

Mile Oak Medical Centre

Service address: Mile Oak Medical Centre, Chalky Road, Portslade,
Brighton, BN41 2WF

Date of surgery visit: 22nd 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

| | Mile Oak Medical Centre | Brighton & Hove | |
|---|-------------------------|-----------------|--|
| Satisfaction | | | |
| Overall surgery rating (1-10) | 8.5 | 7.9 | |
| Would recommend surgery to friend/family member | 92% | 87% | |
| Quality of care | | | |
| No. patients per doctor | 2498 | 2394 | |
| Overall quality of care - GP | 94% | 85% | |
| Overall quality of care - nurse | 94% | 90% | |
| Booking appointments | | | |
| Wait between booking and attending routine GP appointment | 4.4 days | 5.4 days | |
| Wait between booking and attending urgent appointment | 0.8 days | 0.9 days | |
| Opening hours | | | |
| Satisfaction with opening hours | 78% | 72% | |

Mile Oak Medical Centre has 8,035 registered patients and has 3.22 FTE doctors, making a ratio of one doctor per 2,498 patients. This provision of doctors is higher than the same as the city average of one doctor per 2,394 patients.

Patients rated the surgery at 8.5 out of 10 which was higher than the city average of 7.9.

Results from the survey indicated that the vast majority of patients were satisfied with the services they had received as well as with the quality of care that they received. The survey results indicated that the surgery could improve the average wait time in the surgery for consultations and do more to promote awareness of NHS health checks for 40/74 year olds and bowel cancer screening. The surgery might benefit from encouraging more patients to use services which have relatively low take up but which received favourable patient reaction e.g. online booking and prescription systems.

Our visit rated the surgery as very good in providing an environment for patients, giving it a score of 9.2 out of 10. We did not make any key recommendations with regards to improving the environment.

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 96 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

Mile Oak Medical Centre has 8,035 registered patients and has 3.22 FTE doctors, making a ratio of one doctor per 2,498 patients. The surgery was accepting new patients at the date of research.

Surgery opening hours were Monday to Friday: 8:30am-18:00pm. It is closed 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, Hove Medical Centre, Benfield Valley Healthcare Hub and Wish Park Surgery.

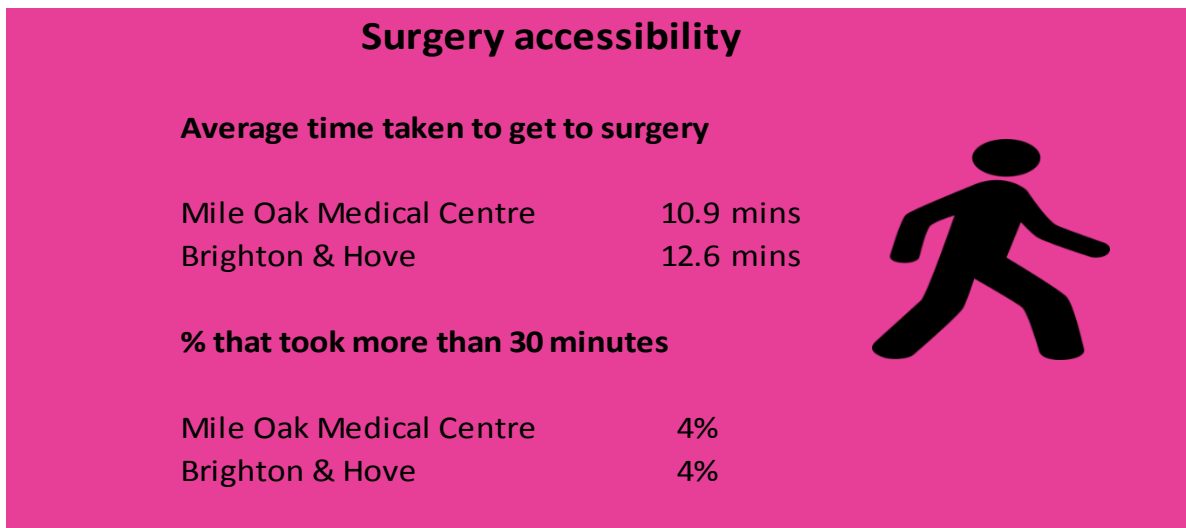
The surgery has a PPG which has been running since August 2007.



Findings

Accessibility

The average time taken to get to the surgery was 10.9 minutes, which was lower than the average for Brighton and Hove of 12.6 minutes. Just 4% of the respondents to our survey reported having to take more than 30 minutes to reach Mile Oak Medical Centre.

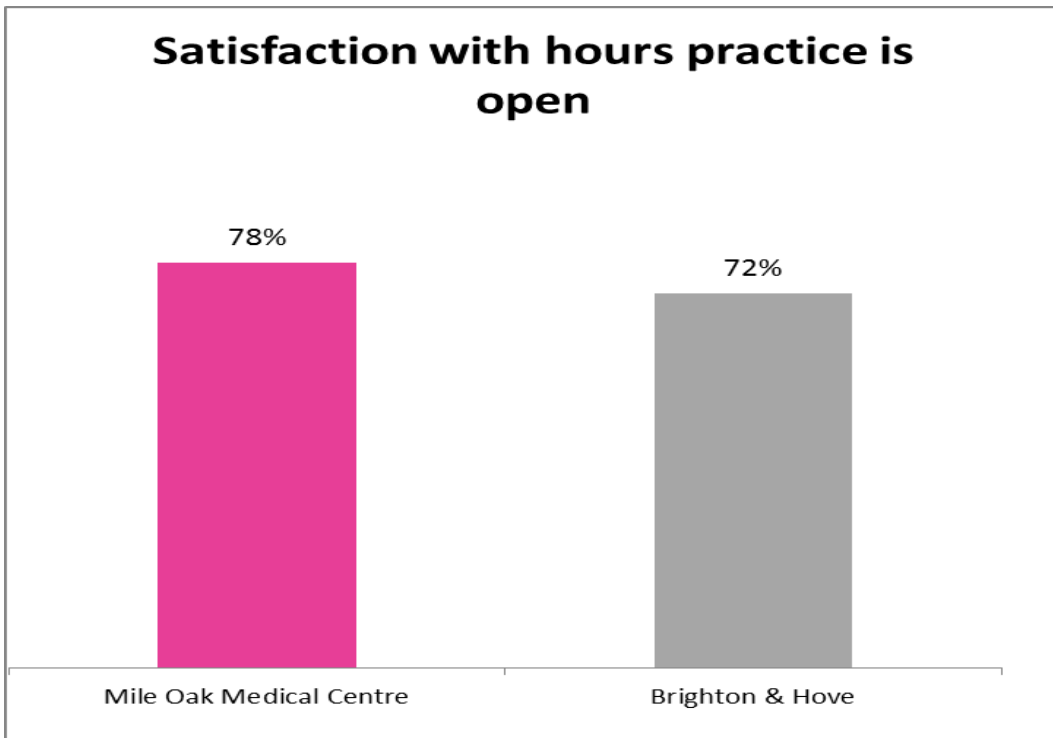


Opening hours

Surgery opening hours were Monday to Friday: 8:30am-18:00pm. It was closed at weekends.

