city average of 7.9.

Results from the survey indicated that the majority of patients were satisfied with almost all of the areas/services that we asked them about, as well as with the quality of care that they received. The survey results indicated that the surgery could consider improving the ability to book appointments by phone, and do more to promote awareness of NHS health checks for 40/74 year olds and bowel cancer screening. The surgery might also benefit from encouraging more patients to use services which currently have relatively low take up but which received favourable patient reaction e.g. online booking and prescription systems and telephone services (obtaining test results and consultations).

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

Our visit rated the surgery as very good in providing an environment for patients, giving it a score of 9.4 out of 10. We made a small number of suggested improvements including improving the reception area to ensure that conversations between patients and receptionist cannot be overheard, and changing the colour of hand sanitiser dispensers so that these stand out more.

Overall, the surgery was found to be performing very well compared to other surgeries.



## 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 306 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

Charter Medical Centre has 23,923 registered patients and has 9.12 FTE doctors, making a ratio of one doctor per 2,623 patients.

The surgery was accepting new patients at the date of research.

Surgery opening hours were Monday, Wednesday and Friday: 8:00am-18:30pm. On Tuesday and Thursday the surgery is 8:00am-20:00pm. It is closed at weekends.

The surgery was working within Cluster 6 in Brighton and Hove at the time of the survey which also includes: Hove Park Villas Surgery, Trinity Medical Centre, Brighton and Hove Wellbeing Centre and Matlock Road Surgery.

The surgery has a PPG.



# Findings

## Accessibility

The average time taken to get to the surgery was 12.0 minutes, which was similar to the average for Brighton and Hove of 12.6 minutes. Just 3% of the respondents to our survey reported having to take more than 30 minutes to reach Charter Medical Centre.

### Surgery accessibility

#### Average time taken to get to surgery

|                        |           |
|------------------------|-----------|
| Charter Medical Centre | 12.0 mins |
| Brighton & Hove        | 12.6 mins |

#### % that took more than 30 minutes

|                        |    |
|------------------------|----|
| Charter Medical Centre | 3% |
| Brighton & Hove        | 4% |

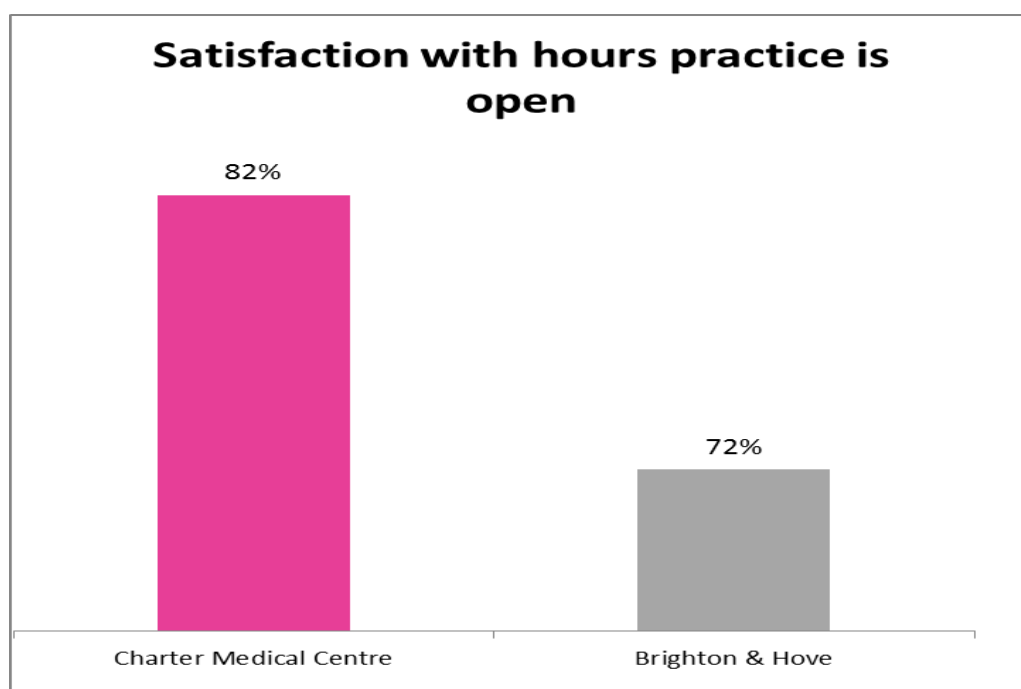


### Opening hours

Surgery opening hours were Monday, Wednesday and Friday: 8:00-18:30. On Tuesday and Thursday the surgery is 8:00-20:00. It is closed at weekends.

