

# North Laine Medical Centre

**Service address:** North Laine Medical Centre, 12-14 Gloucester St  
Brighton BN1 4EW

**Date of surgery visit:** 6<sup>th</sup> October 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

	North Laine Medical Centre	Brighton & Hove	
<b><u>Satisfaction</u></b>			
Overall surgery rating (1-10)	8.2	7.9	
Would recommend surgery to friend/family member	81%	87%	
<b><u>Quality of care</u></b>			
No. patients per doctor	1472	2394	
Overall quality of care - GP	88%	85%	
Overall quality of care - nurse	88%	90%	
<b><u>Booking appointments</u></b>			
Wait between booking and attending routine GP appointment	12.1 days	5.4 days	
Wait between booking and attending urgent appointment	1.2 days	0.9 days	
<b><u>Opening hours</u></b>			
Satisfaction with opening hours	65%	72%	

North Laine Medical Centre has 4,253 registered patients and has 2.89 FTE doctors, making a ratio of one doctor per 1,472 patients. This provision of doctors is higher than the city average of one doctor per 2,394 patients.<sup>1</sup>

Patients rated the surgery at 8.2 out of 10 which was slightly better than the city average of 7.9.

Results from the patient survey indicated making appointments by phone or in person, and telephone consultations as areas of strong performance for the surgery. Survey results indicated wait times for urgent appointments and wait times in surgery for consultation as a weak area of performance compared to averages for Brighton and Hove.

Our visit rated the surgery as good in providing an environment for patients, giving it a score of 8 out of 10. There was room for improvement in providing more suitable seating for the disabled.

Overall, the surgery was found to be performing generally well compared to other surgeries in

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

the city.



## 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 18 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

North Laine Medical Centre has 4,253 registered patients and has 2.89 FTE doctors, making a ratio of one doctor per 1,472 patients.

The surgery was accepting new patients at date of research.

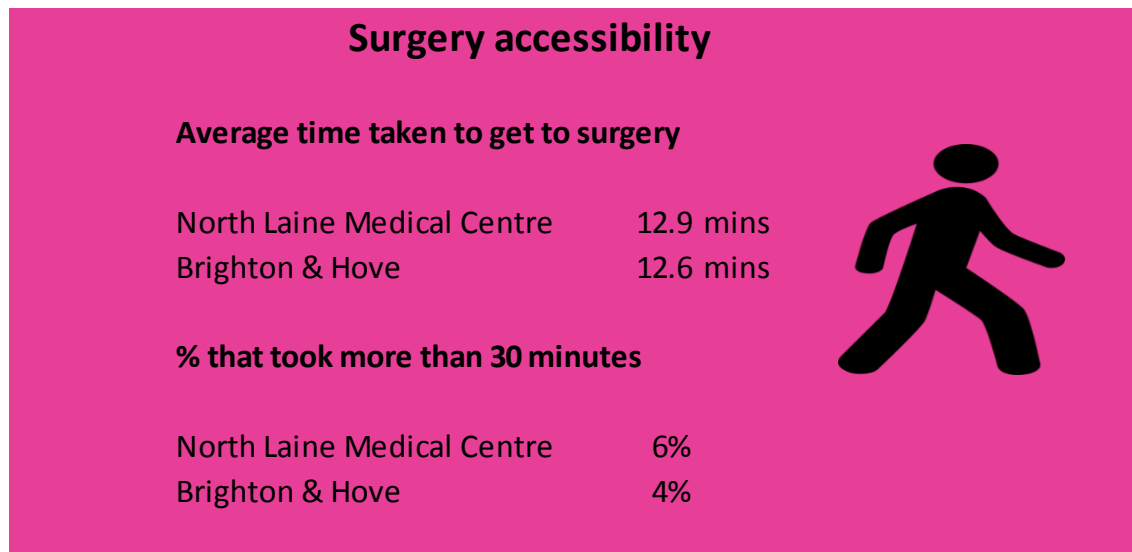
Surgery opening hours were Monday-Friday 8.30am - 13.00, 14.30-18.00, and extended opening on Wednesday evenings 18.30-20.30.

The surgery was working within Cluster One in Brighton and Hove which also includes Ardingly Court Surgery, Arch Health, Lewes Road Surgery, Albion Street surgery, Park Crescent Health Centre, Pavilion Surgery and St Peters Medical Centre.

## Findings

### Accessibility

The average time taken to get to the surgery was 12.9 minutes, which was similar to 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.