Satisfaction with current opening hours

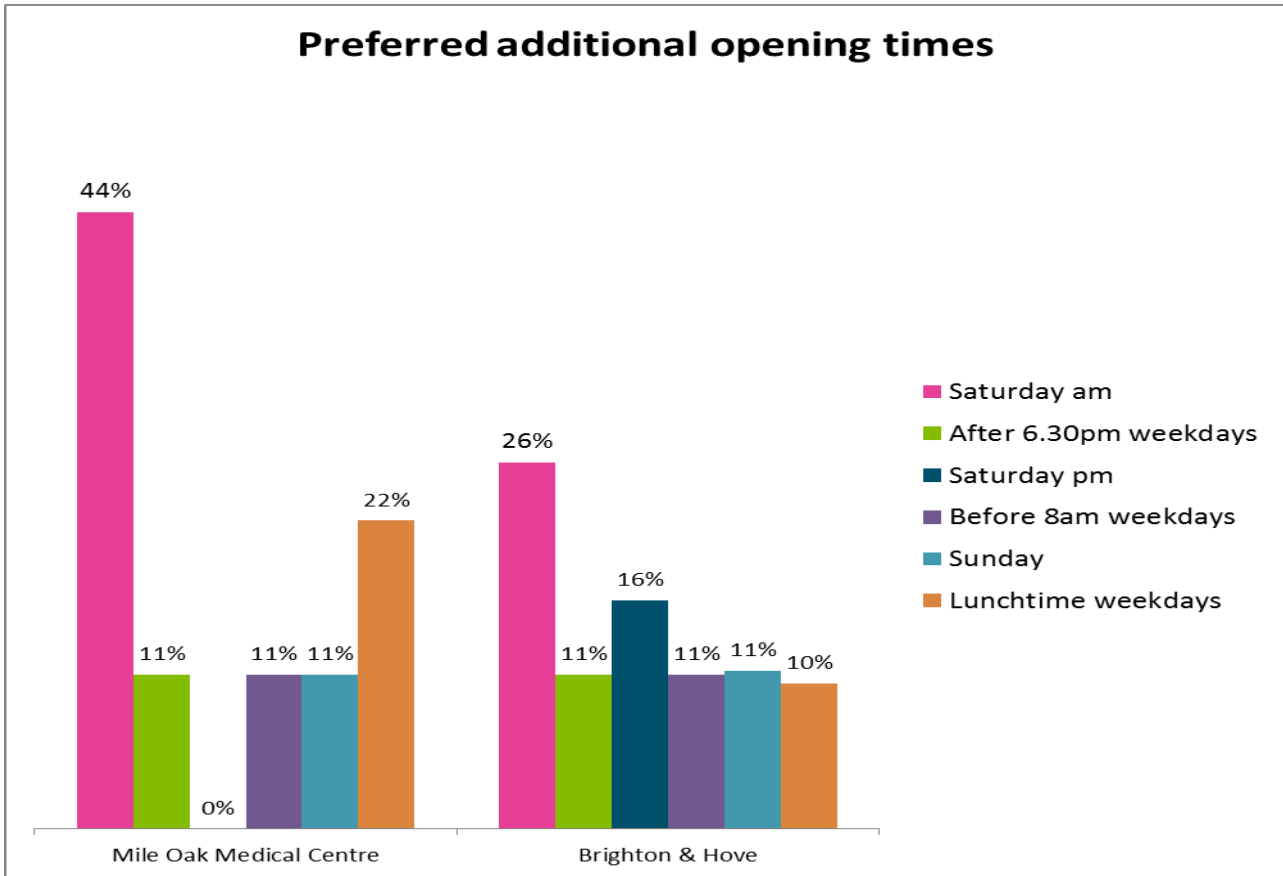
The majority of patients were satisfied (78%) with opening hours offered by the surgery. This is a higher level of satisfaction than the city average (72%).



Preferred additional hours if not satisfied

For those patients who were not satisfied with existing opening hours, the most popular additional opening hours proposed were Saturday mornings and lunchtimes on weekdays. The percentages of respondents who supported these two additional options were significantly higher than the city-wide averages.

