

# Hove Park Villas surgery

**Service address:** Hove Park Villas surgery, 18 Hove Park Villas, Hove BN3 6HG

**Date of surgery visit:** 30<sup>th</sup> 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 Park Villas Surgery	Brighton & Hove	
<b>Satisfaction</b>			
Overall surgery rating (1-10)	7.2	7.9	
Would recommend surgery to friend/family member	81%	87%	
<b>Quality of care</b>			
No. patients per doctor	2042	2394	
Overall quality of care - GP	82%	85%	
Overall quality of care - nurse	96%	90%	
<b>Booking appointments</b>			
Wait between booking and attending routine GP appointment	8.6 days	5.4 days	
Wait between booking and attending urgent appointment	0.6 days	0.9 days	
<b>Opening hours</b>			
Satisfaction with opening hours	68%	72%	

Hove Park Villas surgery has 4309 registered patients and has 2.11 FTE doctors, making a ratio of one doctor per 2042 patients. This provision of doctors is higher than the city average of one doctor per 2394 patients.<sup>1</sup>

Patients rated the surgery at 7.2 out of 10 which was slightly lower than the city average of 7.9.

Results from the patient survey indicated the quality of nurse care as an area of strong performance, whereas the difficulty in making appointments by phone, longer than average waiting times for appointments, and the some aspects of the quality of GP care were identified as less strong areas of performance compared to other surgeries in the city.

Our visit rated the surgery as good in providing an environment for patients, giving it a score of 8.4 out of 10. In general the practice makes good use of the space available, ensuring a clean and comfortable space for patients. Staff were all welcoming, friendly and calm. There were a couple of areas where small improvements could be made.

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

Overall, the surgery was found to be performing slightly less 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 39 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

Hove Park Villas surgery has 4309 registered patients and has 2.11 FTE doctors, making a ratio of one doctor per 2042 patients.

The surgery was accepting new patients at date of research.

Practice opening times were from 8.30am to 1.00pm and 3.00pm to 6.00pm every week day.

There were no evening or weekend surgeries.

The surgery was working within Cluster 6 in Brighton and Hove which also includes Charter Medical Centre, Trinity Medical Centre, Brighton and Hove Wellbeing Centre and Matlock Road Surgery.

The surgery does not have a Patient Participation Group (PPG).

We noted that unlike other practices in the city Hove Villas did not have a working web site (there was a message on the site saying that it was under construction), and at time of writing this report the site was still not live. Well designed and up to date web sites are an increasingly important way to provide information and advice to patients. The absence of a web site reduces the accessibility of the practice to many patients who routinely use the Internet to get health information.

## Findings



### Accessibility

The average time taken to get to the surgery was 11.7 minutes, which was slightly less than the average for Brighton and Hove. Only a small proportion of patients, 6%, had to take more than 30 minutes, similar to the city average.

### Surgery accessibility

#### Average time taken to get to surgery

Hove Park Villas Surgery	11.7 mins
Brighton & Hove	12.6 mins

#### % that took more than 30 minutes

Hove Park Villas Surgery	6%
Brighton & Hove	4%

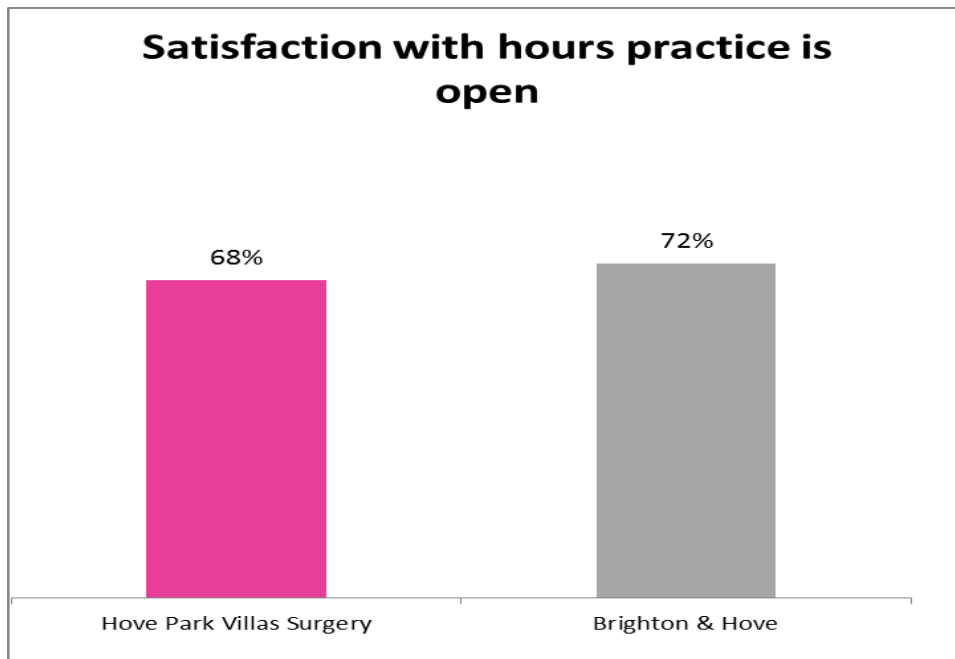


### Opening hours

Practice opening times were from 8.30am to 1.00pm and 3.00pm to 6.00pm every week day. There were no evening or weekend surgeries.