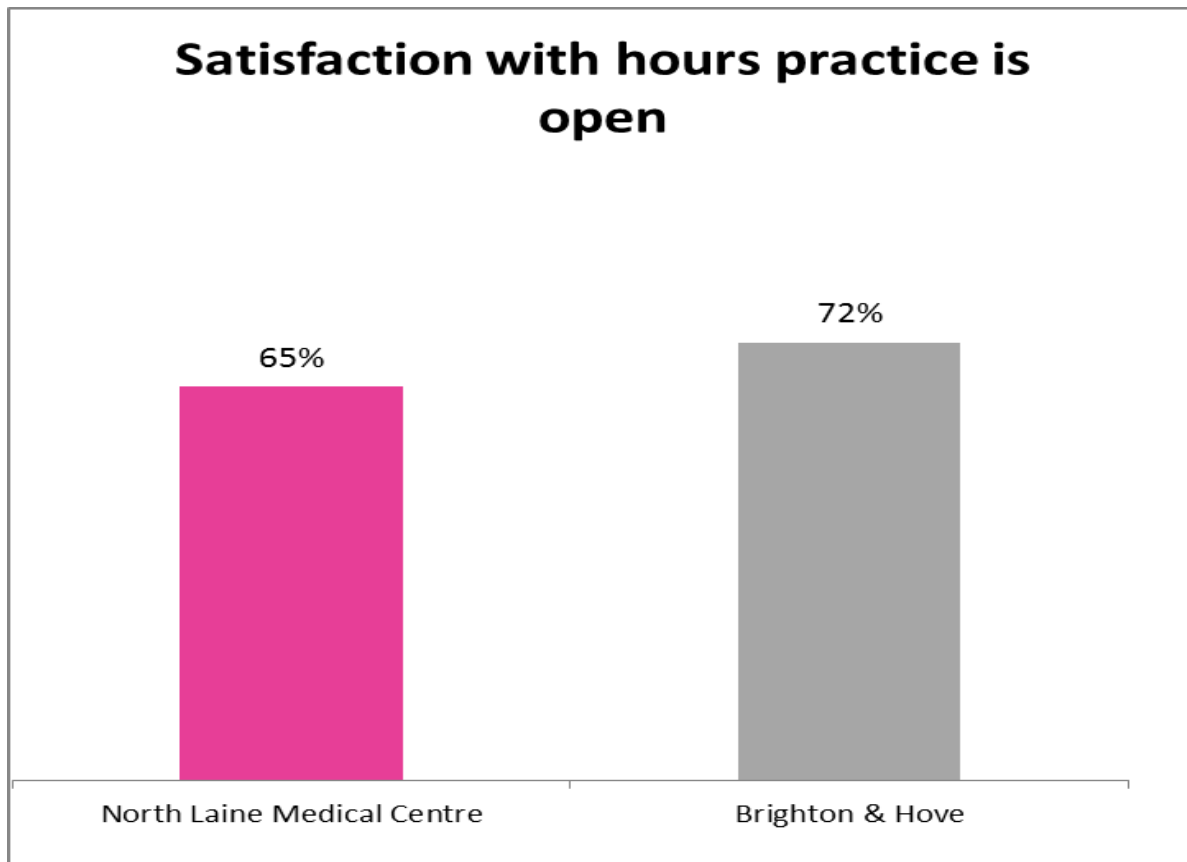


### Opening hours

Surgery opening hours were Monday-Friday 8.30am - 13.00, 14.30-18.00, and extended opening on Wednesday evenings 18.30-20.30.

### Satisfaction with current opening hours

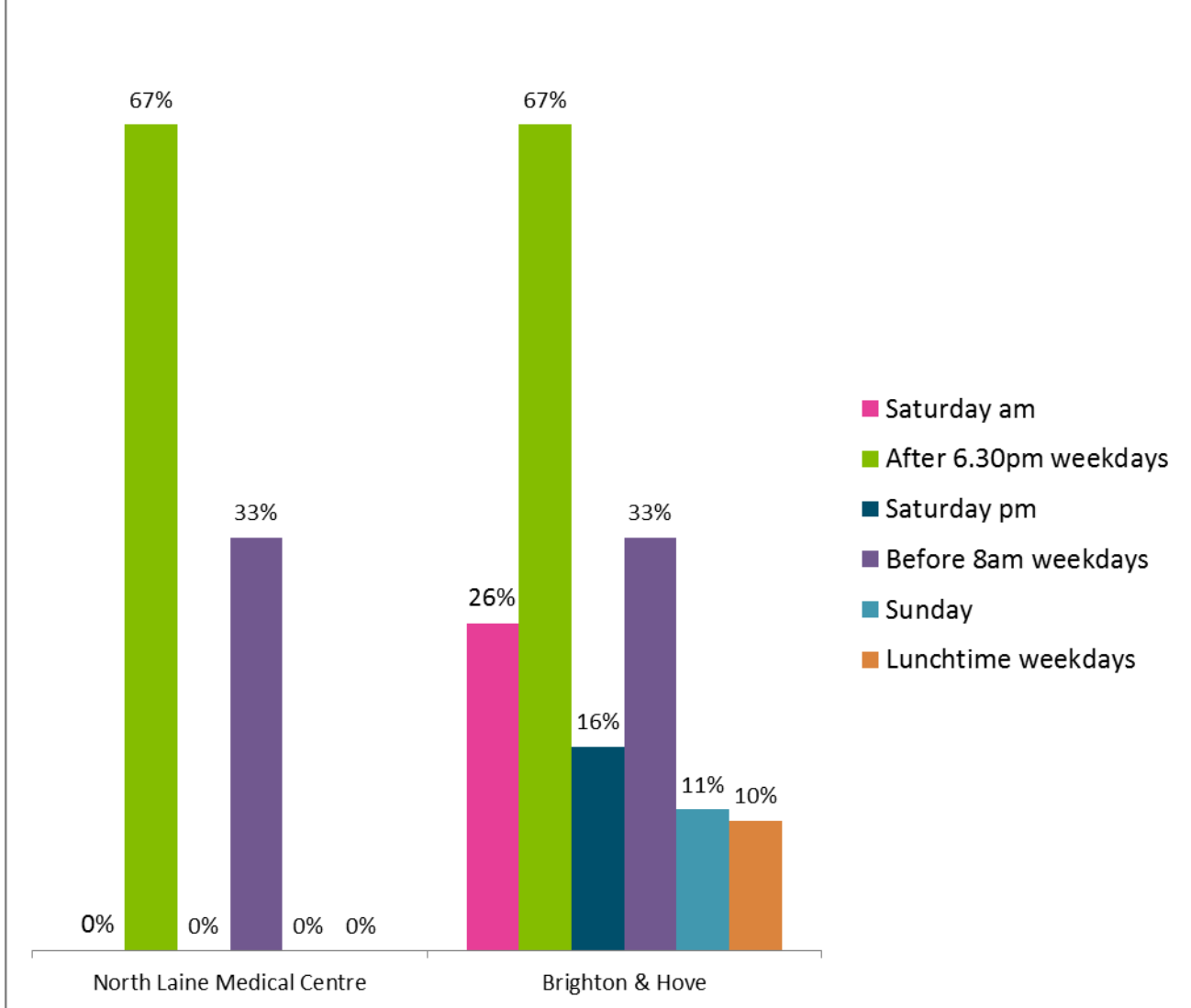
65% of patients were satisfied with opening hours offered by the surgery slightly below the average for the city.