Preferred additional opening times



Booking appointments

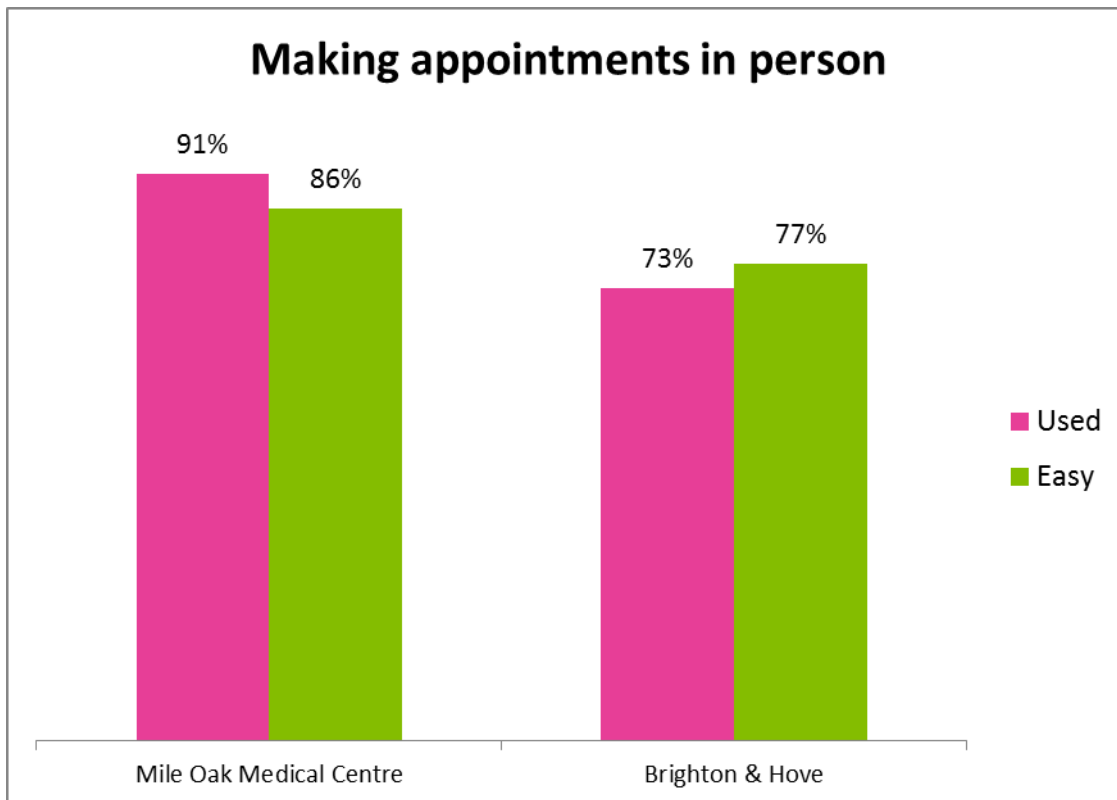
The surgery offered all standard methods of booking an appointment and electronic facilities for making prescriptions. Patient take-up of online appointment booking and repeat prescription services was low while considerably more patients used the electronic prescriptions (sent to pharmacy) service.

| | used |
|---|------|
| Online appointment booking | 20% |
| Online repeat prescription | 20% |
| Electronic prescriptions (sent to pharmacy) | 56% |
| Integrated pharmacy | |

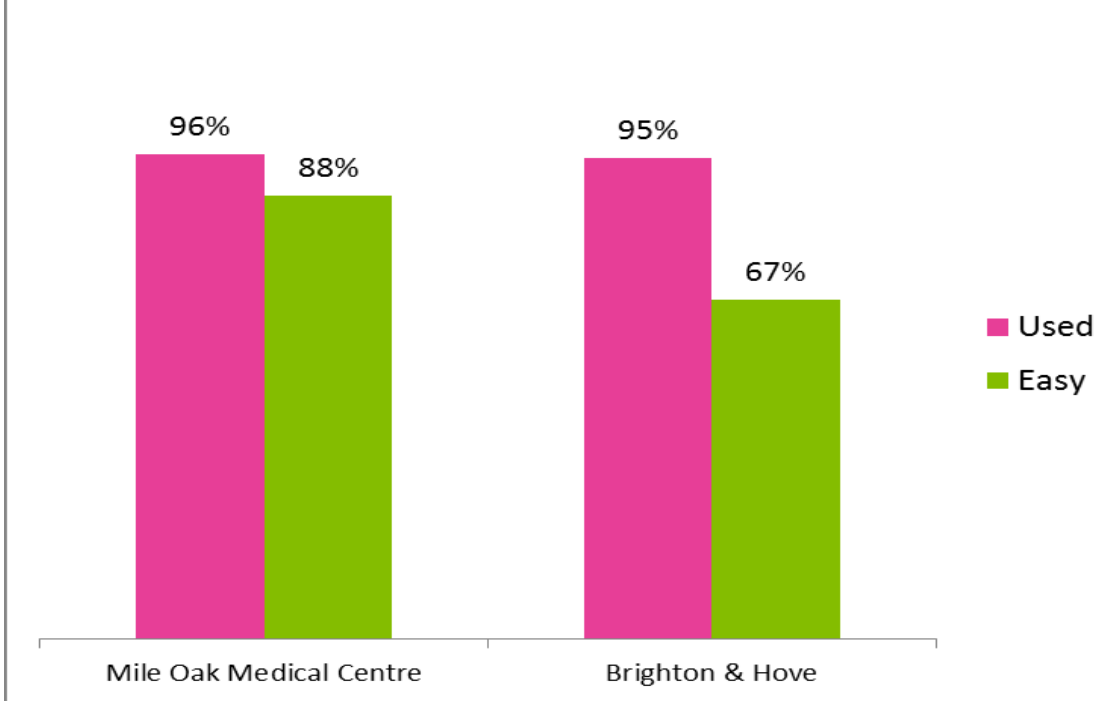
Ease of booking appointments using different methods

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

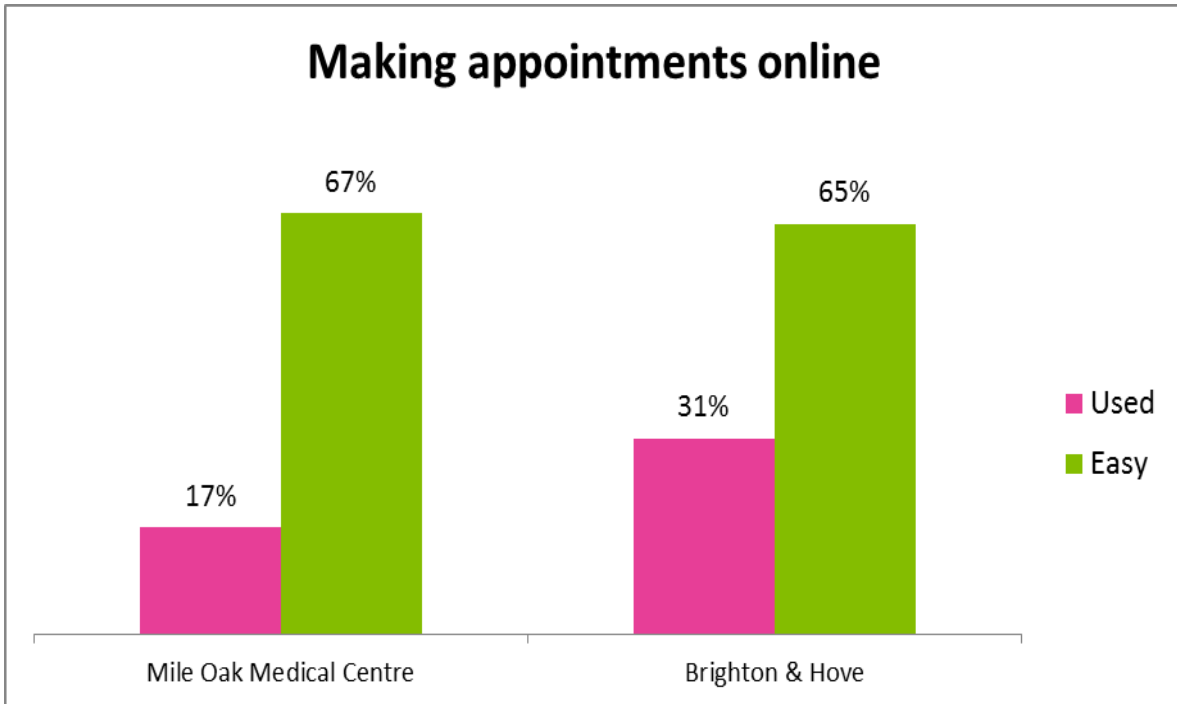
The vast majority of patients reported that making appointments in person (86%) and by phone (88%) had been 'easy'. Both of these percentages were higher than the city-wide averages.



