

# The Haven Practice

**Service address:** The Haven Practice, 100 Beaconsfield Villas, Brighton,  
East Sussex, BN1 6HE.

**Date of surgery visit:** 20th September 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

The Haven Practice has 2,762 registered patients and has 0.88 FTE doctors, making a ratio of one doctor per 3,139 patients. This provision of doctors is lower than the city average of one doctor per 2,394 patients.<sup>1</sup>

Ten out of 11 patients surveyed said they were satisfied with the surgery.

Our visit rated the surgery as very good in providing an environment for patients, giving it a score of 9.4 of 10. We noted only minor areas for suggested improvement.



## 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 twelve submissions from patients using the surgery. Not all those who responded answered every question.

This small sample meant that findings from the patient survey were not statistically robust and should only be considered as broad indications.

- **GP Practice survey**

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

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

As indicated above, The Haven Practice has 2,762 registered patients and has 0.88 FTE doctors.

The surgery was not accepting new patients at the date of research.

The Haven Practice's website advises that surgery opening hours are Monday, Tuesday, Wednesday and Friday 08.40am to 6.30pm. On Thursday, the surgery is open from 09:00 to 12:30pm. The surgery is not open at weekends.

The surgery was working within Cluster 5 in Brighton and Hove which also includes Seven Dials Medical Centre, University of Sussex Health Centre, Carden Surgery, Brighton Station Health Centre, Montpelier Surgery and New Larchwood.

The surgery has a Patient Participation Group (PPG).

## Findings

### Accessibility

Seven patients surveyed took less than 15 minutes to get to the surgery; four patients took between 15-30 minutes, and one patient took between 30-60 minutes. None of the respondents took longer than 60 minutes to reach the surgery.

### Satisfaction with current opening hours

Eleven respondents answered the question about satisfaction with the surgery's opening hours, and all eleven indicated they were satisfied.



## Booking appointments

The surgery offered all standard methods of booking an appointment and electronic facilities for making prescriptions. Patient take-up of these services was relatively low.

		Used
Online appointment booking	✓	17%
Online repeat prescription	✓	8%
Electronic prescriptions (sent to pharmacy)	✓	29%
Integrated pharmacy	✗	

## Ease of booking appointments using different methods

All five patients surveyed reported it had been easy making an appointment in person.

All twelve survey respondents answered the question about the ease of making an appointment by phone, and all twelve patients reported that it had been easy to do.

Three patients responded to the question about the ease of making an appointment online, and all three patients reported this had been easy.

## Ordering prescriptions online and getting test results by phone

Six patients indicated that they had ordered prescriptions online, and all six said this had been easy to do.

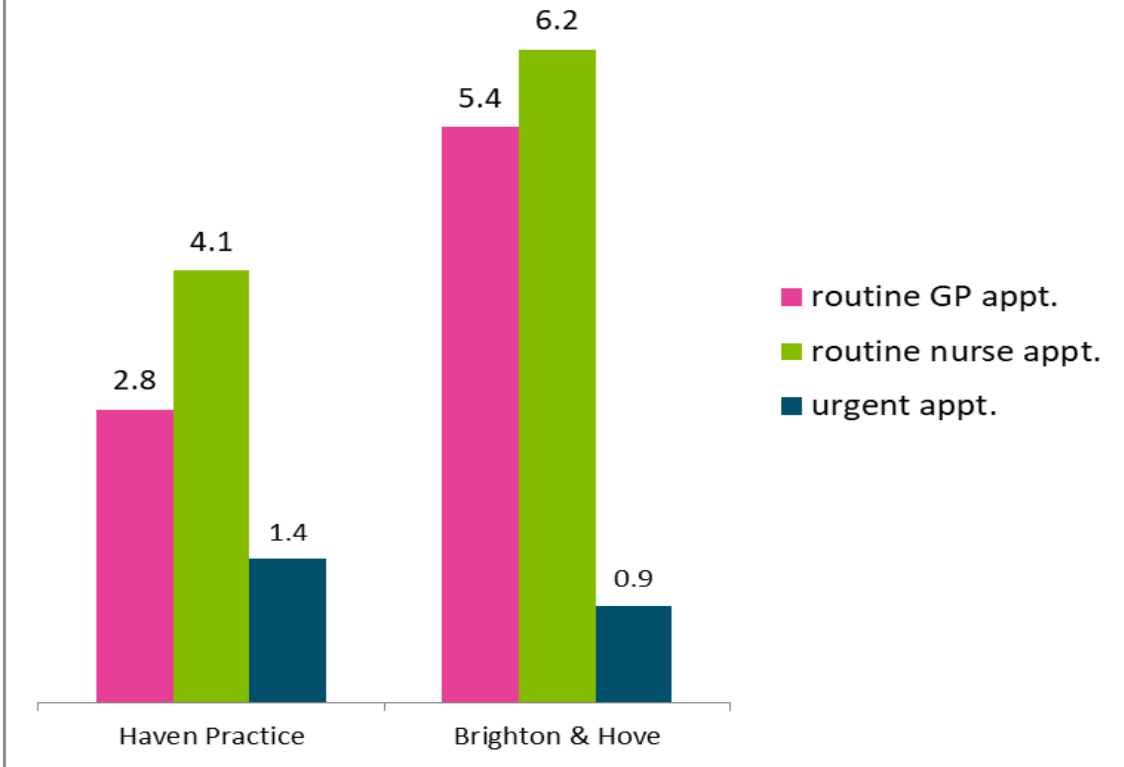
Five patients indicated that they had received test results by phone, and all five said this had been easy to do.