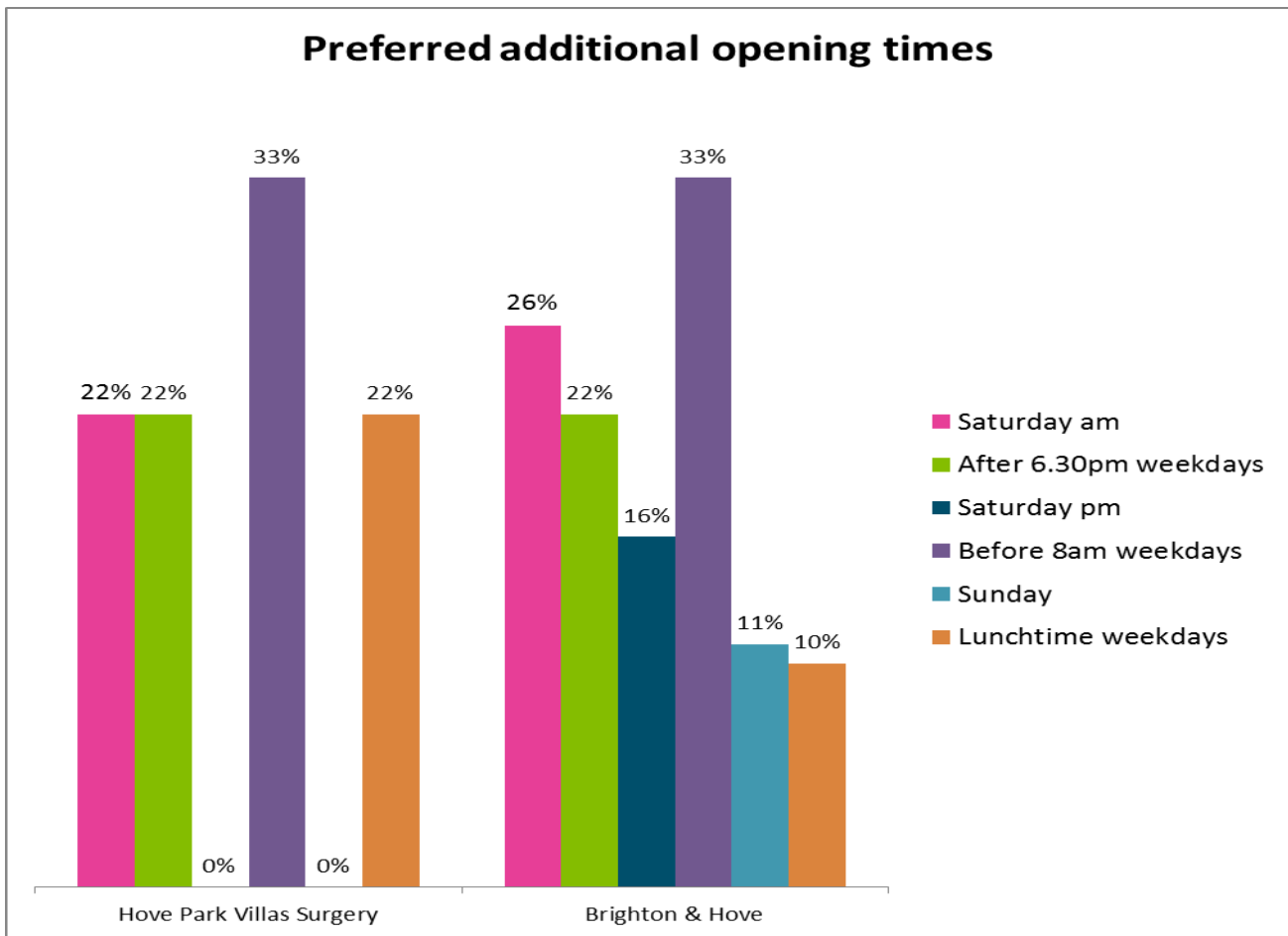
### Satisfaction with current opening hours

Patients were fairly satisfied (68%) with opening hours offered by the surgery, a slightly lower satisfaction rate than the city as a whole.



### Preferred additional hours if not satisfied

For the patients who were less satisfied with existing opening hours, the most popular additional opening hours proposed were before 8am and at lunchtimes and evenings on weekdays, as well as Saturday mornings.



### Booking appointments

The surgery offered most standard methods of booking an appointment and electronic facilities for making prescriptions but not an online repeat prescription service.