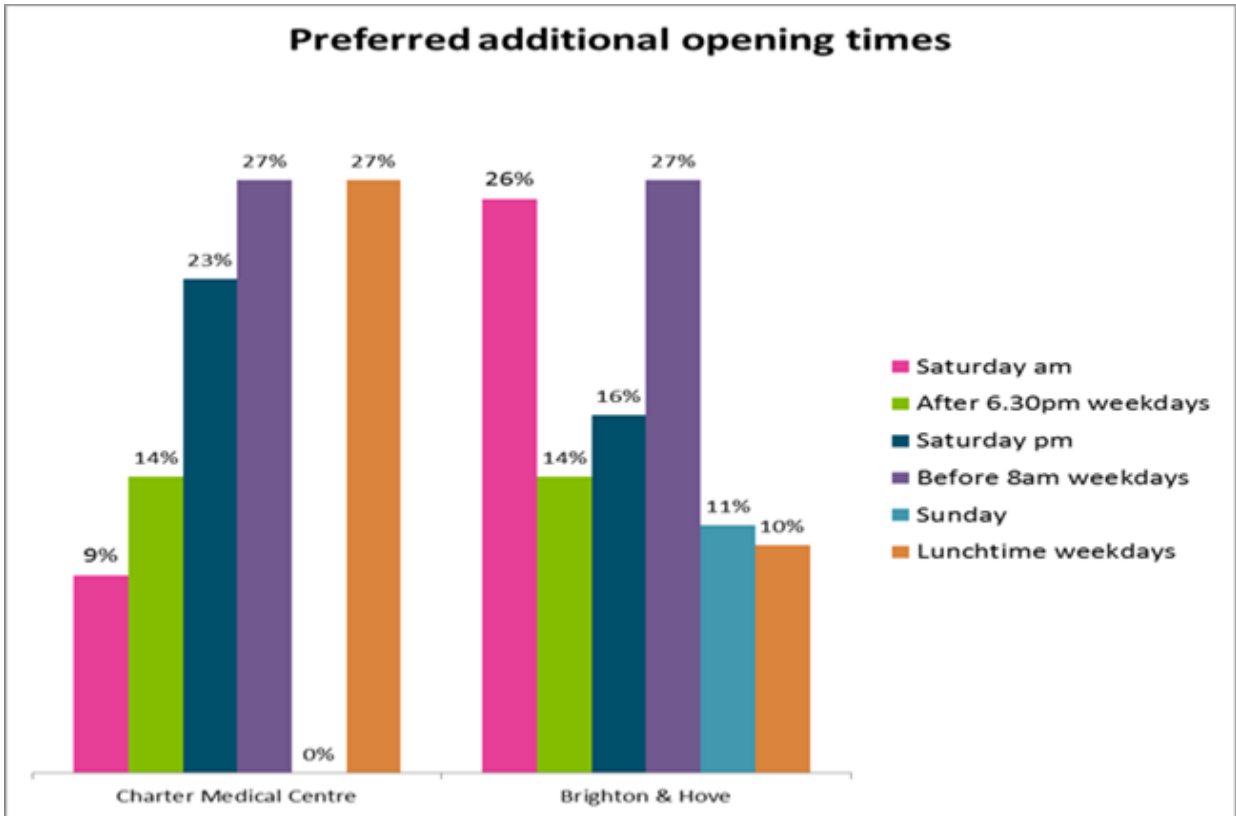
### Satisfaction with current opening hours

A large majority of patients were satisfied (82%) with opening hours offered by the surgery. This was a higher level of satisfaction than the city average (72%).



### Preferred additional hours if not satisfied

For the 18% of patients who were not satisfied with existing opening hours, the most popular additional opening hours proposed were: before 8am on weekdays, lunchtimes on weekdays and Saturday afternoons.



**Booking appointments**

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

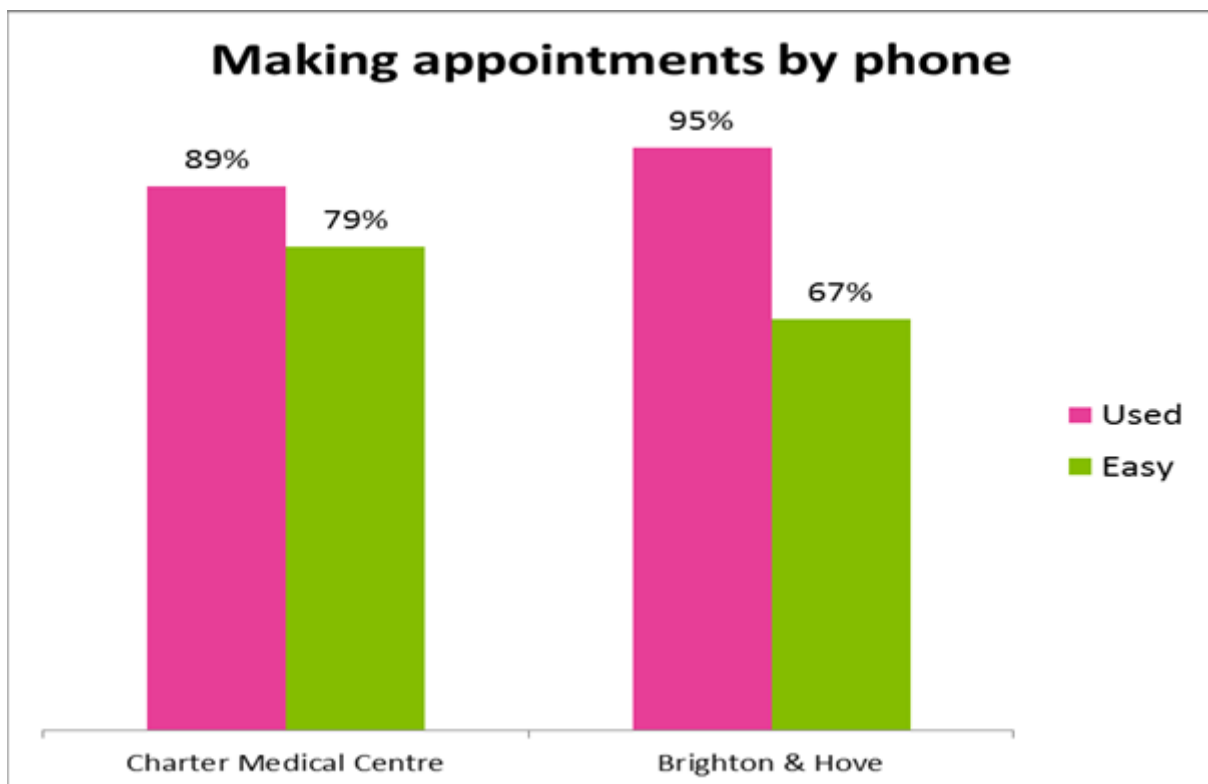
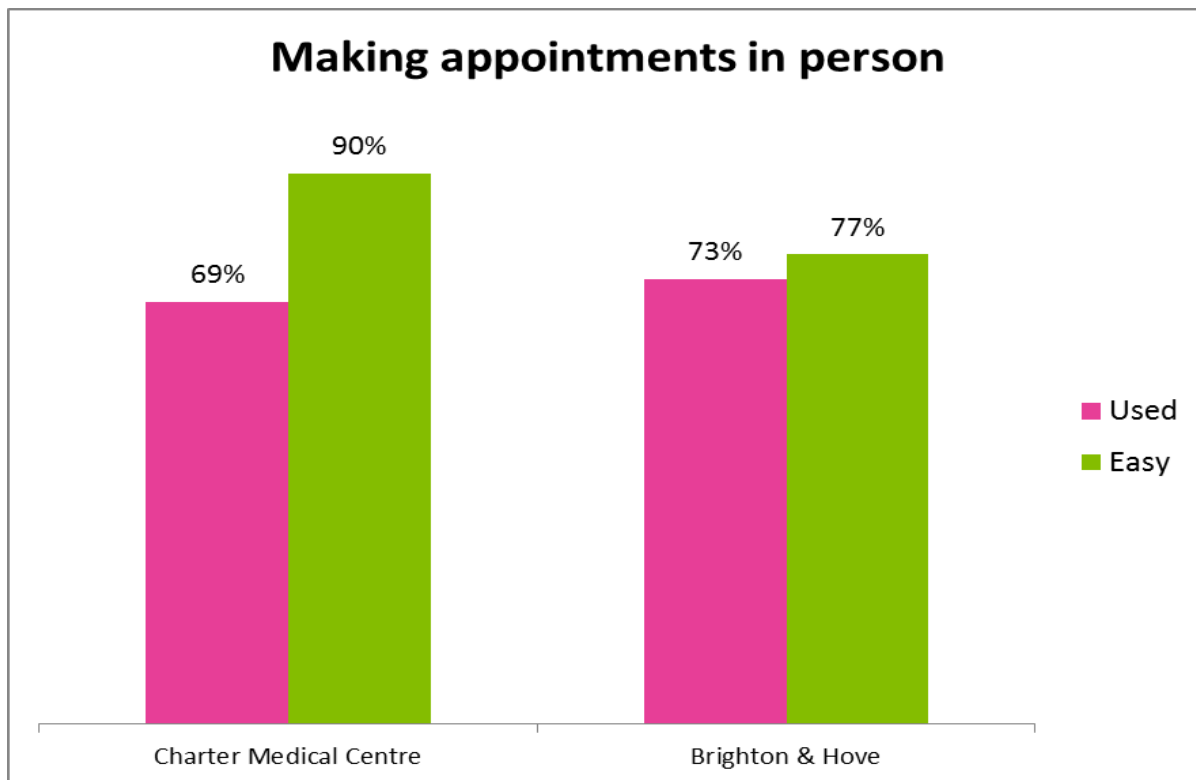
|   |   |
|---|---|
| Online appointment booking                  | ✓ |
| Online repeat prescription                  | ✓ |
| Electronic prescriptions (sent to pharmacy) | ✓ |
| Integrated pharmacy                         | ✓ |