## Wait between booking and attending appointments

Patients who responded to questions concerning the wait times for routine GP and nurse consultations indicated that they had considerably shorter wait times than the city-wide averages. The wait time for urgent appointments was reported to be slightly longer than the average. The small number of patients who responded means that these findings are indicative only, rather than showing any definite trends.

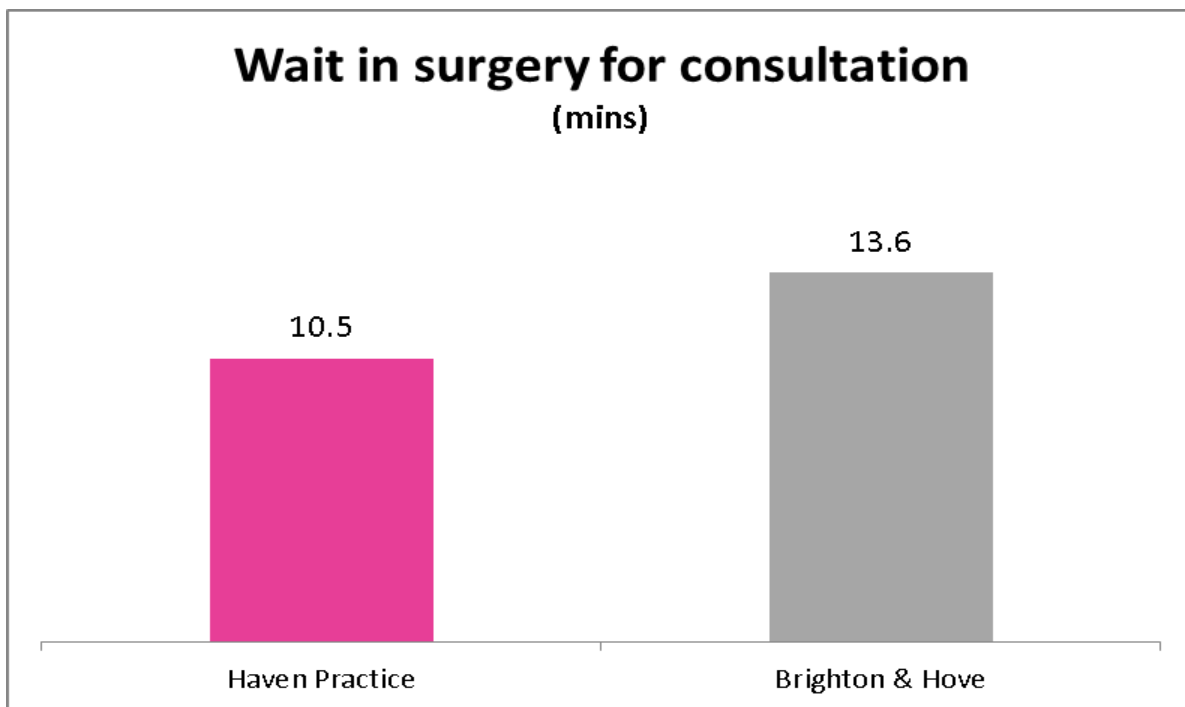
All the patients who answered questions concerning satisfaction with wait times indicated that they were satisfied with these.

