

Hove Medical Centre

Service address: Hove Medical Centre, West Way, Hove, East Sussex, BN3 8LD

Date of surgery visit: 15th 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

Hove Medical Centre has 9,077 registered patients and has 5.33 FTE doctors, making a ratio of one doctor per 1,702 patients. This provision of doctors is considerably higher than the city average of one doctor per 2,394 patients.¹

Two of the five patients surveyed reported they were satisfied with the surgery.

Our visit rated the surgery as good in providing an environment for patients, giving it a score of 6.8 out of 10. However, there was room for improvement in organising the provision of health information for patients, improving access to the disabled toilets and decluttering the toilets themselves, and making it easier for patients to provide feedback to the surgery.



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

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

- **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

Hove Medical Centre has 9,077 registered patients and has 5.33 FTE doctors.

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

Hove Medical Centre's website advises that surgery opening hours were Monday 08.30am to 6.30pm, Tuesday to Friday 08.30am to 6.00pm. Opening hours for GP appointments vary each day for different doctors and no surgery appointments are available between 12.00pm to 3.00pm. The surgery as a whole is completely closed Monday, Tuesday and Thursday from 1.00pm to 2.00pm. The surgery is not open at weekends.

The surgery was working within Cluster 4 in Brighton and Hove at the time of the survey which also includes Benfield Valley Healthcare Hub, Links Road Surgery, Portslade Health Centre, Mike Oak Medical Centre, and Wish Park Surgery.

The surgery has a Patient Participation Group (PPG).

Findings

Accessibility

Four of the five patients surveyed took less than 15 minutes to get to the surgery. One patient took more than 30 minutes.

Satisfaction with current opening hours

One of the five patients surveyed was satisfied with opening hours offered by the surgery.



Booking appointments

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

		used
Online appointment booking	✓	22%
Online repeat prescription	✓	22%
Electronic prescriptions (sent to pharmacy)	✓	85%
Integrated pharmacy	✓	

Ease of booking appointments using different methods

Two patients responded to the question about the ease of making an appointment in person, and both had found this easy to do.

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

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

Ordering prescriptions online and getting test results by phone

Three patients indicated that they had ordered prescriptions online, and one said this had been easy.

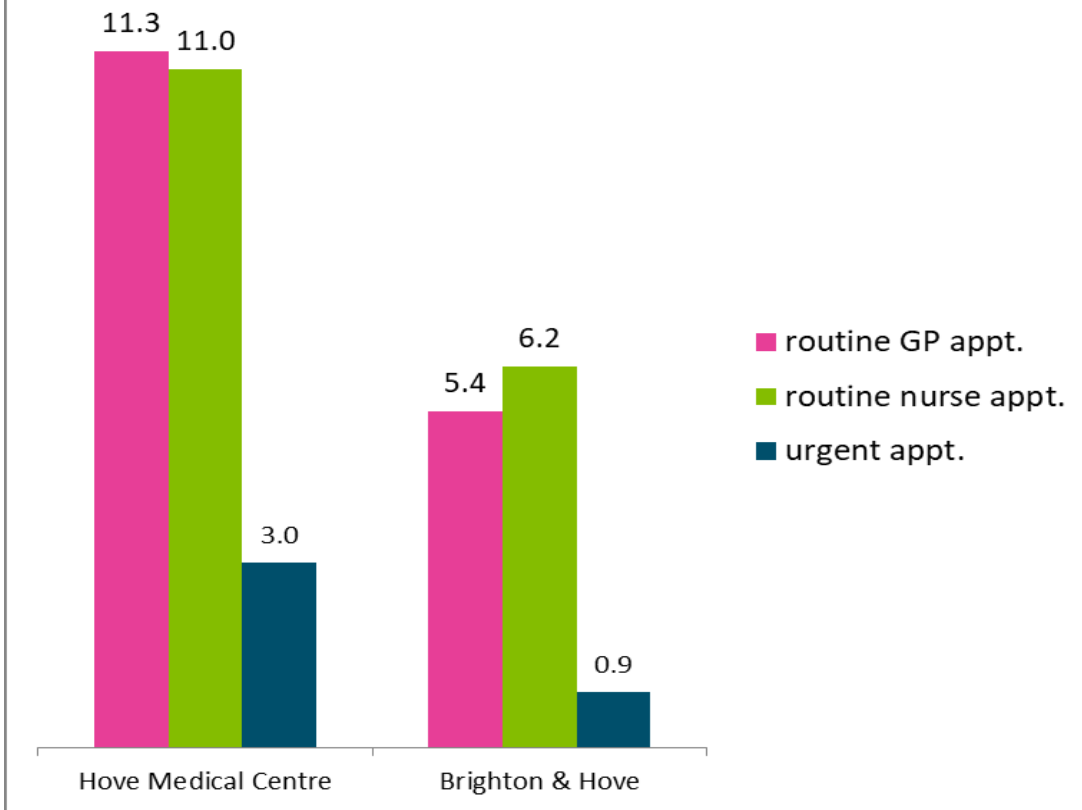
Four patients indicated that they had received test results by phone, and two of these said that this had been easy.