Making appointments by phone



The percentages of patients using the online booking system (17%) were significantly lower than the city-wide average (31%). However, the percentage of these who found this service 'easy' to use (67%) was almost the same as the city-wide average (65%). These figures suggest the surgery could do more to encourage patients to make use of this service.



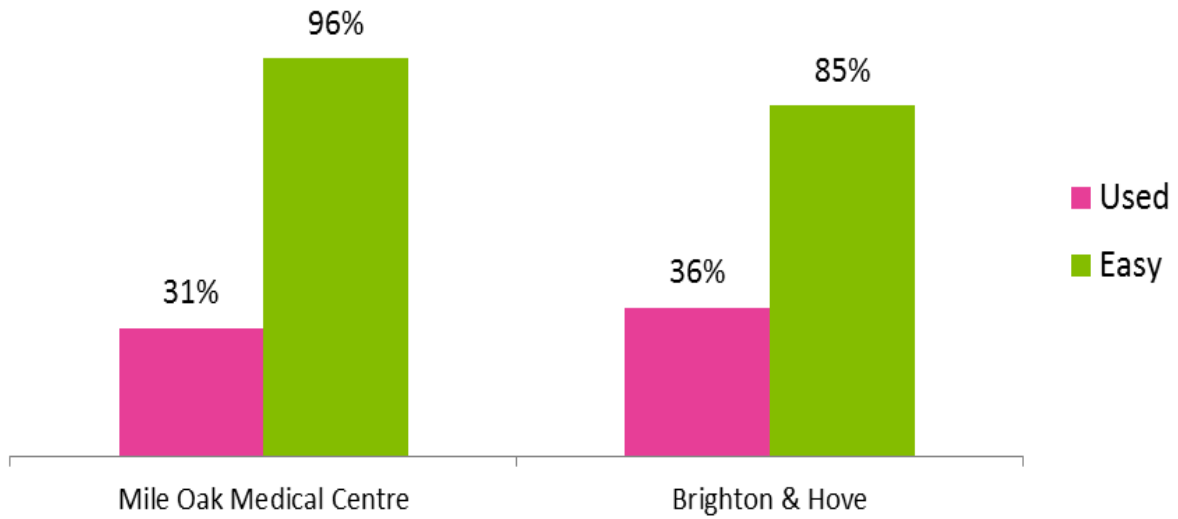
Ordering prescriptions online and getting test results by phone

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

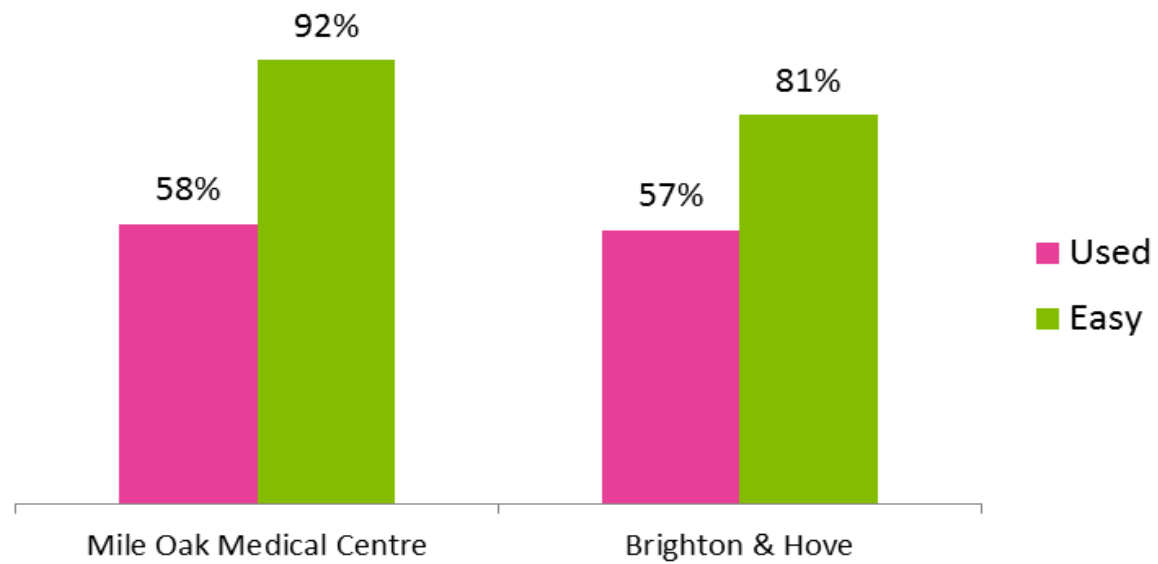
The number of patients who reported ordering their prescriptions online (31%) was lower than the city-wide average (36%) but a higher proportion had found this service 'easy' (96% compared with the city average of 85%).

The number of patients who reported having obtained test results by phone was about the same as the city-wide average (58% compared to 57%), but a higher proportion had found this service 'easy' (92% compared with the city average of 81%).