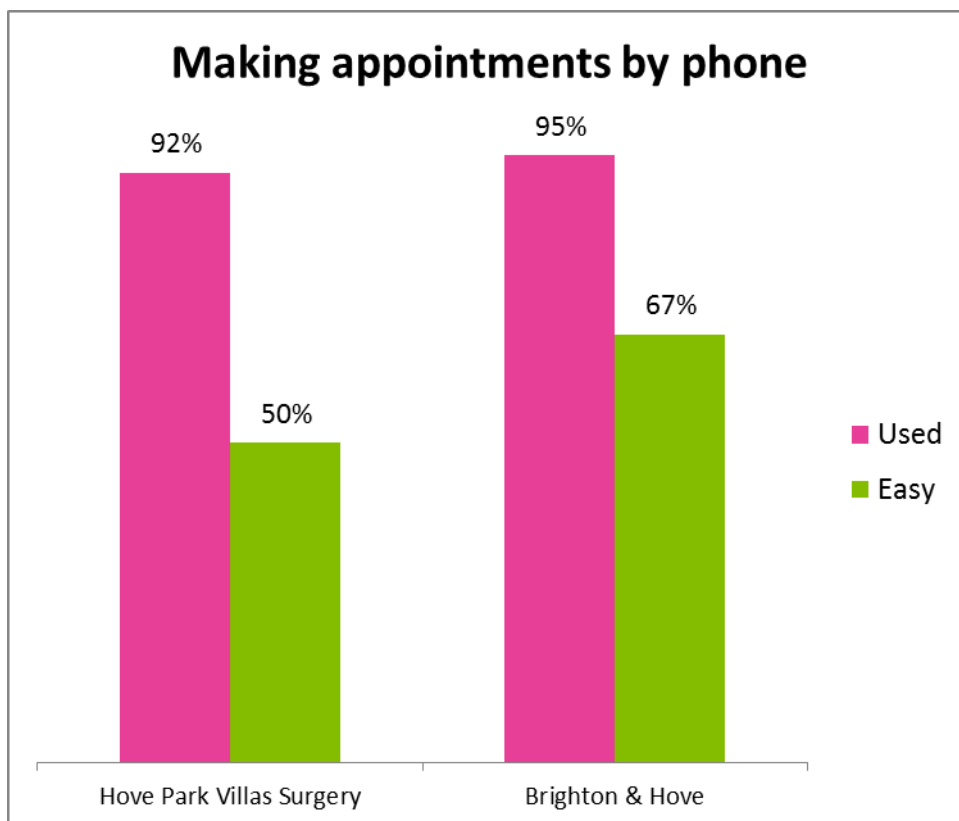
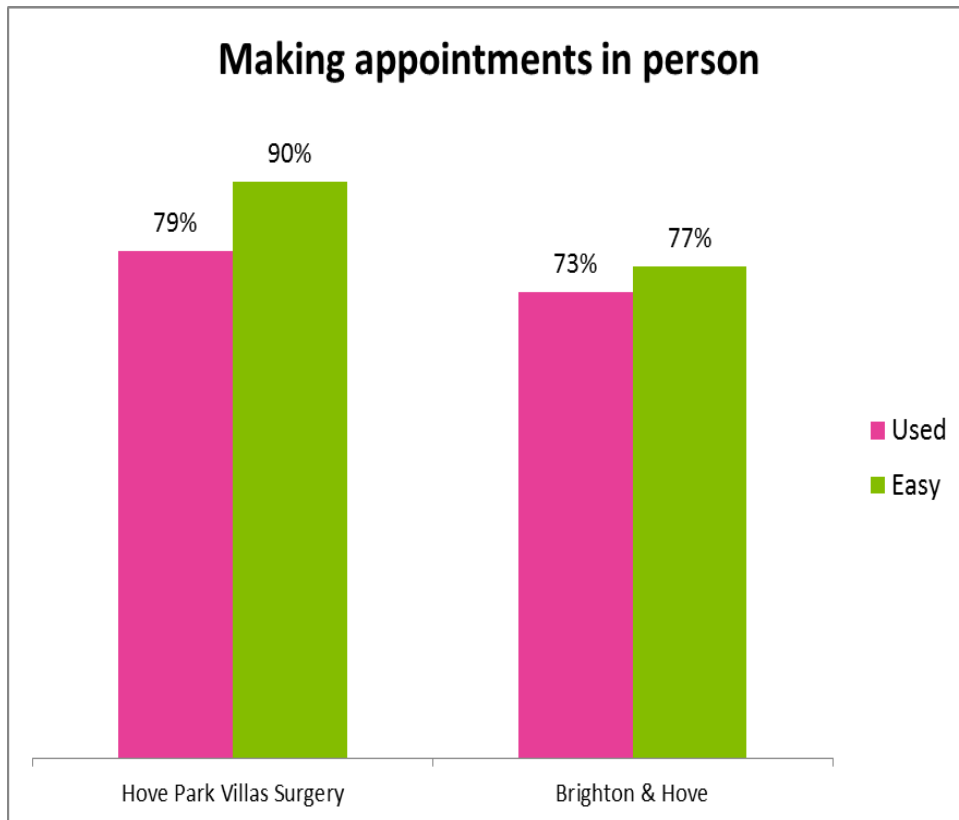
Online appointment booking	✓
Online repeat prescription	✗
Electronic prescriptions (sent to pharmacy)	✓
Integrated pharmacy	✓

### Ease of booking appointments using different methods

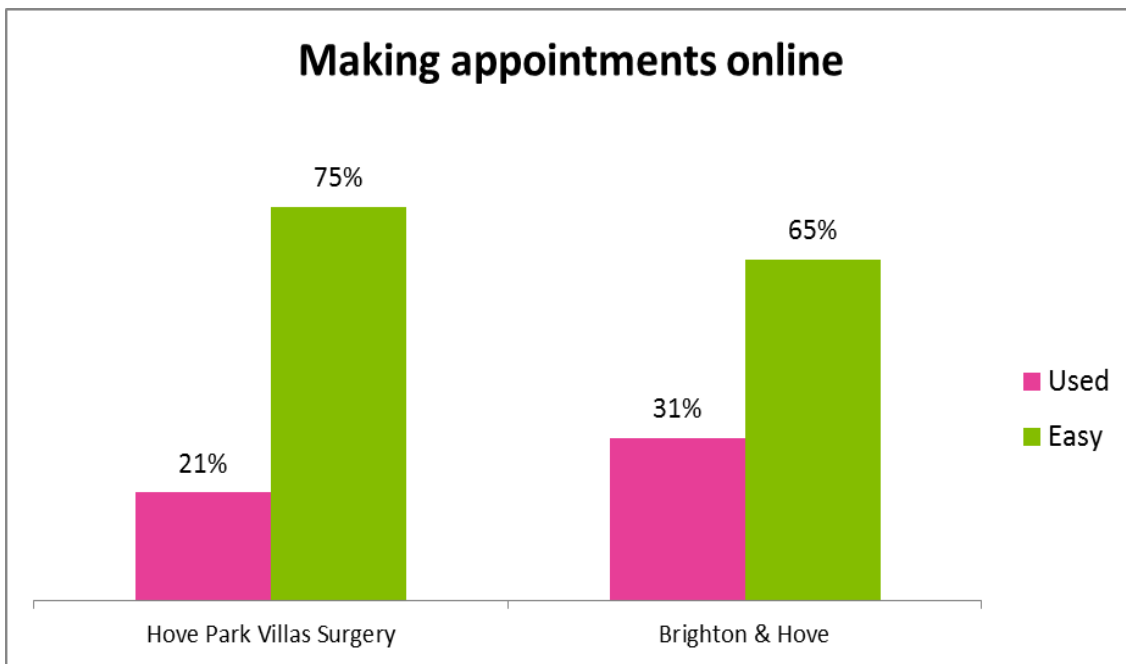
Using data from the Patient survey we assessed the proportion of patients who had used and found 'easy' to use different methods of booking appointments.