Wait between booking and attending appointments

Patients who responded to questions concerning the wait time for GP, nurse or urgent consultations indicated that they had to wait longer than the city-wide averages for these. The small number of patients who responded means that these findings are indicative only, rather than showing a definite trend.

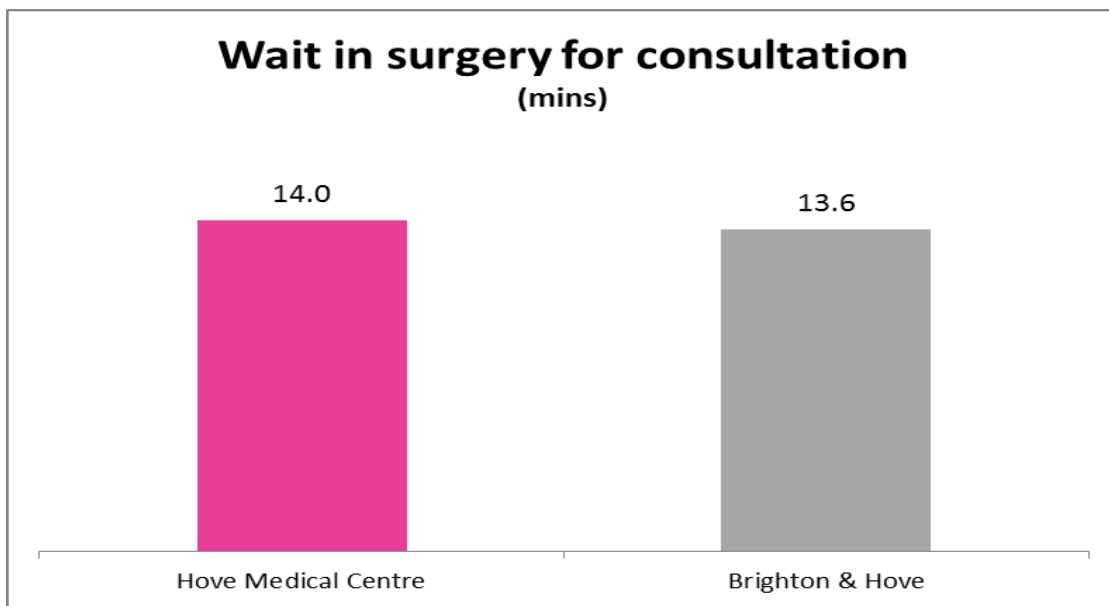
One out of four patients indicated that they were satisfied with either the wait times for routine GP or nurse appointments. Two out of three patients were satisfied with wait times for urgent appointments.

Days wait between booking and attending appointments



Wait at surgery

Hove Medical Centre surgery performed favourably in the average wait in the surgery for a consultation, with patients reporting an average wait of 14 minutes beyond their scheduled appointment time compared to the city average of 13.6 minutes.