#### 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 weekday evenings and Saturday afternoons.

## Preferred additional opening times



### Booking appointments

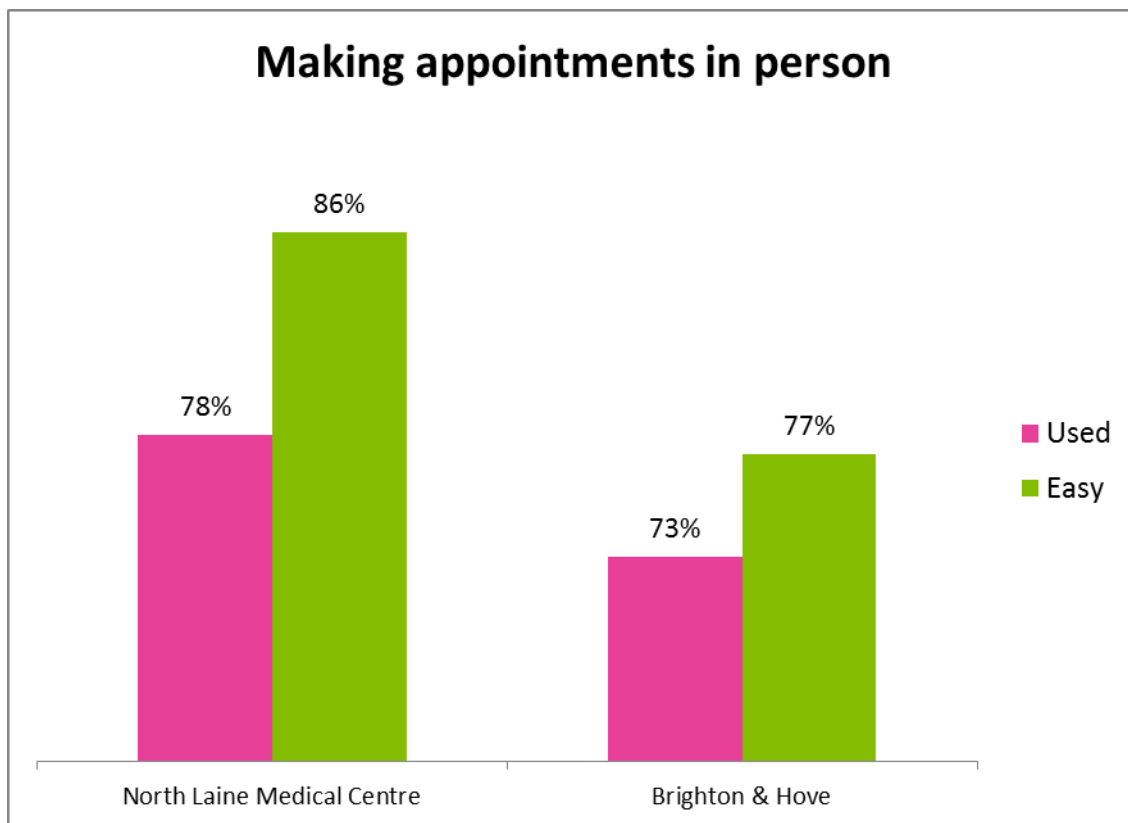
The surgery offered all standard methods of booking an appointment and electronic facilities for making prescriptions. Patient take-up of repeat prescription service was high but very low for appointment booking.