A high proportion of patients who had made an appointment in person reported that it had been 'easy' to do so (90%), a significantly higher percentage than the average for Brighton and Hove (77%). However, a much lower proportion of those who had made an appointment by phone (50%) reported that making an appointment this way was 'easy', which was significantly

lower than the average for the city (67%).



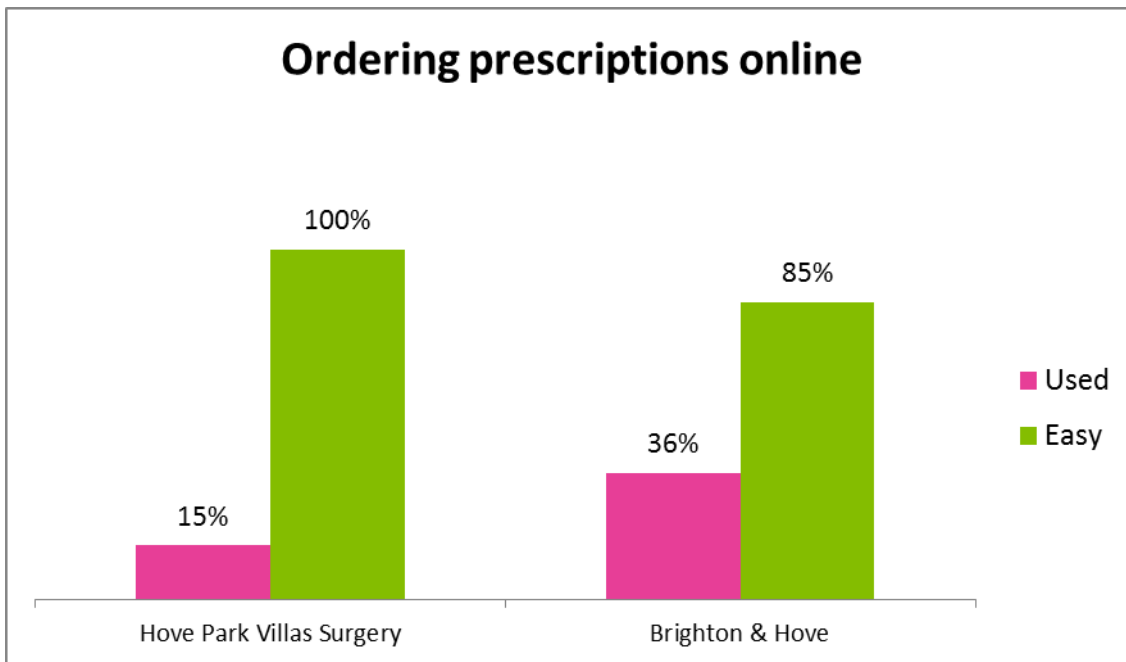
### Making appointments online



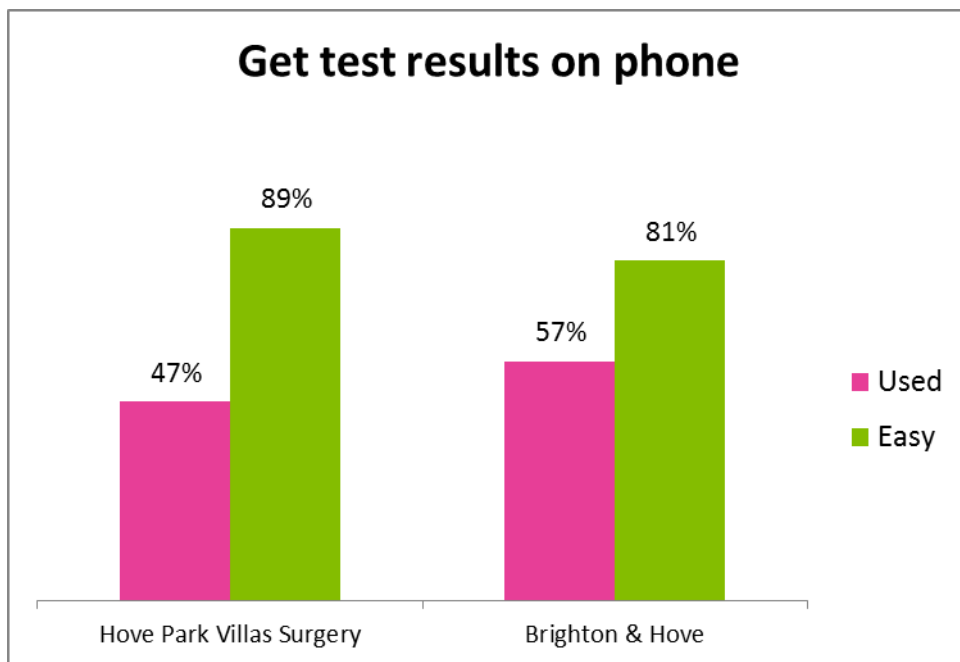
### Ordering prescriptions online and getting test results by phone

A large majority of patients who had used these services reported the experience had been 'easy', and the surgery had higher levels of satisfaction than the city average.