Ordering prescriptions online

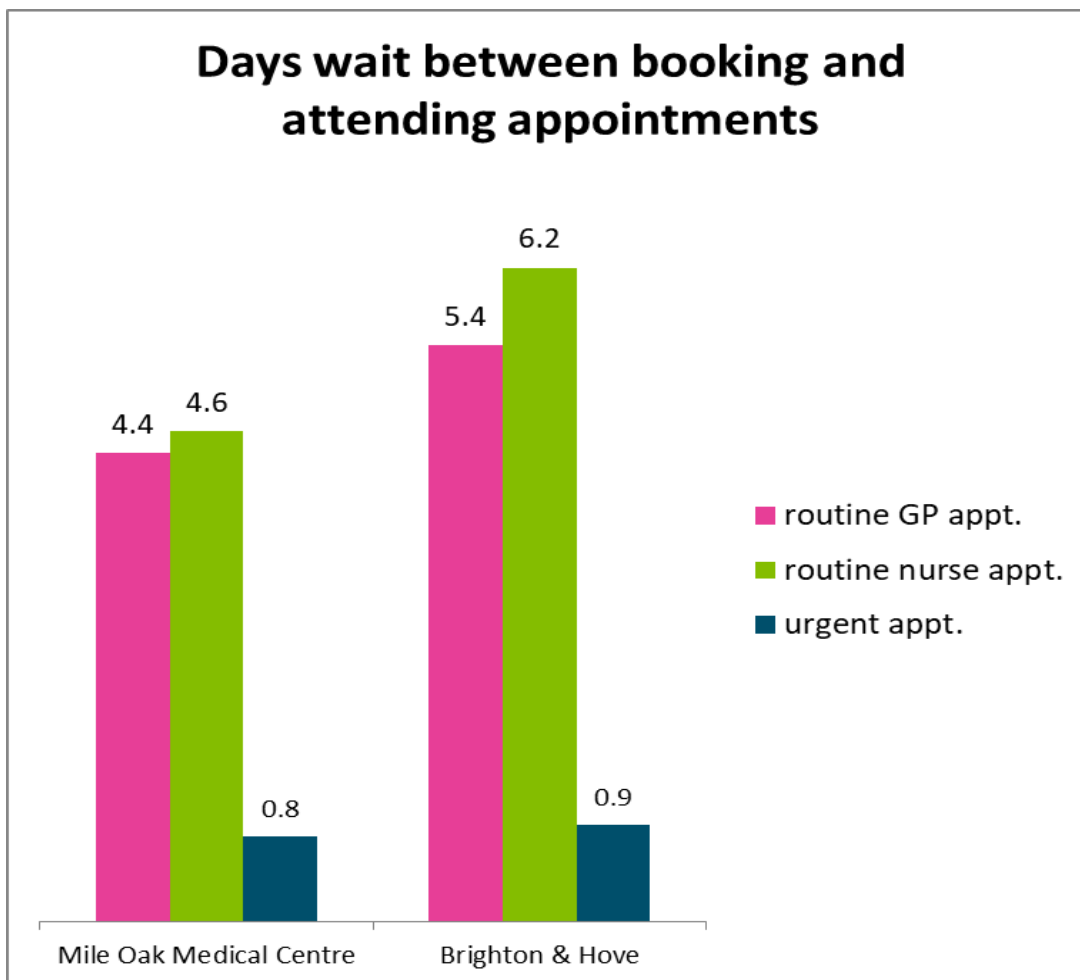


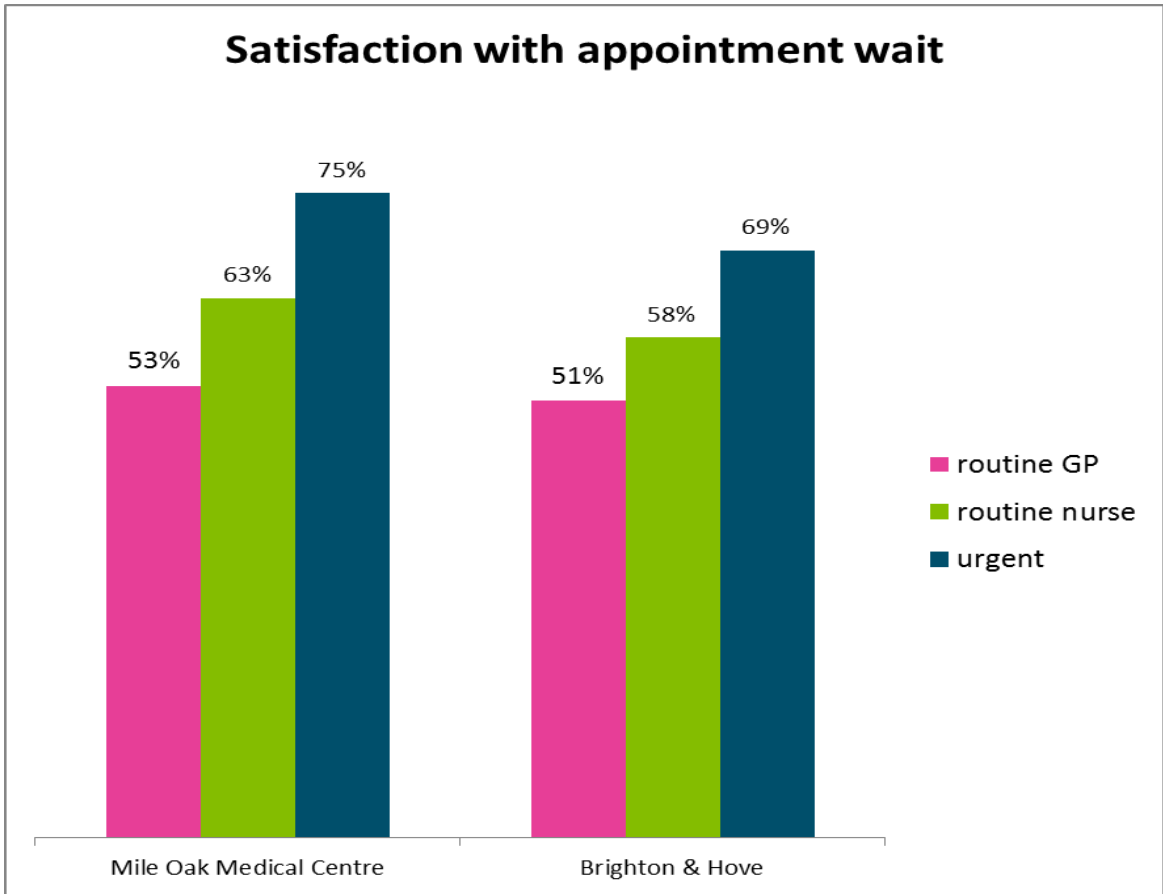
Get test results on phone



Wait between booking and attending appointments

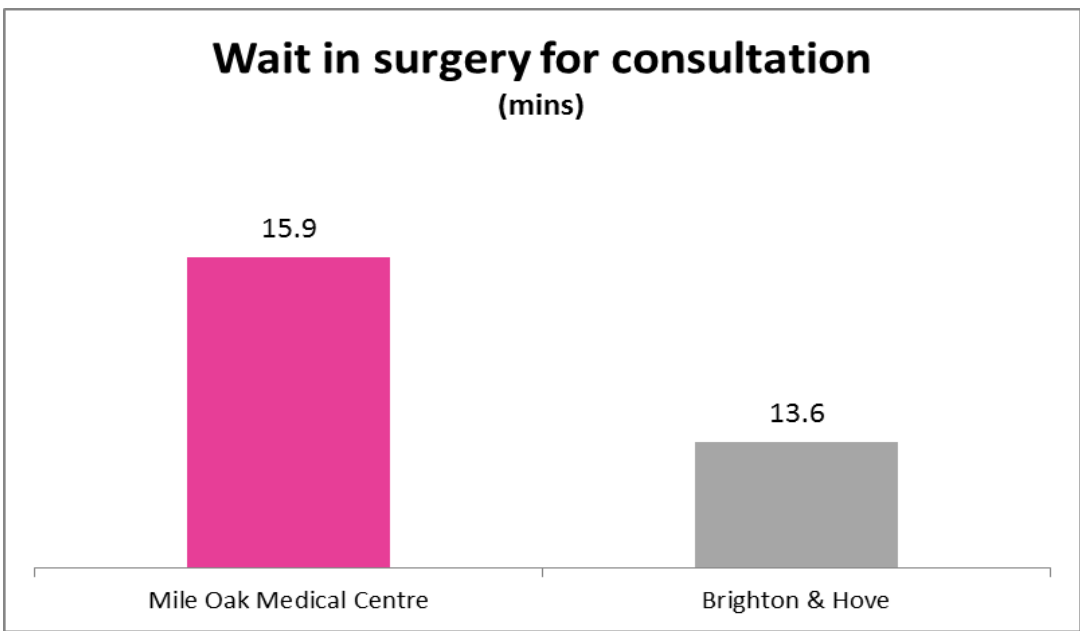
At 4.4 days, the wait between booking and attending routine GP appointments was a day lower than the city-wide average of 5.4 days. Routine nurse appointments at 4.6 days wait, were one and a half days lower than the city-wide average wait of 6.2 days. The wait for urgent appointments was similar to the city average. This performance is partly reflected in satisfaction levels which are similar or slightly higher than the city-wide averages.





Wait at surgery

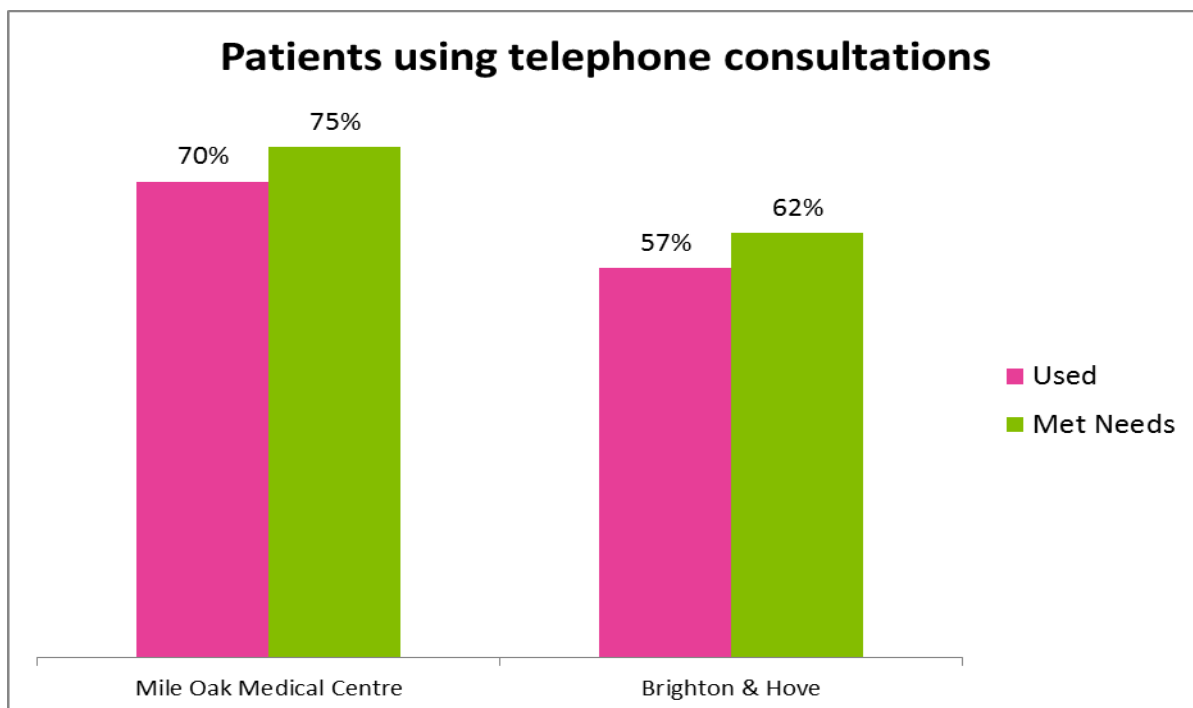
Mile Oak Medical Centre surgery performed less well in the average wait in the surgery for a consultation. Patients reported an average wait of 15.6 minutes beyond their scheduled appointment time compared to the city average of 13.6 minutes.



Quality of care

Telephone consultations

70% of patients at the surgery had used telephone consultations in place of face-to-face consultations which is higher than the city-wide average of 57%. A large majority of these patients (75%) felt that the telephone consultation they had received had been effective in meeting their needs, which is again higher than the city-wide average of 62%. These figures suggest the surgery might benefit from promoting this service more amongst patients.