## Days wait between booking and attending appointments



### Wait at surgery

The Haven Practice surgery performed favourably in the average wait in the surgery for a consultation, with patients reporting an average wait of 10.5 minutes beyond their scheduled appointment time compared to the city average of 13.6 minutes.



## Quality of care

### Telephone consultations

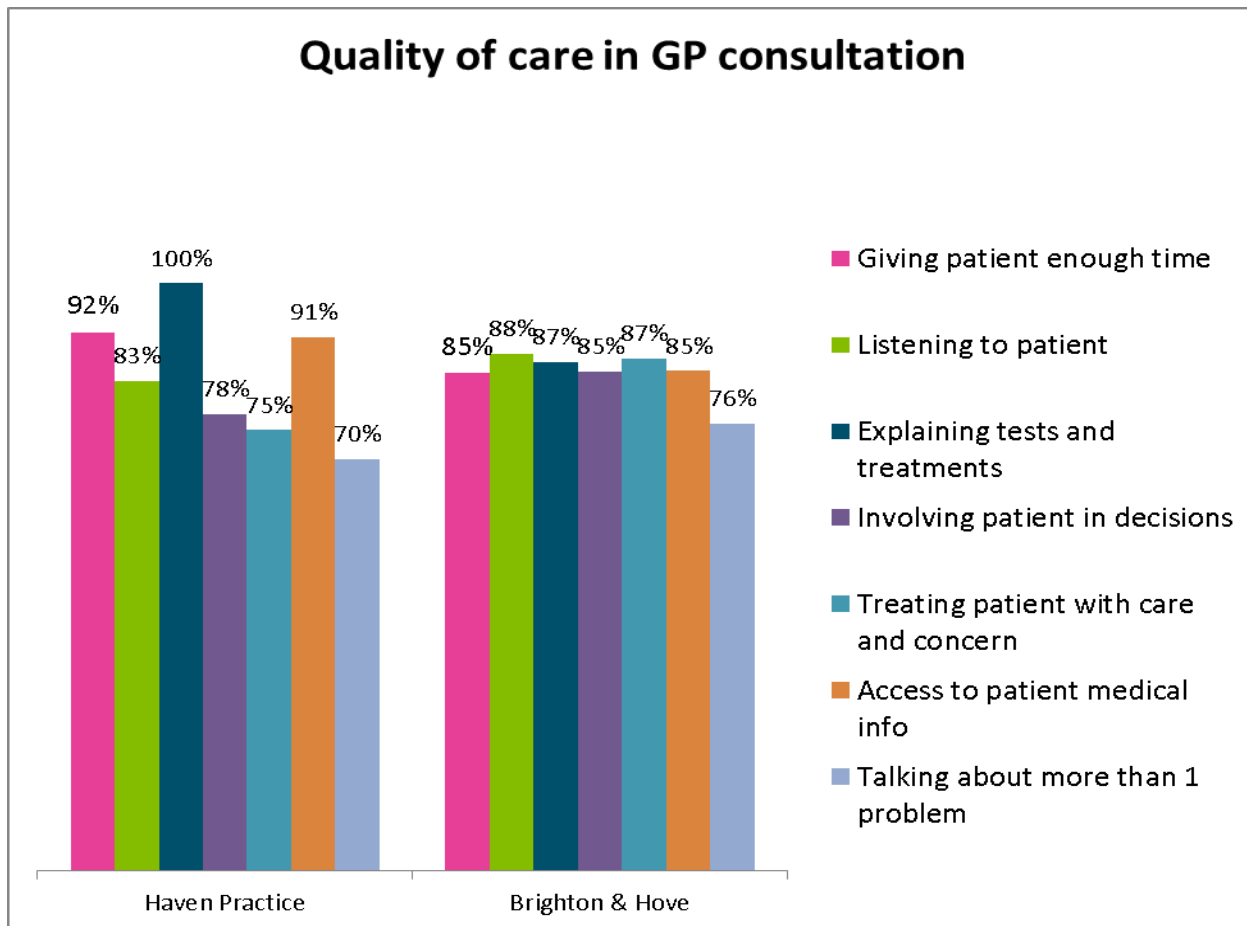
Three patients said they had used telephone consultations to receive care. Two of these three patients reported that the consultation had met their needs.