### Ordering prescriptions online



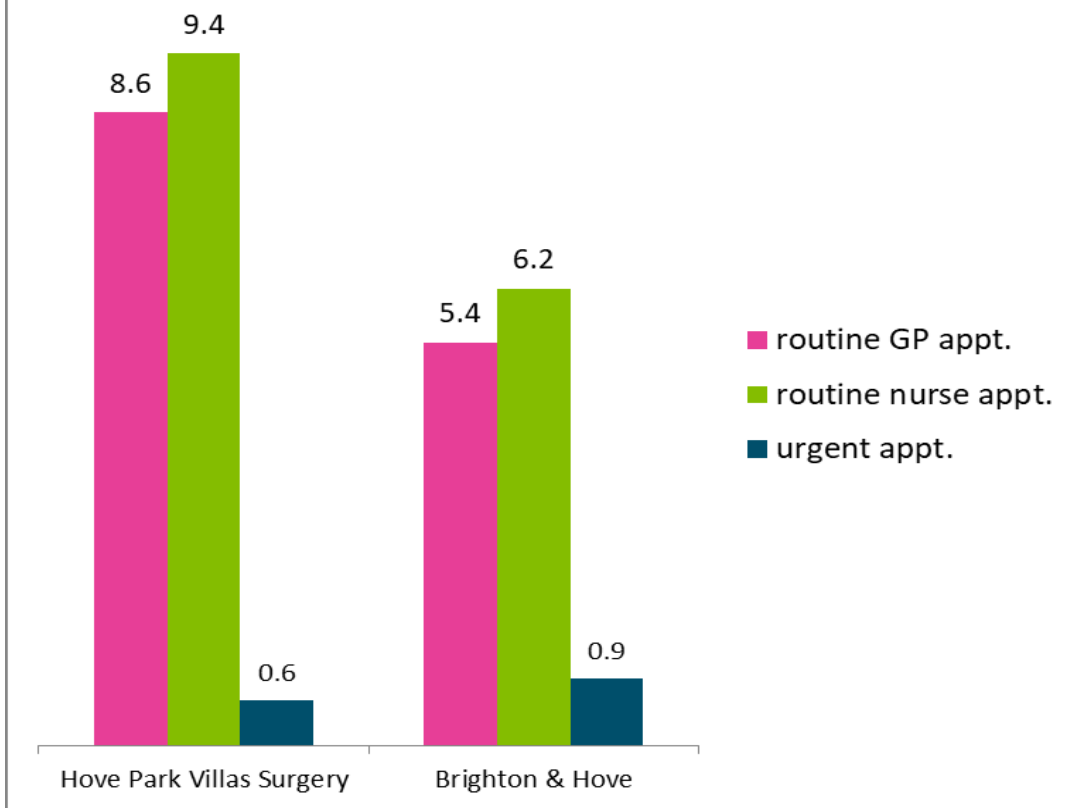


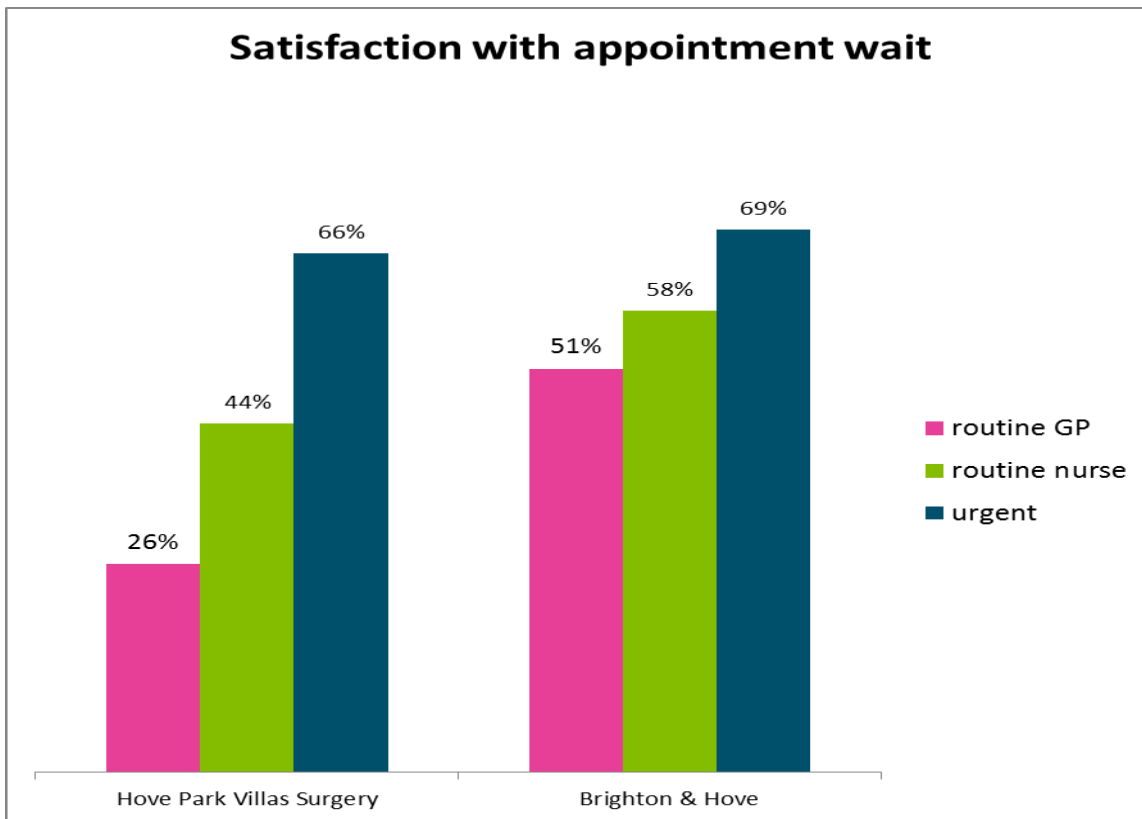


### Wait between booking and attending appointments

The days wait between booking and attending routine GP and nurse appointments were significantly (around three days) longer than the city average. Average waits for urgent appointments were, however, lower than the city average. This mixed performance is reflected in satisfaction levels, with substantially lower than average figures for both types of routine appointment. The percentage of patients who were satisfied with the wait times for routine GP appointments was only 26% compared with the average for Brighton and Hove as a whole of 51%, and for routine nurse appointments the satisfied percentage was only 44% compared to the city average of 58%. Satisfaction levels for urgent appointments were in line with the average for the city.