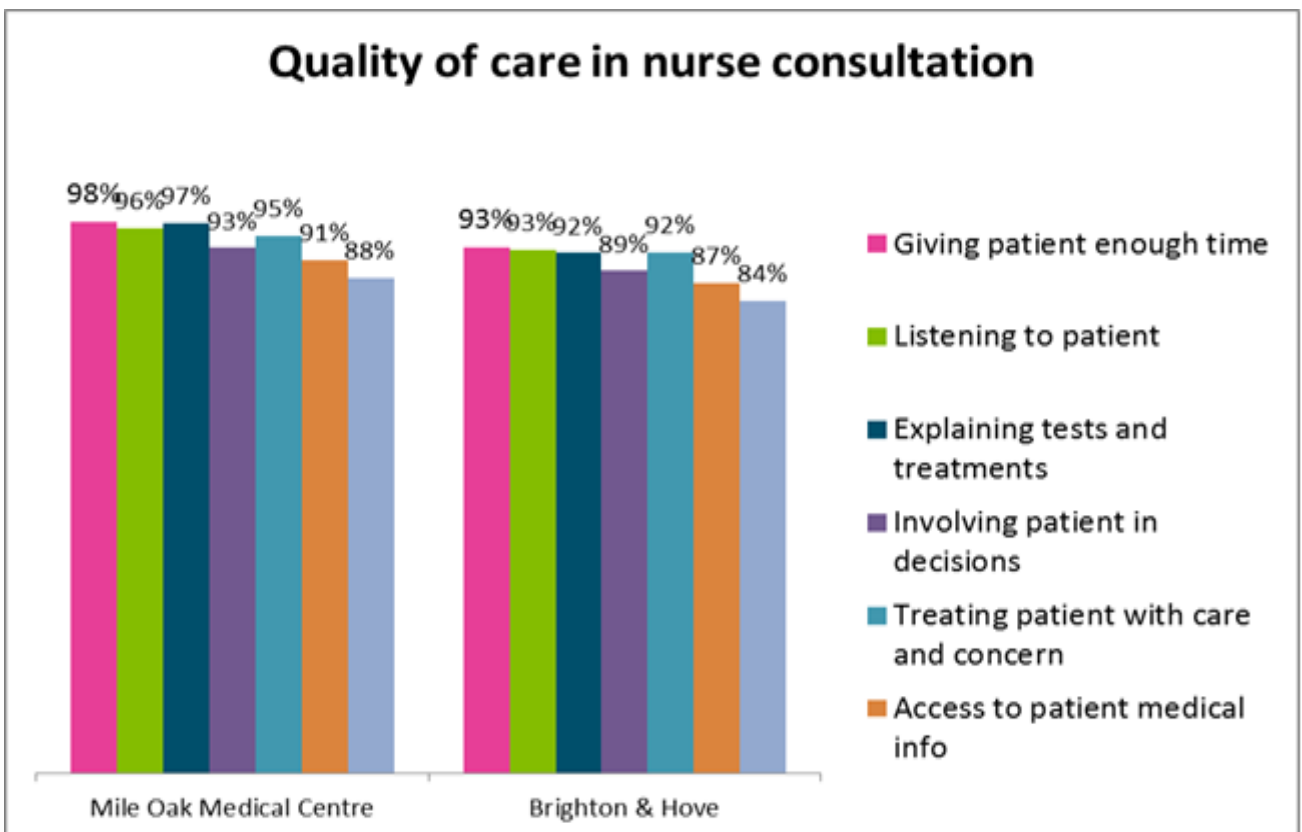
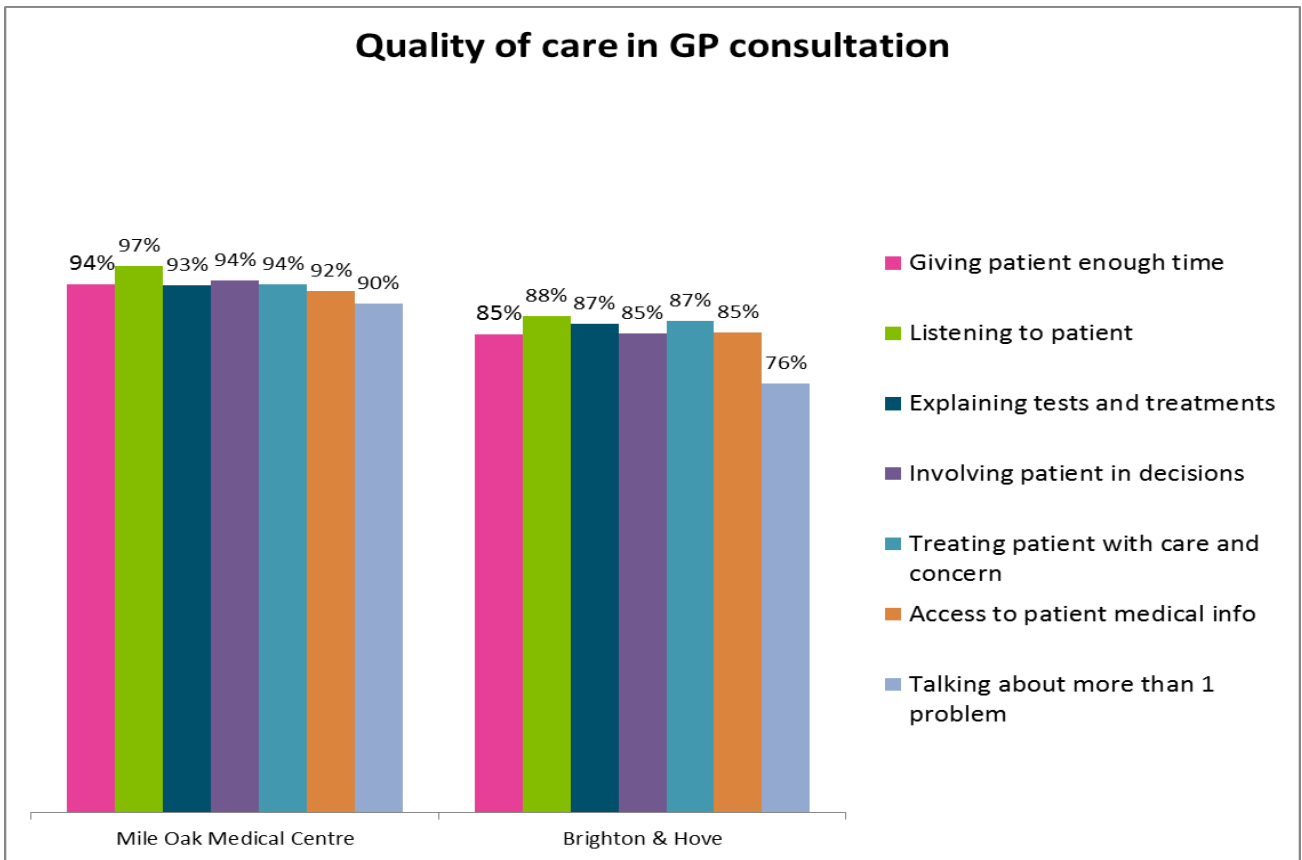