### Care provided at consultation

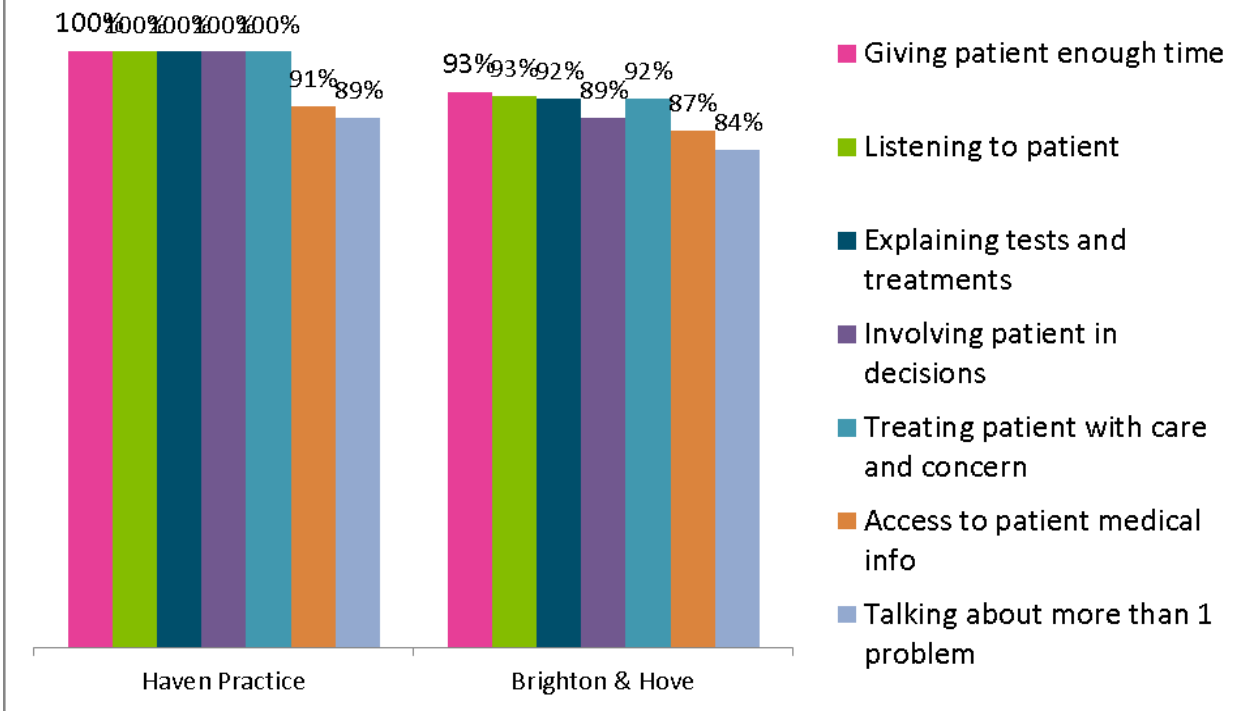
We asked patients to rate their experiences of the care they had received at The Haven Practice. The small number of patients who responded gave mixed responses when asked about the quality of GP care. Overall, they scored them well under all seven standard criteria, and higher than the city-wide averages for ‘giving patients enough time’, ‘explaining test results and treatments’ and ‘access to patient medical information’. The scores were slightly lower than the city-wide averages under four criteria.

Separately, when asked about the quality of nursing care, those who responded reported that this was excellent across all seven standard criteria; and in five areas the quality of nursing care was rated at 100%.

Overall, the average quality score was 84% for GP consultations which was almost the same as the average for the city of 85%. The average quality score was 97% for nurse consultations which was higher than average for the city of 90%.