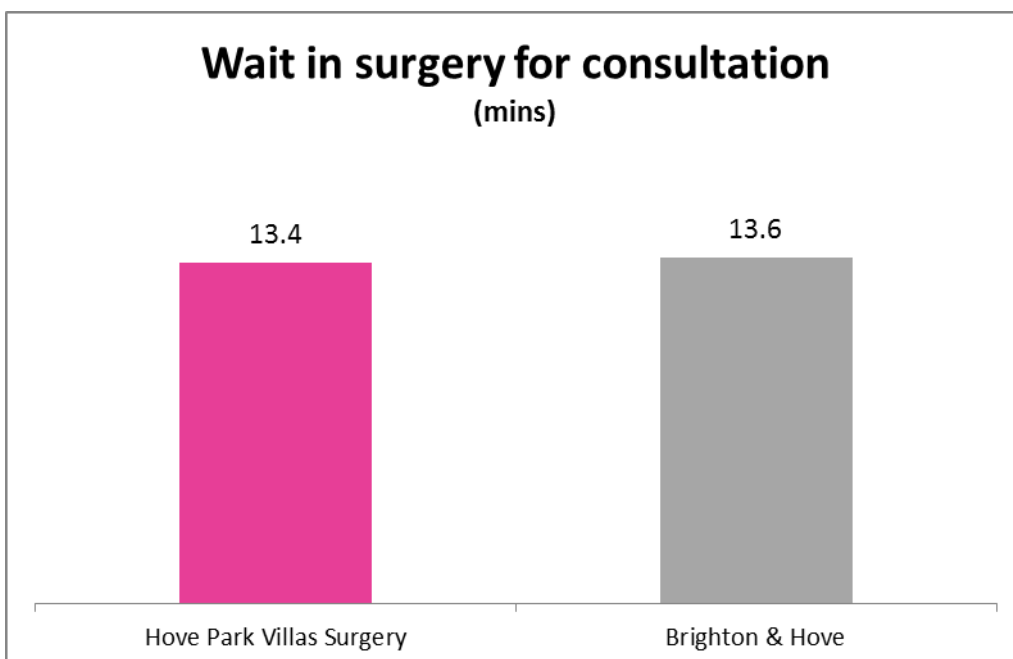
## Days wait between booking and attending appointments





### Wait at surgery

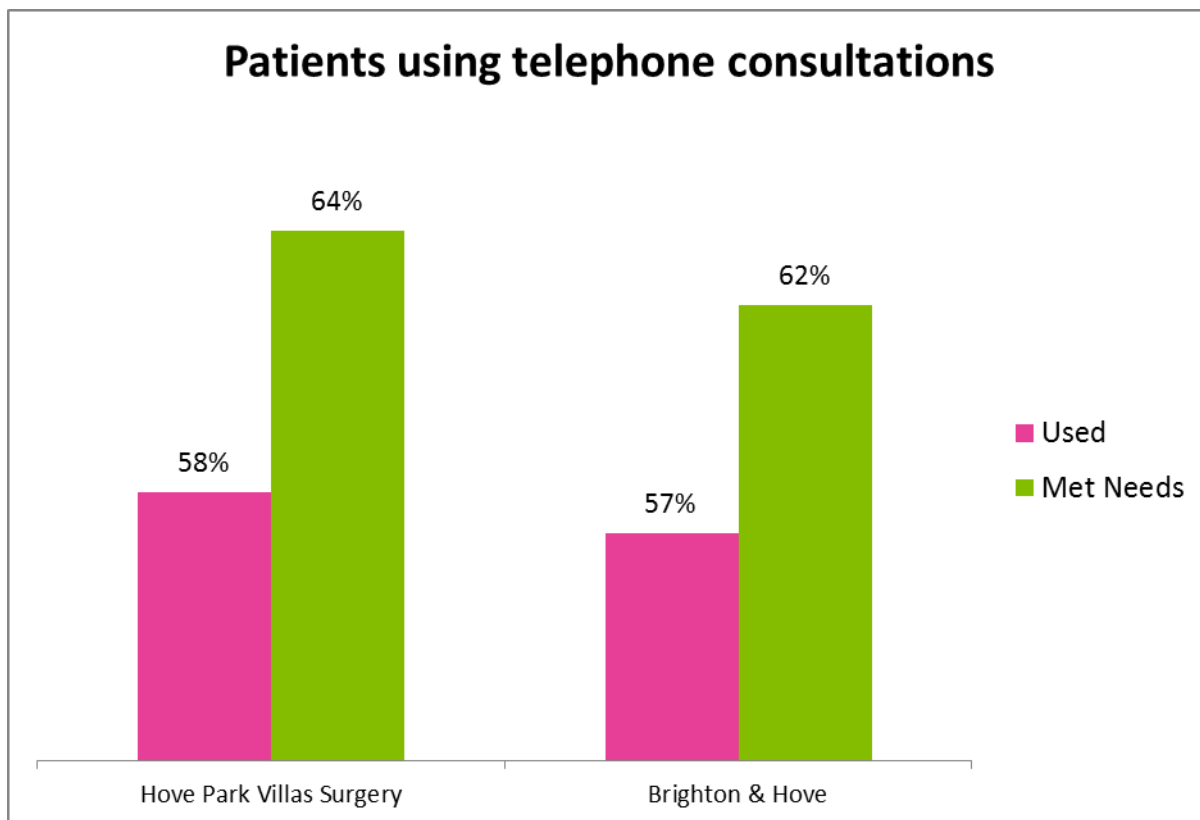
Average patient wait times in the surgery for the consultation were similar to the average for the city, at 13.4 minutes compared to the city average of 13.6 minutes.



## Quality of care

### Telephone consultations

Over half of patients at the surgery had used telephone consultations in place of or in addition to face to face consultations. Nearly two-thirds 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 at least as well as the average for the city, and providing effective consultations for patients when these are employed.