**Ease of booking appointments using different methods**

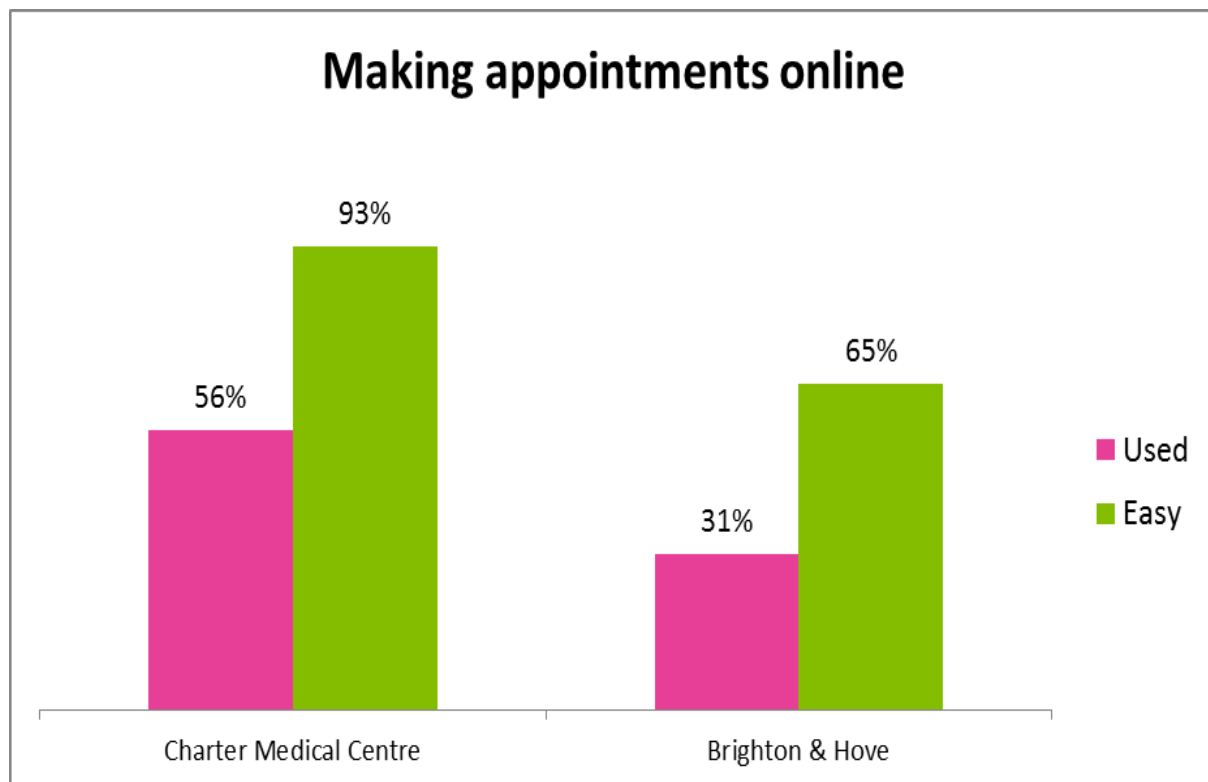
Using data from the Patient survey we assessed the proportion of patients who had used and found ‘easy’ to use different methods of booking appointments.