	used
Online appointment booking	3%
Online repeat prescription	30%
Electronic prescriptions (sent to pharmacy)	80%
Integrated pharmacy	

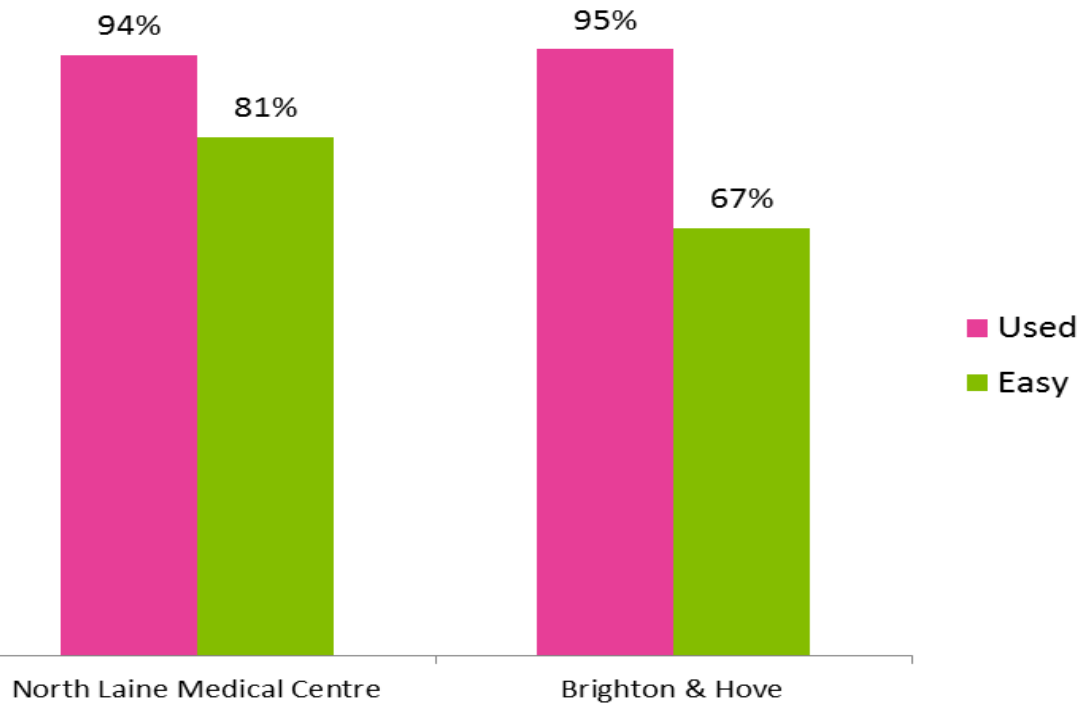
### Ease of booking appointments using different methods

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.

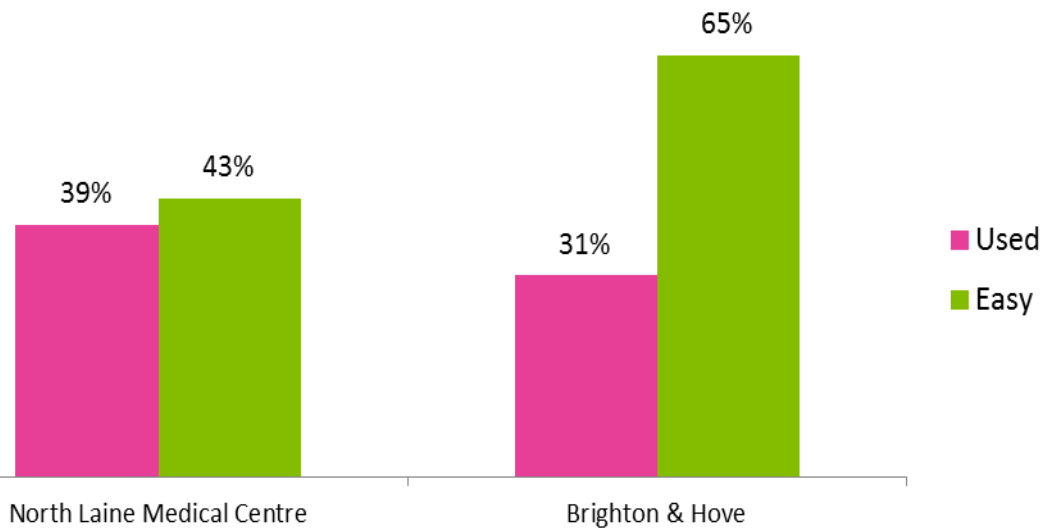
High numbers of patients reported that making appointments in person, by phone had been 'easy'. Only 43% of patients reported that making appointments online had been easy.