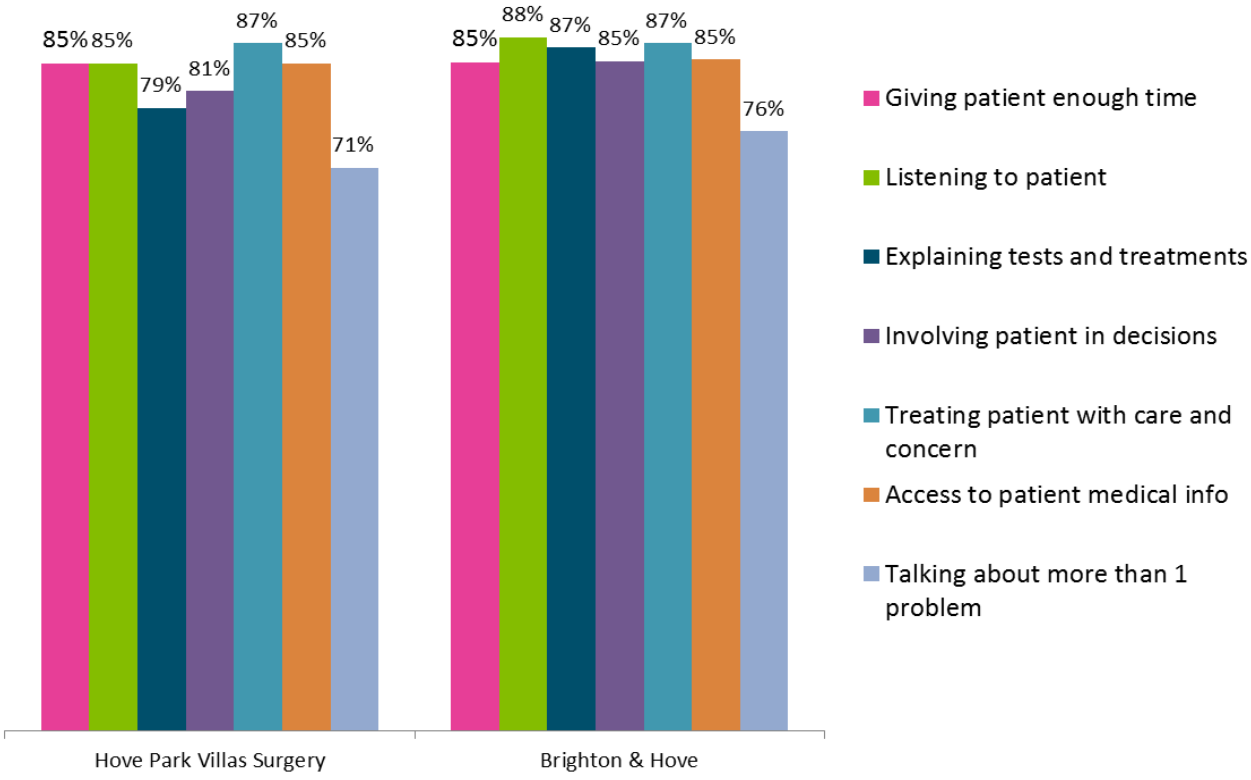


### Care provided at consultation

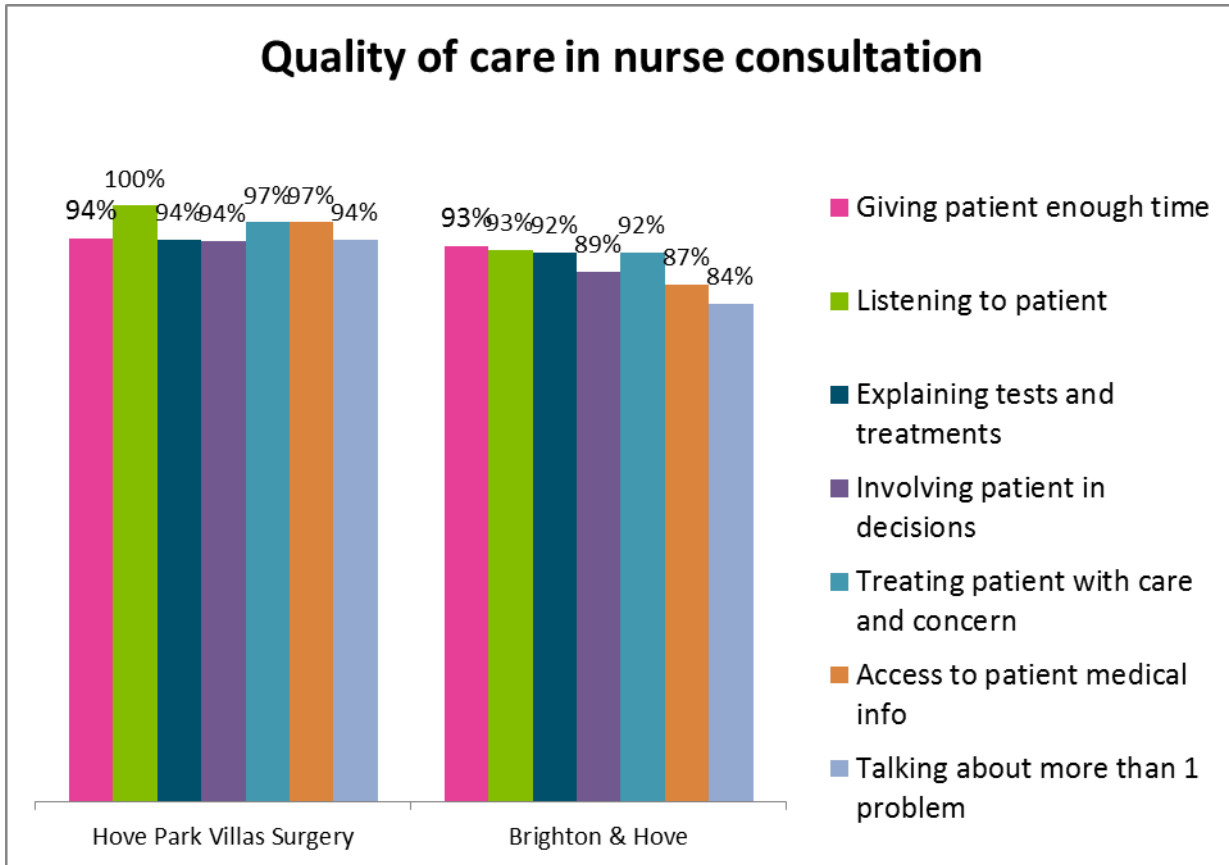
A fairly high proportion of patients reported 'good' quality of care across seven standard criteria. The average quality score was 82% for GP consultations similar to the average of 85% for Brighton and Hove.