## Quality of care in nurse consultation



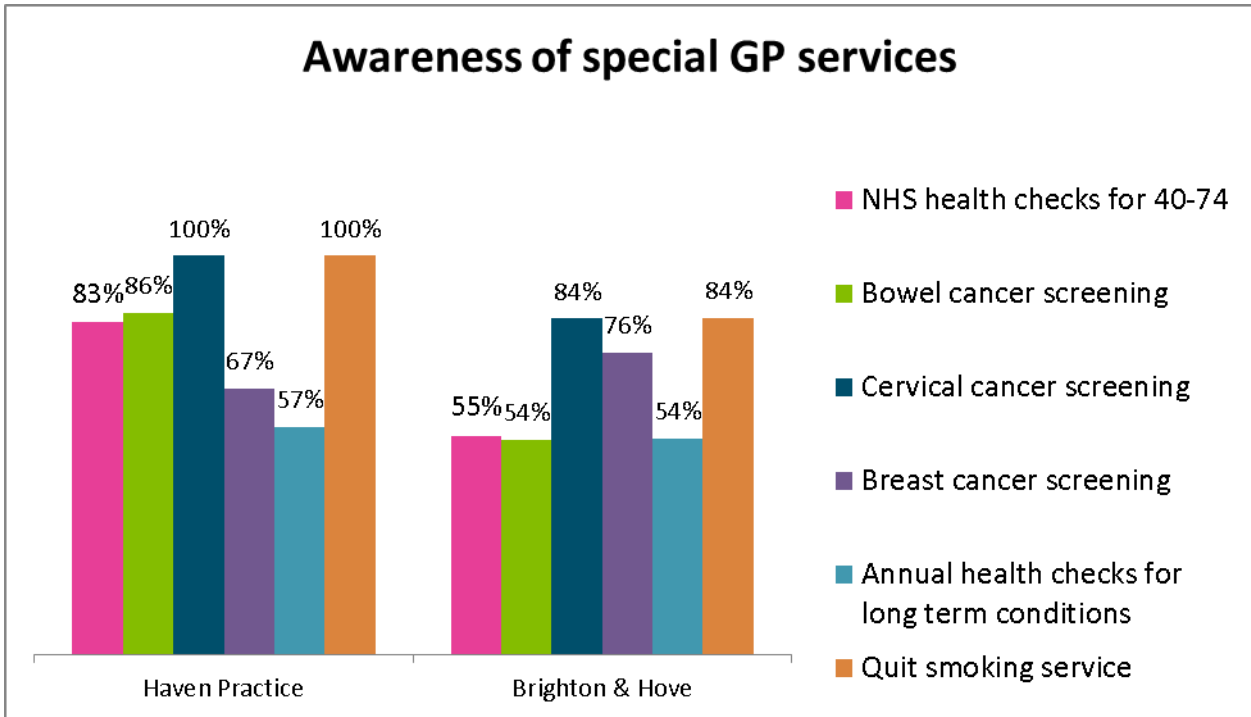
## Special GP services

### Awareness of special services

Awareness of special services was generally high amongst the small number of patients who responded to these survey questions, and often higher than the averages for the city. There was particularly high awareness of bowel and cervical screening, as well as services to help quit smoking and NHS health checks for 40-74 year olds.



## Awareness of special GP services



## Environment

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

Overall, the surgery environment was both friendly and calm. Within the waiting area we observed a good selection of comfortable seating which were also in good condition. A variety of patient information was available displayed under clear headings. Child safeguarding information was available, but adult safeguarding literature was temporarily unavailable. Drinking water was provided by receptionists should patients require this. Hygienic hand gel dispensers were available. Toilet facilities, which were accessed just off the main waiting area, were observed to be clean and tidy.

A 'family and friends' box was available for patients to provide comments and feedback using standard slips, and staff advised us that they had a soft target of collecting 20 completed forms a month. There was no complaints procedure available in the waiting area although this information was on the surgery's website.

During the visit, good communication between staff with patients was witnessed, with

the doctor and nurse personally calling patients in. It was noted that the reception area was quite small meaning that private conversations might be overheard but that the surgery provided a private space if required, although this facility could be better promoted.

## Overall evaluation of practice

The small number of patients who responded to our surveys gave the Haven Practice higher overall ratings compared to the averages from across Brighton and Hove.

<b>Overall rating of surgery</b>	
<b>Rating on 1-10 scale</b>	
Haven Practice	8.8
Brighton and Hove	7.9
<b>Satisfaction with GP practice</b>	
Haven Practice	91%
Brighton and Hove	79%
<b>Recommend practice to family and friends (FFT)</b>	
Haven Practice	100%
Brighton and Hove	86%

Great staff, great service - helpful.

Best GP service, brilliant staff. Have been coming all my adult life. Consistently good, helpful, caring. Excellent!

Would like doctor to run to time better / more often.

Always able to see someone if needed.



## Suggested facility improvements

1. The surgery should ensure that adult and child safeguarding information are always made available in the waiting area.
2. The surgery should provide information about its complaints procedure in the waiting area.
3. The surgery could better promote the facility which allows patients to have a private conversation away from the reception desk if required.