The vast majority of patients (90%) reported that making appointments in person had

been 'easy'. In addition, a large number of patients (79%) reported that making appointments by phone had also been 'easy'.



The percentages of patients using the online booking system (56%) and who found this 'easy' (93%) were both significantly higher than the city-wide averages (31% and 65% respectively).



### Ordering prescriptions online and getting test results by phone

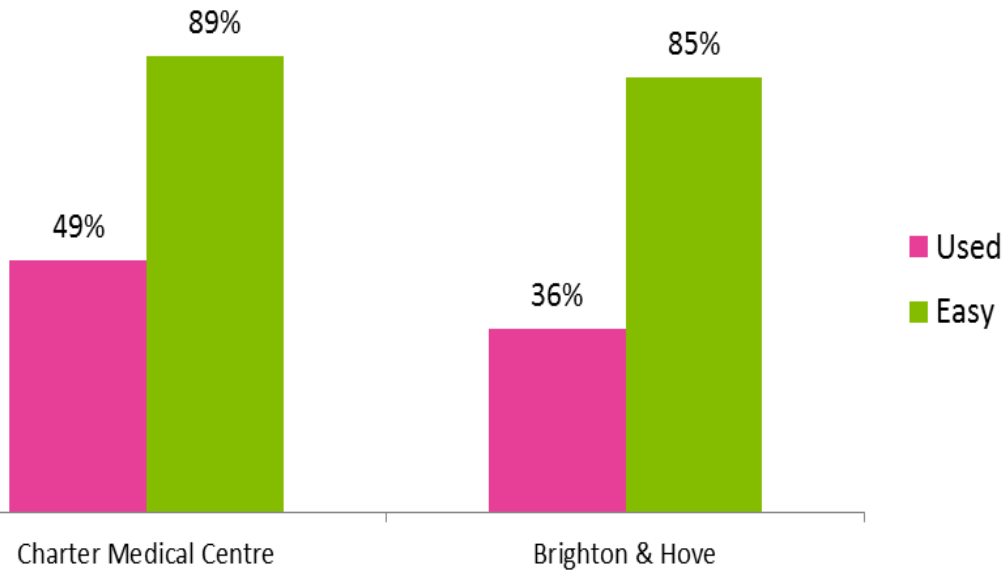
Nearly all patients who had used these services reported the experience had been 'easy'.

The number of patients who reported ordering their prescriptions online (49%) was higher than the city-wide average (36%) and a higher than average proportion had found this service 'easy' (89% compared with the city average of 85%).

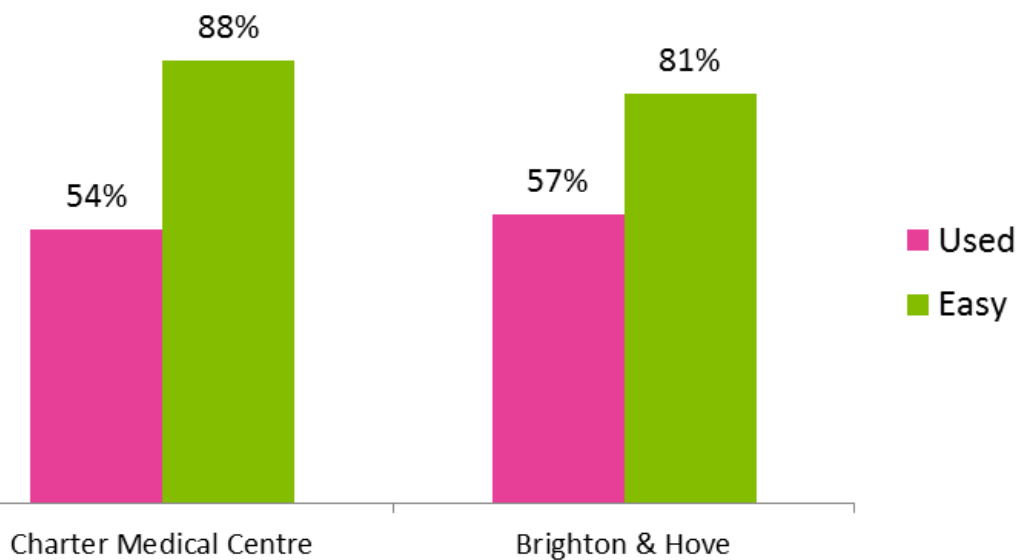
The number of patients who reported having obtained test results by phone was about the same as the city-wide average (54% compared to 57%), but a higher than average proportion had found this service 'easy' (88% compared with the city average of 81%).