## Making appointments by phone



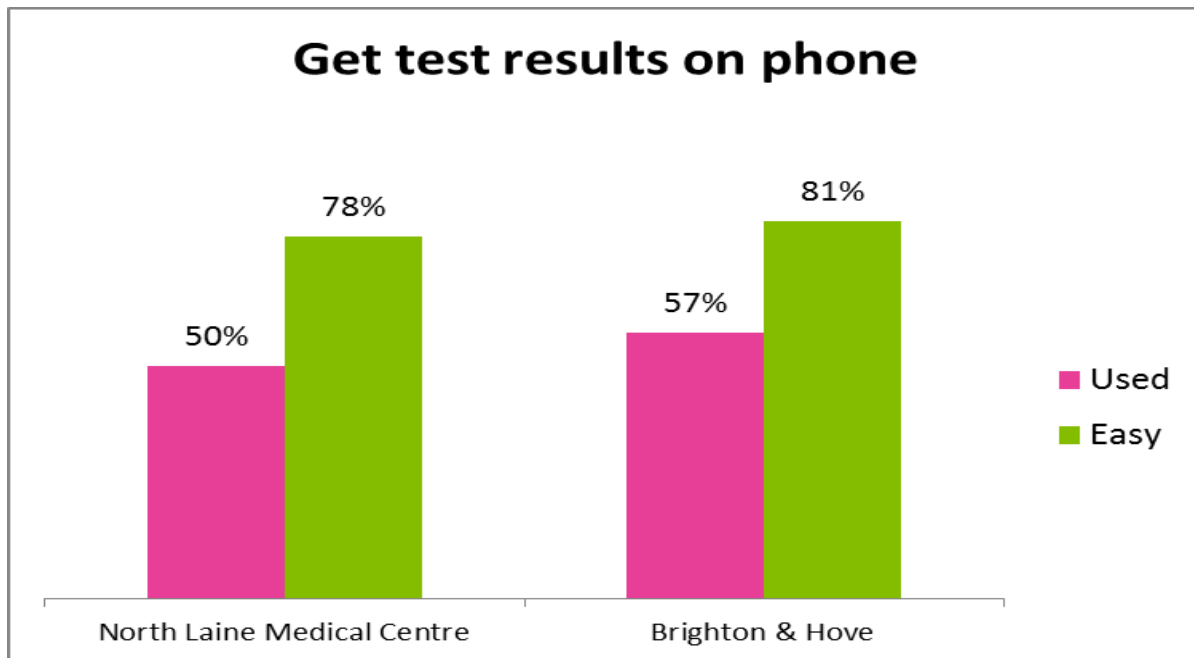
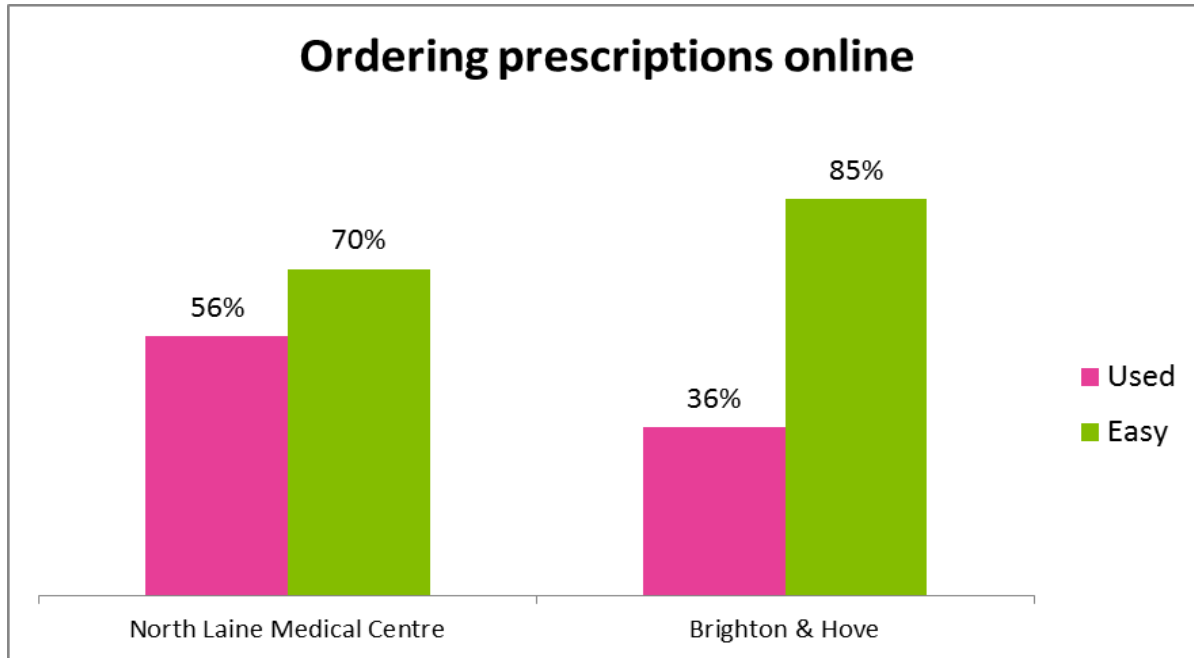
## Making appointments online