For nurse consultations the average quality score was 96% for nurse consultations, which was significantly higher than the city average, scoring higher in all categories, such as "Talking about more than one problem" which scored 94% compared with the city average of 85%.

### Quality of care in GP consultation



## Quality of care in nurse consultation

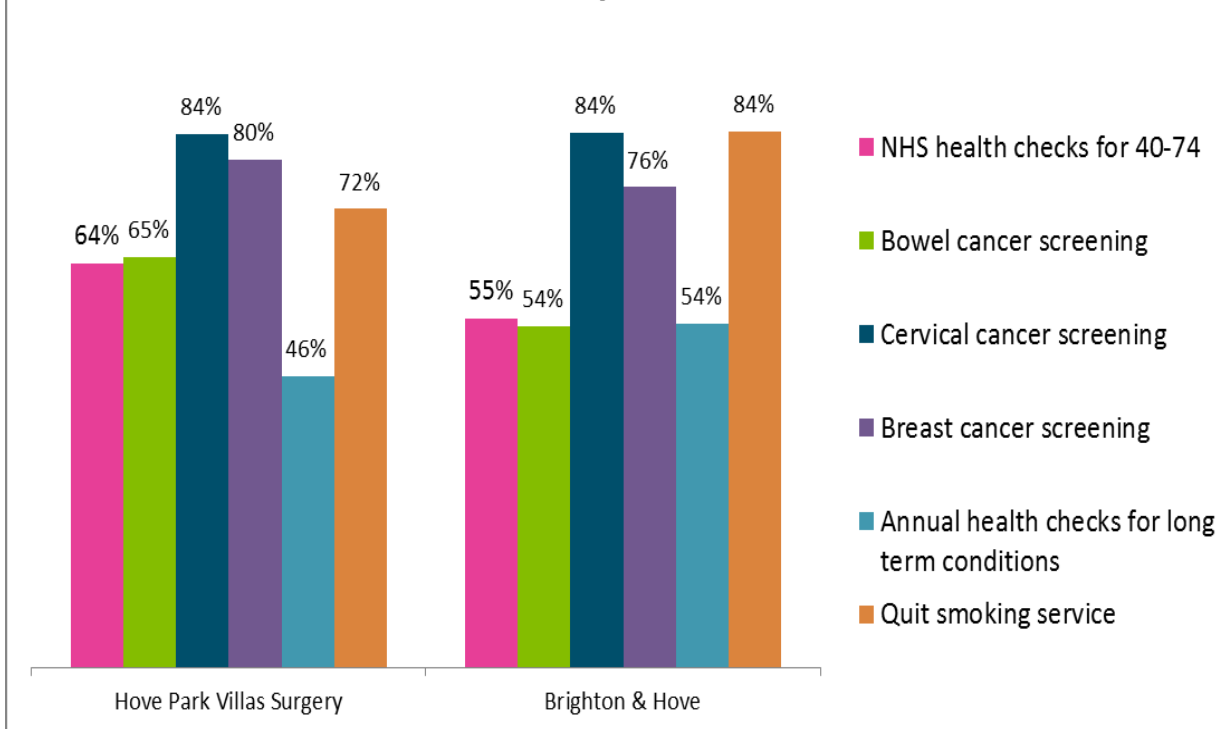


## Special GP services

### Awareness of special services

Patient awareness of special services was higher than the average for the city in relation to NHS health checks for 40-74 year olds (64% vs 55%) and Bowel screening (65% vs 54%), but was somewhat lower in relation to Annual health checks for long term issues (46% vs 54%) and Quit smoking service (72% vs 84%).

## Awareness of special GP services



## Environment

Our visit rated the surgery as good in providing an environment for patients with some room for improvement, giving it a score of 8.4 out of 10.

The surgery was well appointed and compact, located in a quiet residential area. All patient-accessible areas, including a single waiting area, were on the ground floor

Staff were all welcoming, friendly and calm. Music was played in the waiting area which helped to keep conversations at reception confidential. The waiting areas were compact but comfortable, and the practice made good use of the limited space available for appropriate healthcare notices and leaflets.

The toilet next to the reception area was equipped for disabled patients but we noted that there was no alarm pull cord or button for disabled patients to use in case of emergency. We noted that the majority of the electricity sockets in patient areas were covered over with socket protectors, contrary to NHS guidance on this matter issued in 2016.

## Overall evaluation of practice

Overall, patients were generally positive in their overall evaluation of the surgery. In some measures the surgery was rated slightly higher than the average for the city, in other measures, such as relating to making and waiting for appointments, somewhat lower.

<b>Overall rating of surgery</b>	
<b>Rating on 1-10 scale</b>	
Hove Park Villas Surgery	7.2
Brighton and Hove	7.9
<b>Satisfaction with GP practice</b>	
Hove Park Villas Surgery	83%
Brighton and Hove	79%
<b>Recommend practice to family and friends (FFT)</b>	
Hove Park Villas Surgery	81%
Brighton and Hove	86%

“ Nice doctor who talks to me about options and involves me in the decision making around my treatment. Never usually wait long for an appointment, and staff are helpful. ”

“ Difficult to get a routine appointment. Not enough time allocated for appointment which leaves it feeling rushed ”





## Key Recommendations

- 1.Reduce wait times between booking and attending an appointment.
- 2.Make telephone booking system easier to use.
- 3.The practice should have website providing accessible information about the practice.
- 4.A Patient Participation Group (PPG) should be created so that patient representatives can have a closer involvement in the development of services.



## Suggested facility improvements

- 5.An alarm pull cord or button should be installed in the patient toilet for alerting staff to patients having difficulty.
- 6.Protector devices on electric sockets in patient areas should be removed in line with NHS guidance.