## Ordering prescriptions online

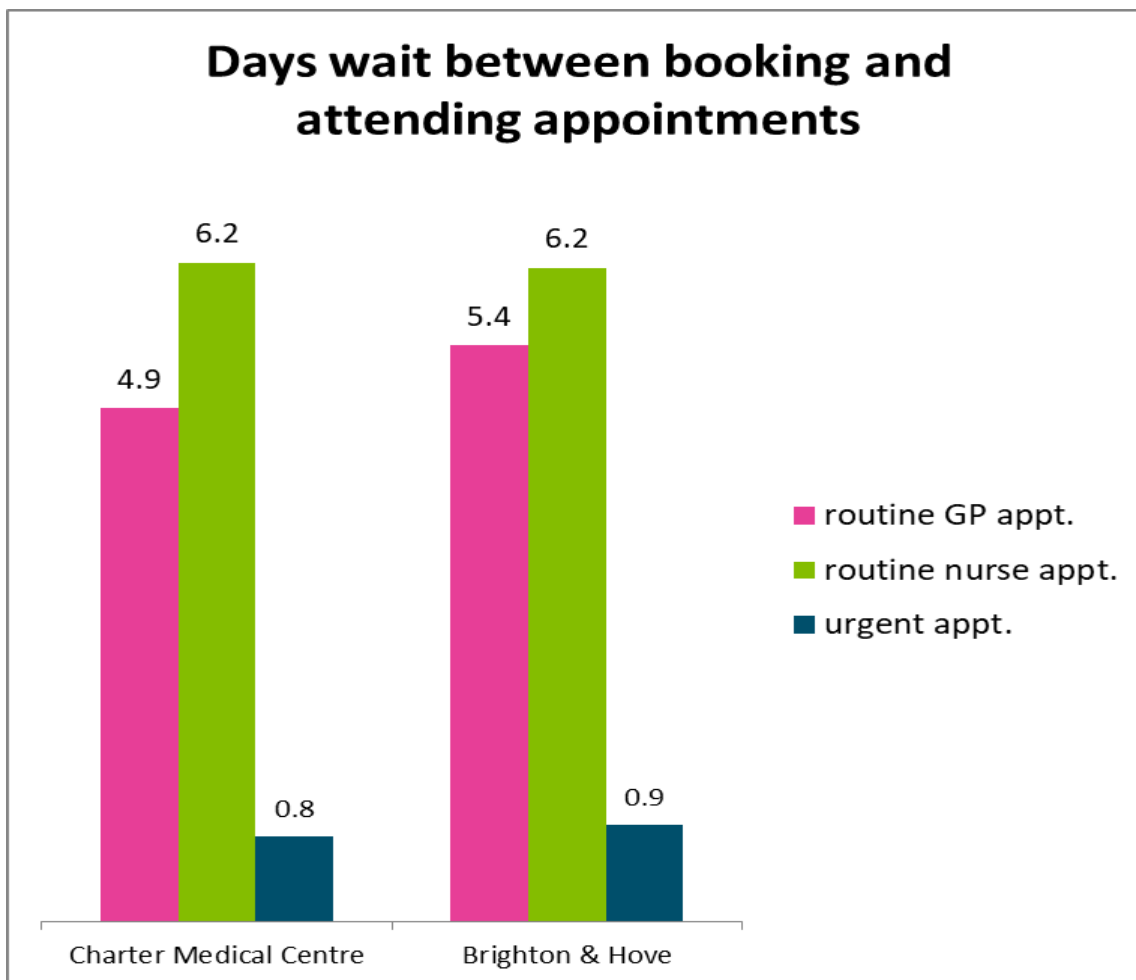


## Get test results on phone

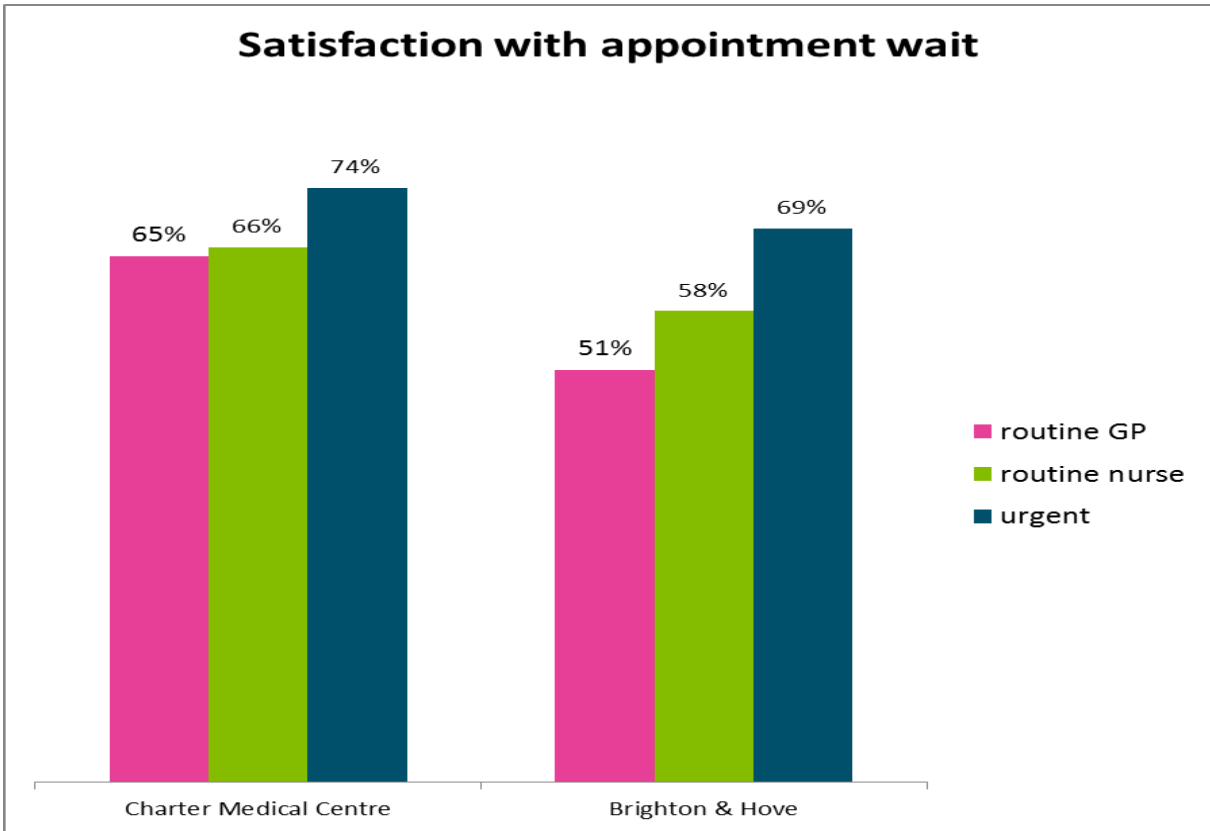


## Wait between booking and attending appointments

At 4.9 days, the wait between booking and attending GP appointments was lower than the city average of 5.4 days. Routine nurse appointments at 6.2 days were about the same as the city-wide average wait of 6.2 days. This performance is reflected in satisfaction levels which were all higher than the city-wide averages. In particular, satisfaction levels for the wait to see a GP at Charter Medical Centre were 14% higher than the city average (65% compared to 51%).