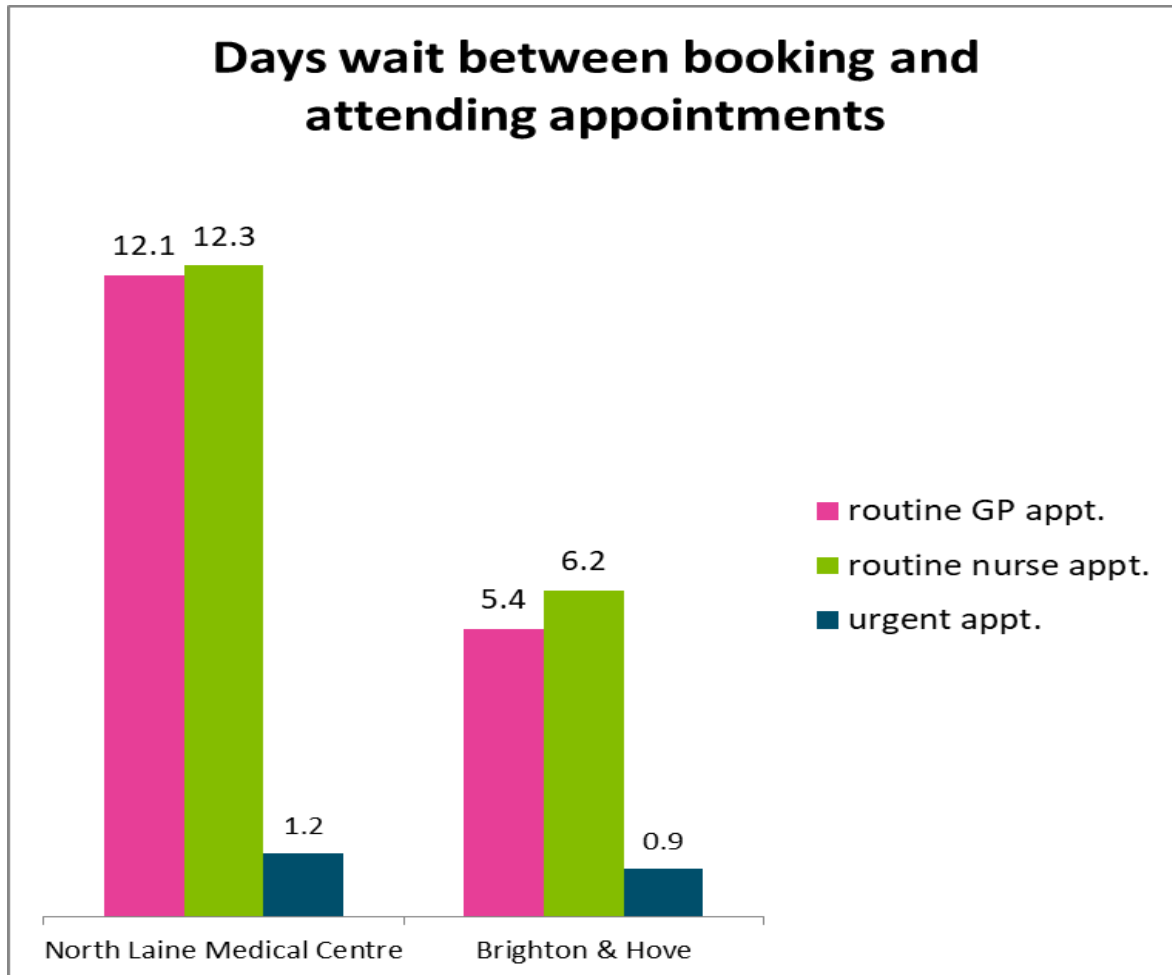
## Ordering prescriptions online and getting test results by phone