Quality of care

Telephone consultations

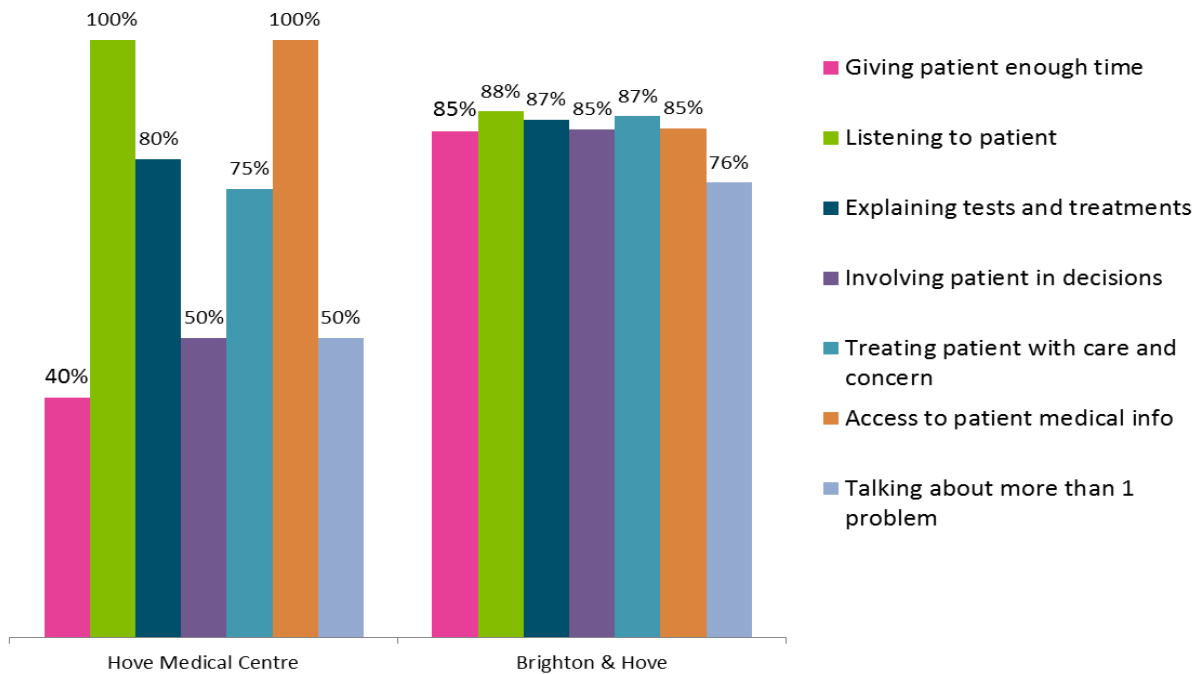
Four out of five patients said they had used telephone consultations to receive care. Two of these four patients reported that the consultation had met their needs.

Care provided at consultation

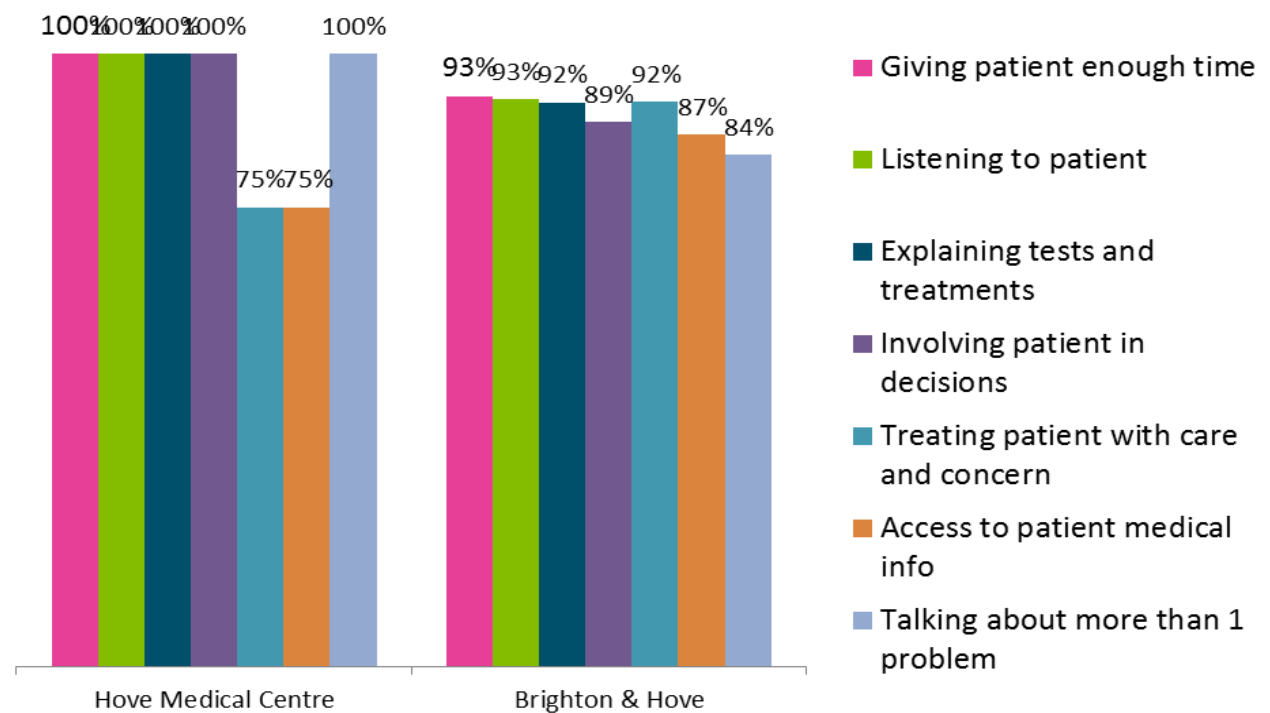
We asked patients to rate their experiences of the care they had received at Hove Medical Centre. The small number of patients who responded gave mixed responses when asked about the quality of GP care. They scored them well above city averages for two criteria (listening to patient and access to patient medical information) but scored them lower than the city averages for a further three criteria.