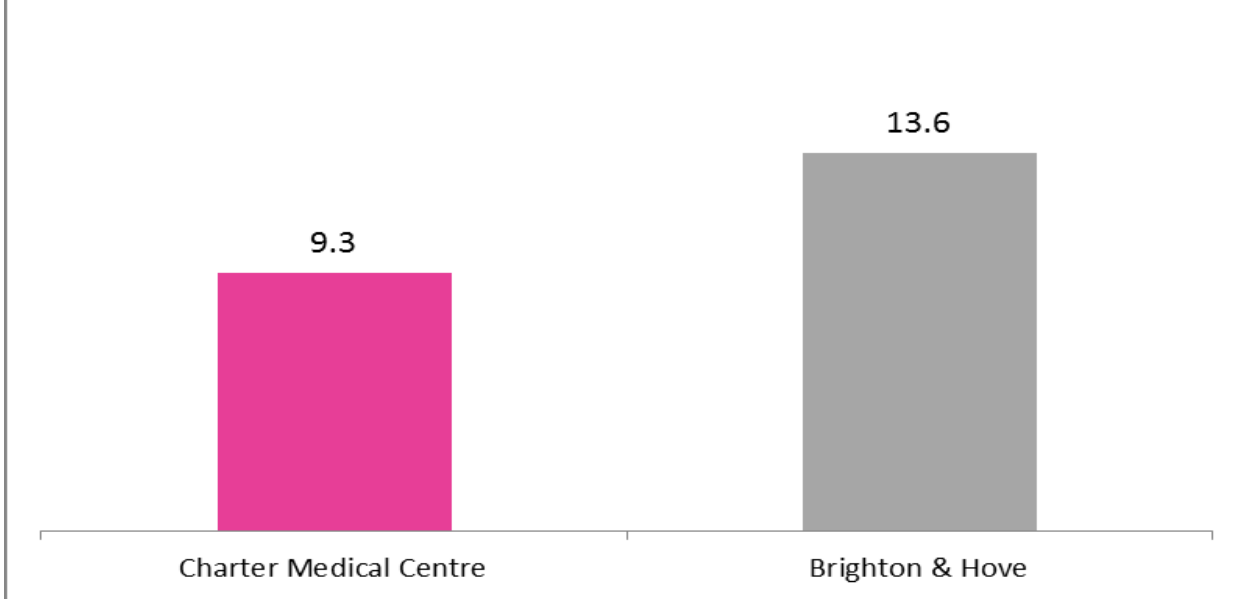
### Satisfaction with appointment wait



#### Wait at surgery

Charter Medical Centre surgery performed well in the average wait in the surgery for a consultation. Patients reported an average wait of 9.3 minutes beyond their scheduled appointment time compared to the city average of 13.6 minutes.

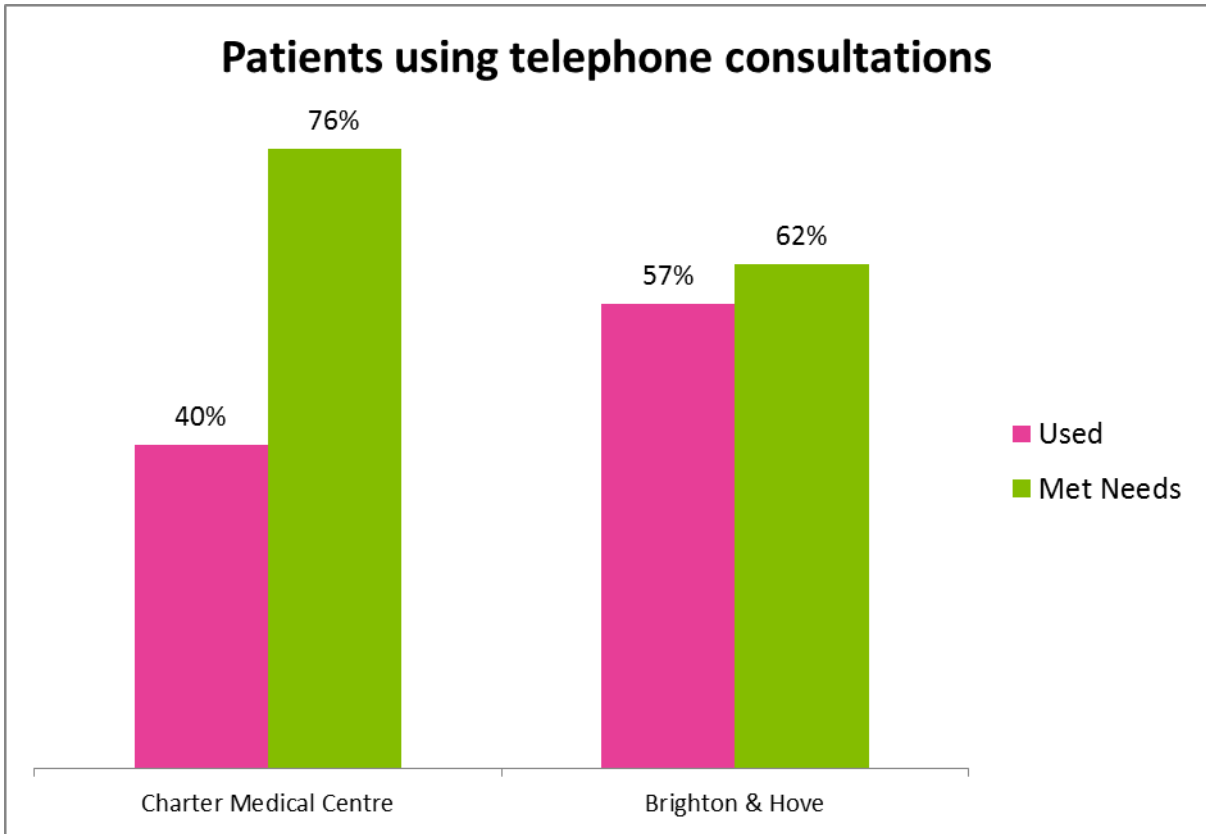
## Wait in surgery for consultation (mins)



### Quality of care

#### Telephone consultations

40% of patients at the surgery had used telephone consultations in place of face-to-face consultations which is lower than the city-wide average of 57%. A large majority of these patients (76%) felt that the telephone consultation they had received had been effective in meeting their needs. These figures suggest the surgery could do more to encourage patients to make use of this service.