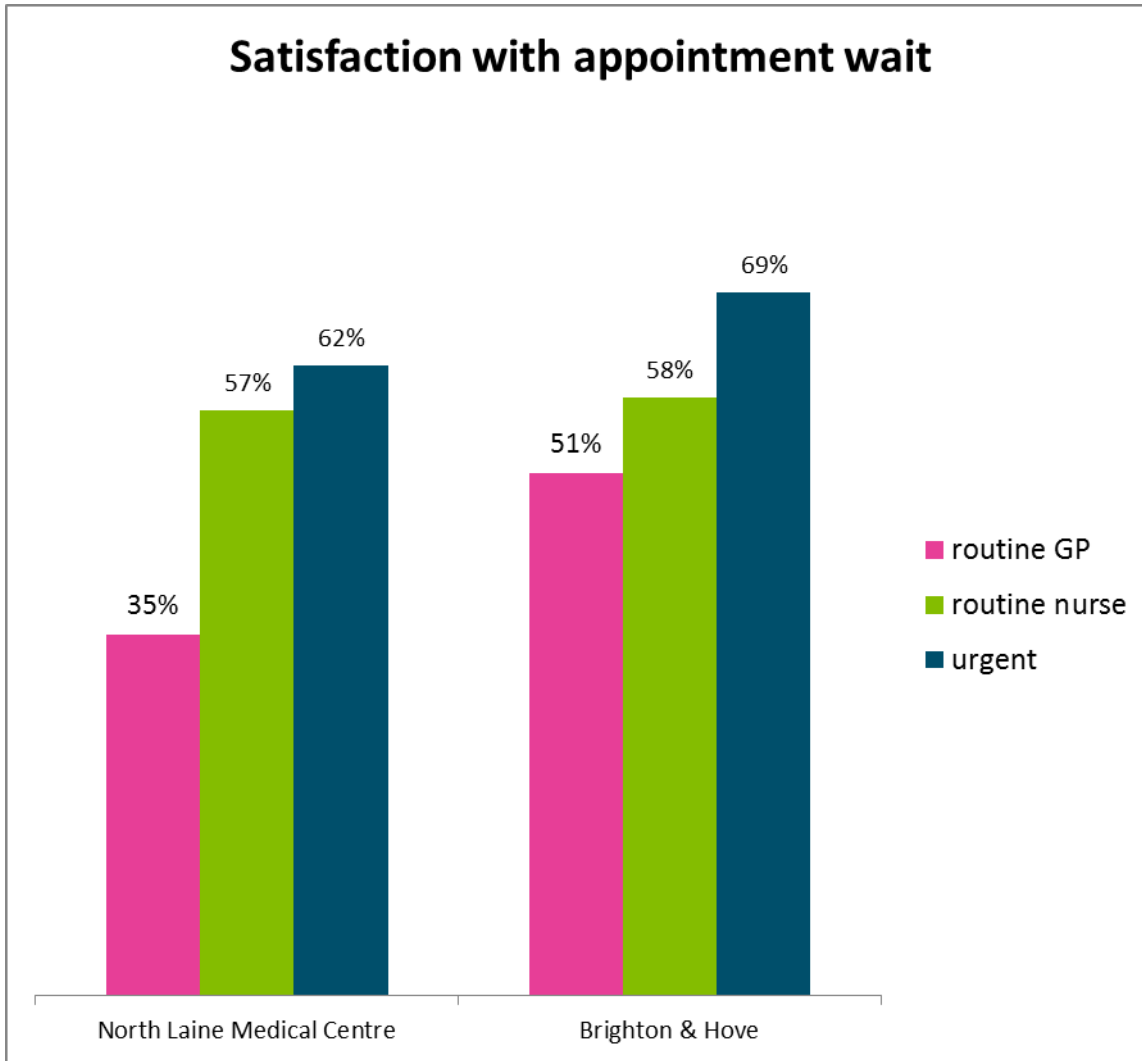
Patients who had used these services largely reported the experience had been 'easy'.



### Wait between booking and attending appointments

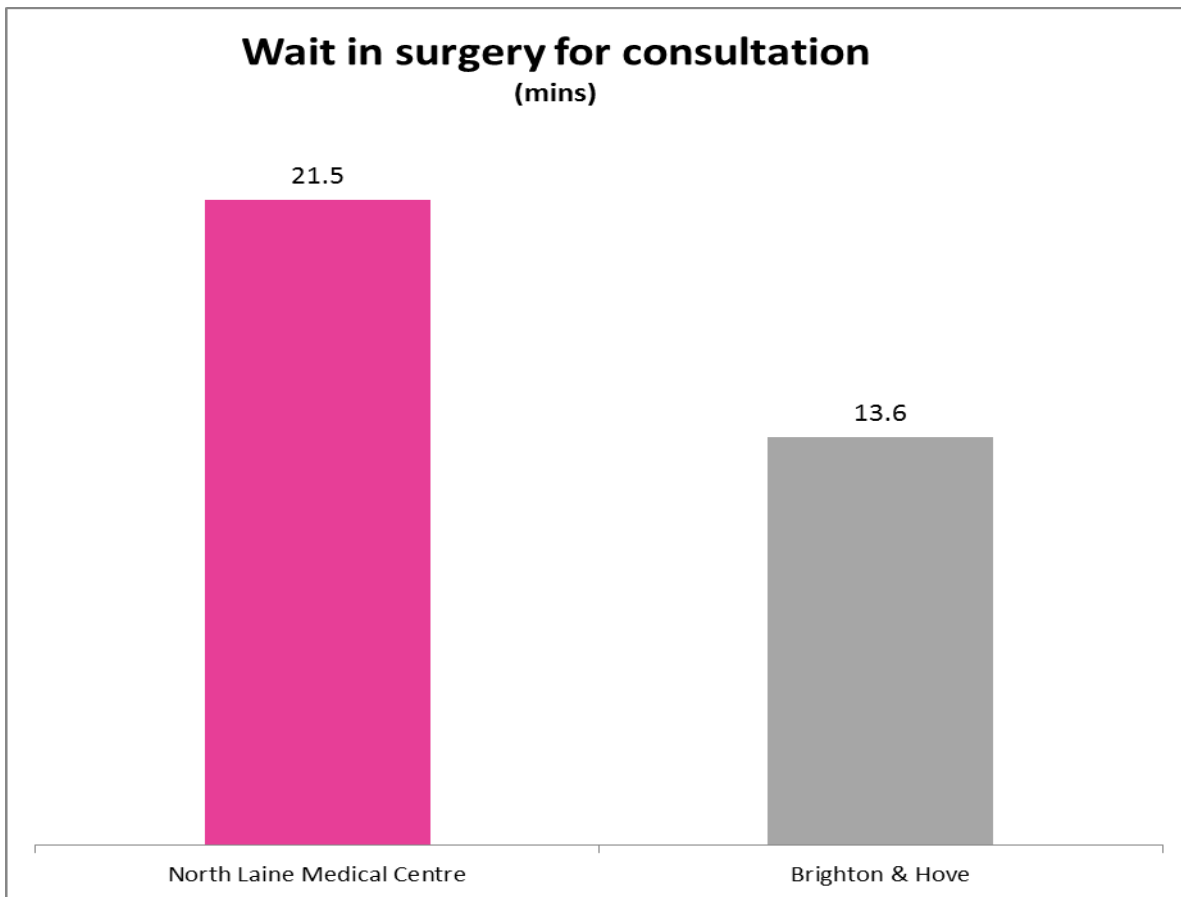
North Laine Medical Centre had longer waits than the Brighton and Hove average for routine GP appointments, 12.1 compared to 5.4 days, routine nurse appointments, 12.3 compared to 6.2 days and urgent appointments, 1.2 days compared to 0.9 days. Patient satisfaction levels with these waits were similar to Brighton and Hove average figures for each type of appointment.