When asked about the quality of nursing care, all of those who responded reported that this was 'good' quality across seven standard criteria. Overall, the average quality score was 71% for GP consultations which is lower than the average for the city of 85%. The average quality score was 93% for nurse consultations which is higher than average for the city (90%).

Quality of care in GP consultation



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 higher than the averages for the city. There was particularly high awareness of bowel, breast and cervical screening, as well as services to help quit smoking. There was low awareness of NHS health checks for 40-74 year olds with one out of five patients indicating that they were aware of this service.

Environment

Our visit rated the surgery as good in providing an environment for patients with some room for improvement, giving it a score of 6.8 out of 10.

Within the waiting area we observed a good selection of comfortable seating which were also in good condition. An automated system advised patients when it was their turn to see a doctor, although it may be beneficial to patients if the speed at which this updated was slowed down slightly. There was no facility providing drinking water for patients.

It was considered that signage to the disabled toilet could be improved. Accessibility could also be improved as at the time of our visit the disabled toilet was only accessible through a set of double doors which were not automated, and this could present difficulties for some patients. The disabled toilet itself would also benefit from some improvements. At the time of our visit it was cluttered which might cause difficulties for some wheelchair users. The toilet bowl was low down and there was no raised toilet seat; however there were drop down arm rests. Due to the small size of the toilet it was considered impossible for a carer to assist a person whilst inside.

On the day of our visit two large designated information boards were seen, but these were largely empty. There was no information seen about the surgery's Patient Participation Group (PPG). It was noted that a TV screen was not in use.

Information for patients to make a complaint or provide feedback was available, although how this was provided, and the ease with which patients were able to provide

feedback could both be improved. For example, it was noted that available literature directed patients to speak to the practice manager or ask for a copy of the surgery's complaints procedure. During our visit we noted one of the Doctors conducting his own patient survey.

During the visit, good communication between staff with patients was witnessed and staff were friendly and helpful. The screen around reception would help to ensure that conversations could not be overheard.

Overall evaluation of practice

The small number of patients who responded to our surveys gave it lower overall ratings compared to the averages from across Brighton and Hove. As we only have responses from five patients then these findings are not statistically robust and should only be considered as broad indications.

Overall rating of surgery

Rating on 1-10 scale

Hove Medical Centre	5.6
Brighton and Hove	7.9

Satisfaction with GP practice

Hove Medical Centre	40%
Brighton and Hove	79%



Recommend practice to family and friends (FFT)

Hove Medical Centre	40%
Brighton and Hove	86%

“ I am treated politely and professionally by all the staff. ”

“ There is very little privacy in the waiting area and this is despite

attempts to improve it. 

 I am aware that the surgery failed the CQC inspection and I think they have made some improvements to the reception area and the appointment system. I like that you can ring and get an appointment on the same day. 

 Excellent service from all the staff. 

Suggested facility improvements



1. The surgery could improve the provision, suitability and content of patient information in the waiting area.
2. The surgery should ensure that drinking water is made available in the waiting area.
3. The surgery could consider improving access to the disabled toilet.
4. The surgery could improve the current system for patients to provide feedback, so that patients do not have to speak to a staff member, or ask for further guidance.