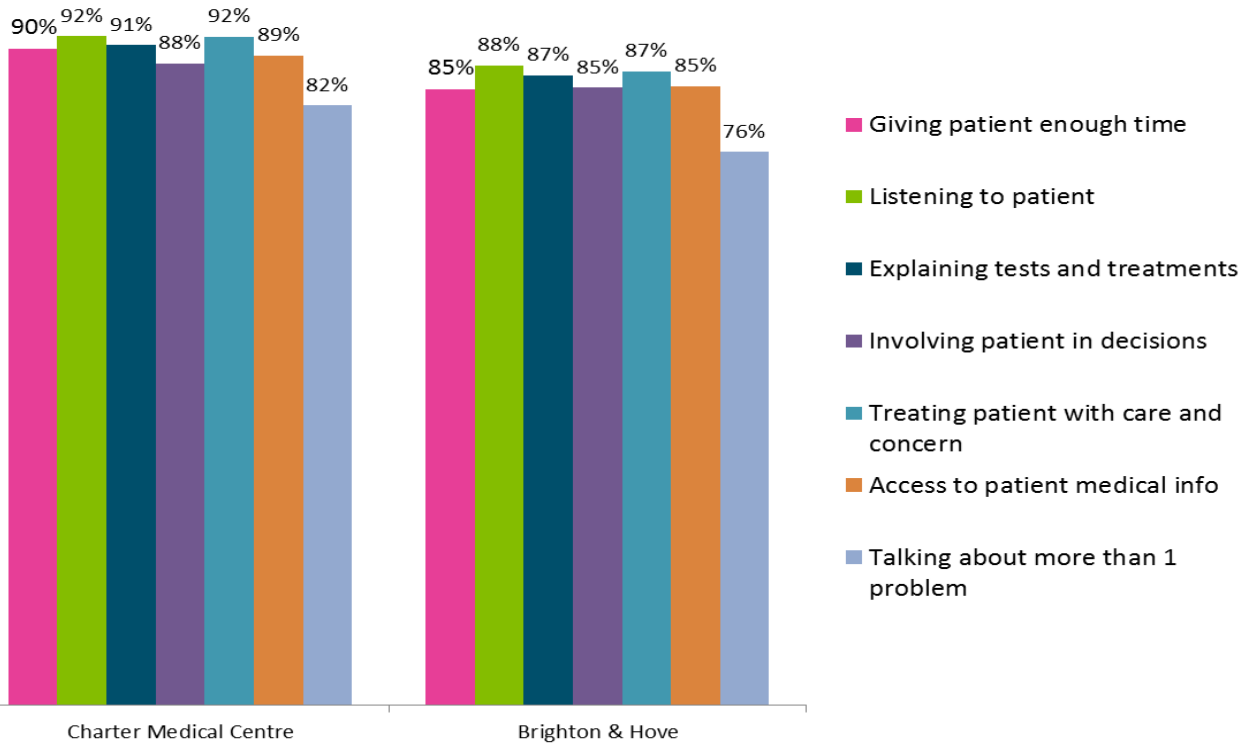


#### Care provided at consultation

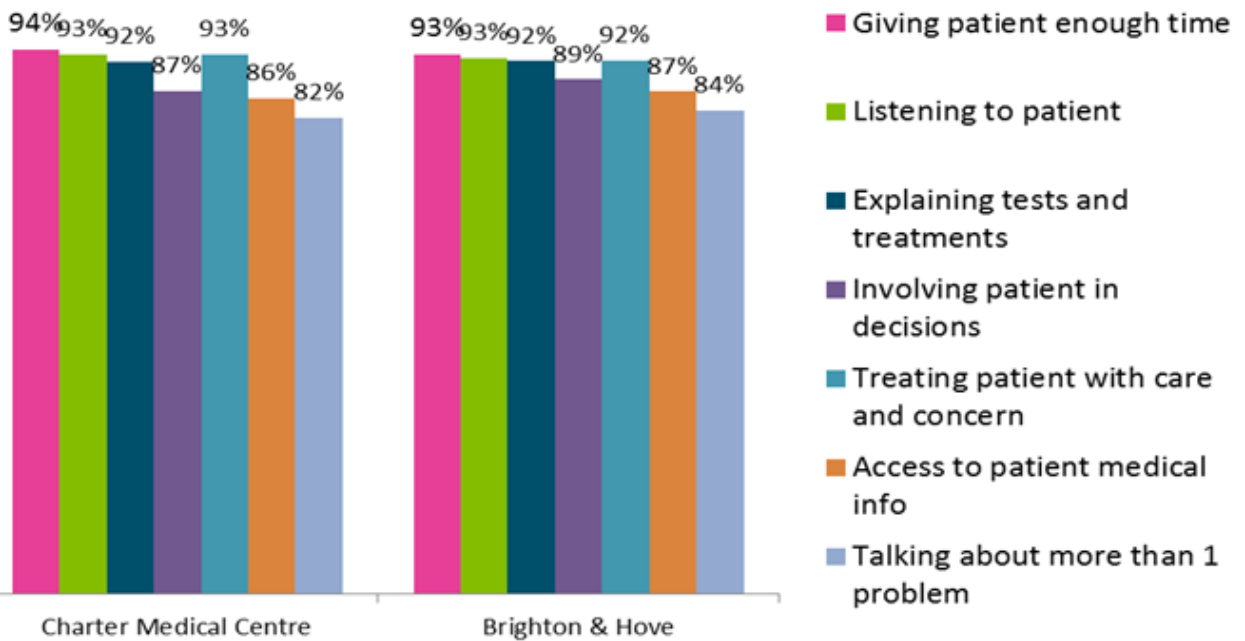
A high proportion of patients reported 'good' quality of care across seven standard criteria. The average quality score was 89% for GP consultations which is slightly higher than the average for the city of 85%. The average quality score was 90% for nurse consultations which is the same as the average for the city.