Care provided at consultation

The vast majority of patients reported 'good' quality of care across seven standard criteria. The average quality score was 94% for GP consultations which was higher than the average for the city of 85%. The average quality score was 94% for nurse consultations which was also higher than average for the city (90%).

For GP consultations, Mile Oak Medical Centre scored higher than the city-wide averages across all seven standard criteria, and scored around 10% higher in four areas (giving patients enough time, listening to patients, involving patients in decisions and talking about more than one problem).

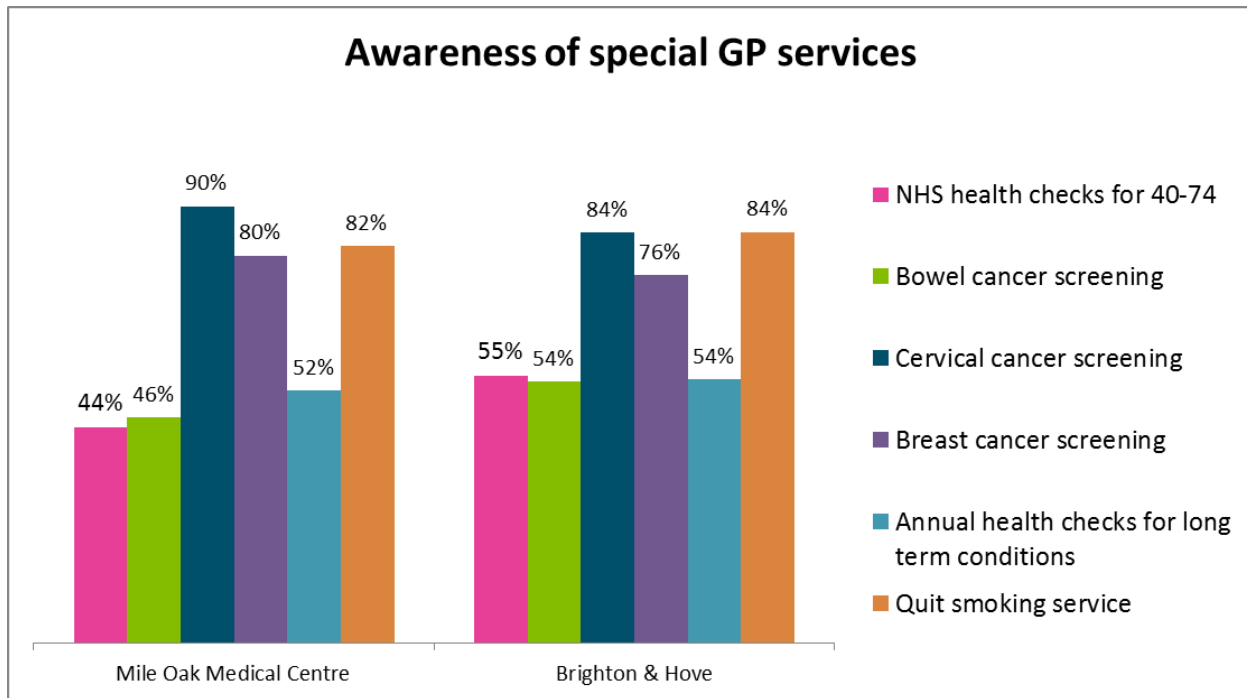
For nurse consultations, Mile Oak Medical Centre scored higher than the city-wide averages across all seven standard criteria.



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 (44%) and bowel cancer screening (46%) were lower than the city-wide averages, suggesting that the surgery could do more to promote these.



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 9.2 out of 10.

The waiting area was light, airy and clean. We observed a good selection of comfortable seating in the waiting area, and a large well-stocked children's area. Hand gels were present and seen to be used. Toilets were accessible, clean and tidy.

A wide variety of information was available and very clearly displayed both in leaflets and on posters. Information about safeguarding adults and children were also clearly displayed. A TV screen provided information about the surgery and health screen programmes.

It was easy for patients to make a complaint or provide feedback. A box was provided for patients to place their comments using a standard printed form. The results from feedback were published on the surgery website.

During the visit, very good communication between staff with patients was witnessed. Doctors and nurses came into the waiting area to greet patients. We noted that conversations between patients and receptionists could not be overheard.

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.

| Overall rating of surgery | |
|---|-----|
| Rating on 1-10 scale | |
| Mile Oak Medical Centre | 8.5 |
| Brighton and Hove | 7.9 |
| Satisfaction with GP practice | |
| Mile Oak Medical Centre | 89% |
| Brighton and Hove | 79% |
| Recommend practice to family and friends (FFT) | |
| Mile Oak Medical Centre | 92% |
| Brighton and Hove | 86% |

“ The GP I see is excellent and the other staff competent, friendly and respectful. The premises are fine. But opening hours are too limited and there are not enough doctors so getting appointments is not easy ”

“ It is efficiently run and the staff are very helpful. Doctor contact is either face to face or by phone and has been extremely good. I feel that

I am treated with care and consideration. 🍋

🍋 The Doctors are diligent and leave nothing to chance I feel safe in their hands. 🍋

🍋 The practice doesn't offer enough services, e.g. minor ailment treatments and well-woman health checks 🍋



Key Recommendations

1. Reduce the average waiting time in the surgery for consultations.
2. Promote awareness of NHS health checks for 40/74 year olds and bowel cancer screening.
3. Encourage patients to use online and telephone services.
4. Consider opening on Saturday mornings.