For GP consultations, Charter Medical Centre scored higher than the city-wide averages across the seven standard criteria.

### Quality of care in GP consultation



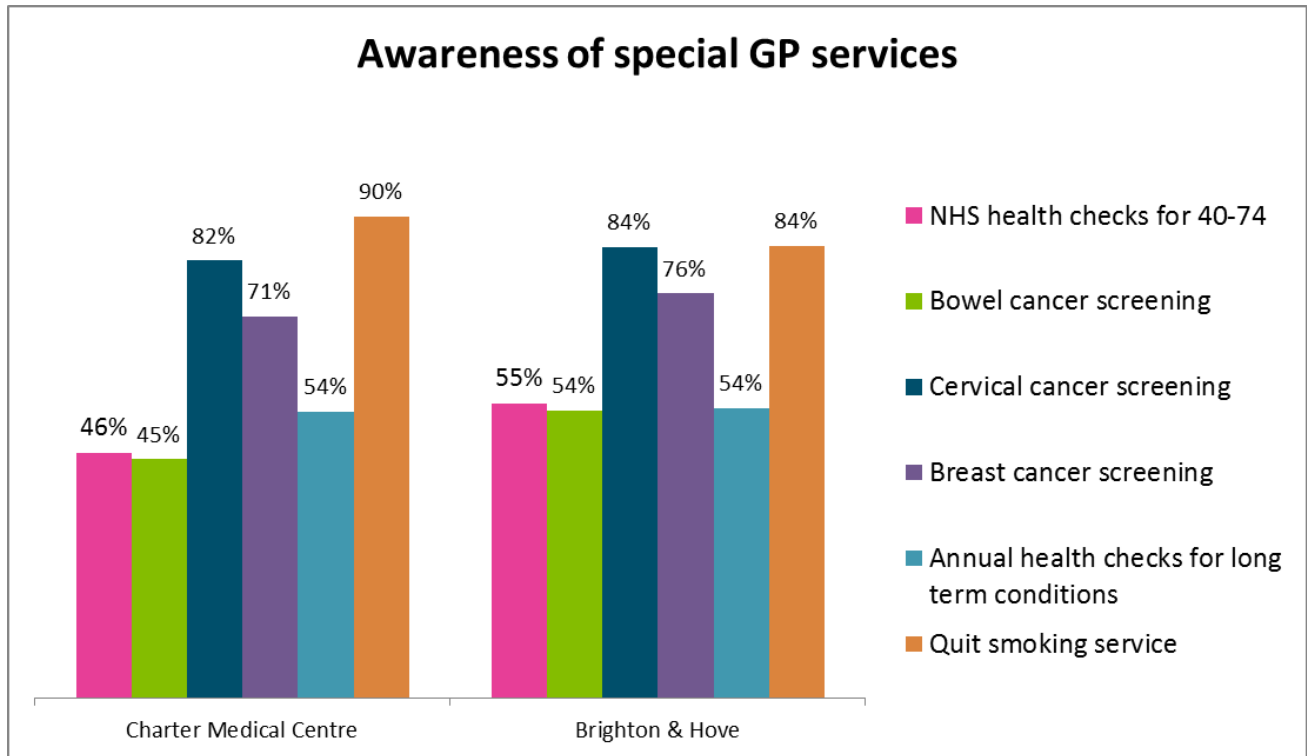
### Quality of care in nurse consultation



## Special GP services

### Awareness of special services

Patient awareness of special services was generally similar to the averages for the city. However awareness of NHS health checks for 40/74 year olds (46%) and bowel cancer screening (45%) were lower than the city-wide averages.



## Environment

Our visit rated the surgery as very good in providing an environment for patients with some minor room for improvement, giving it a score of 9.4 out of 10.

We observed a good selection of comfortable seating in the waiting area.

A wide variety of information was available and clearly displayed. Information about providing feedback on the practice was readily available with two family and friends boxes seen.

During the visit, good communication between staff with patients was witnessed. We observed that the open-desk reception area made it possible for conversations between patients and receptionist to be overheard, although there is an option to speak to a

receptionist in a private room.

We also observed that the white colour of the hand sanitiser dispensers meant that these did not necessarily stand out.

## Overall evaluation of practice

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

| <b>Overall rating of surgery</b>                      |     |
|---|-----|
| <b>Rating on 1-10 scale</b>                           |     |
| Charter Medical Centre                                | 8.6 |
| Brighton and Hove                                     | 7.9 |
| <b>Satisfaction with GP practice</b>                  |     |
| Charter Medical Centre                                | 90% |
| Brighton and Hove                                     | 79% |
| <b>Recommend practice to family and friends (FFT)</b> |     |
| Charter Medical Centre                                | 95% |
| Brighton and Hove                                     | 86% |



“ Compared to other GPs I know, Charter offer a good service and work hard to try and maintain this. The receptionists are very busy but always helpful. ”

“ The pharmacy attached to the surgery is handy. However, on a number of occasions prescriptions put in at reception are not ready in the 2/3 working day period specified by the practice. ”

“ Sometimes there can be frustratingly long waits to see a GP for a routine appointment, but they have always fitted me in when it's been very urgent. Phone booking system (when it works) is a



considerable improvement. 

 The doctors that I have seen have been fantastic. They have listened, cared and wanted to help in any way possible. The nurse that did my blood test was wonderful. 



## Key Recommendations

1. The surgery could consider making improvements to the phone booking system to make this easier for patients to use.
2. The surgery could do more to promote awareness of NHS healthchecks for 40-74 year olds and bowel cancer screening.
3. The surgery might benefit from encouraging more patients to use services which currently have relatively low take up but which received favourable patient reaction e.g. online booking and prescription systems, and telephone services (obtaining test results and consultations).

## Suggested facility improvements

4. Improving the reception area to ensure that conversations between patients and receptionist cannot be overheard.
5. Changing the colour of hand sanitiser dispensers so that these stand out.