#### Wait at surgery

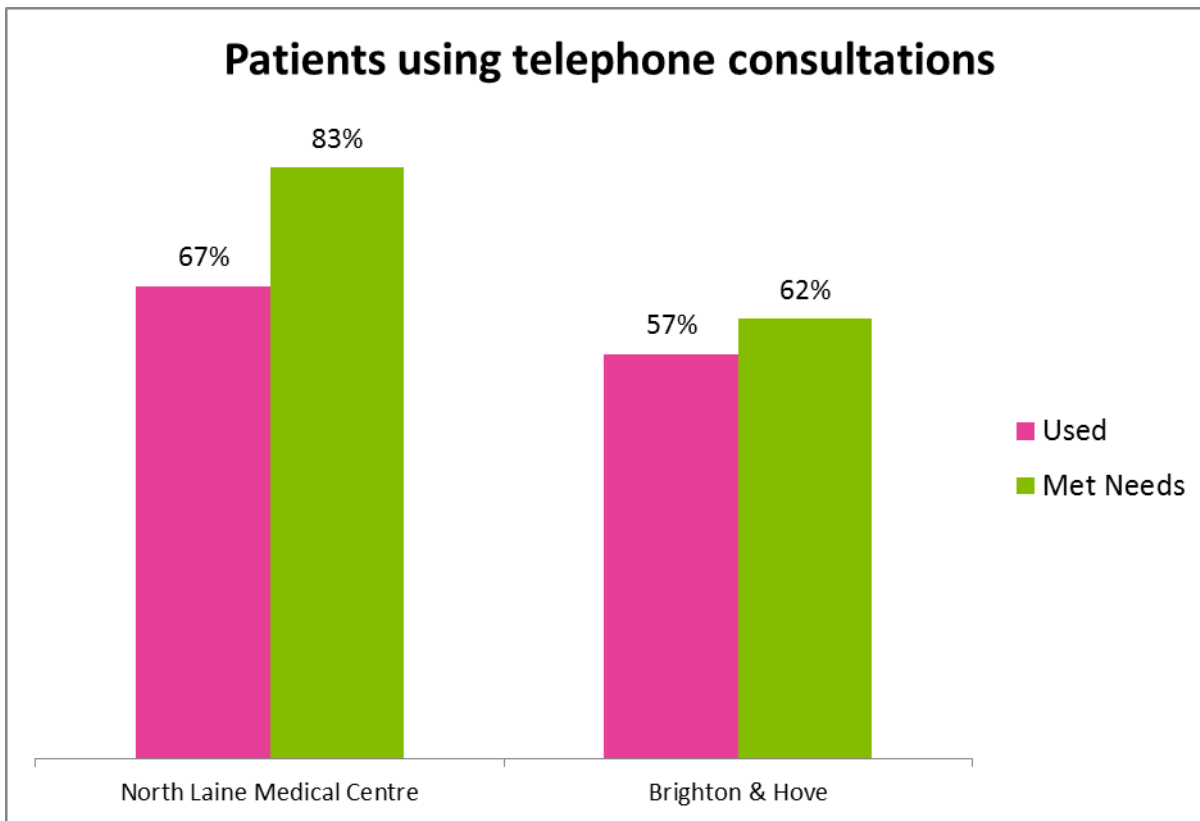
North Laine Medical Centre performed poorly in the average wait in the surgery for the consultation. Patients reported an average wait of 21.5 minutes beyond their appointment time compared to the city average of 13.6 minutes.



## Quality of care

### Telephone consultations

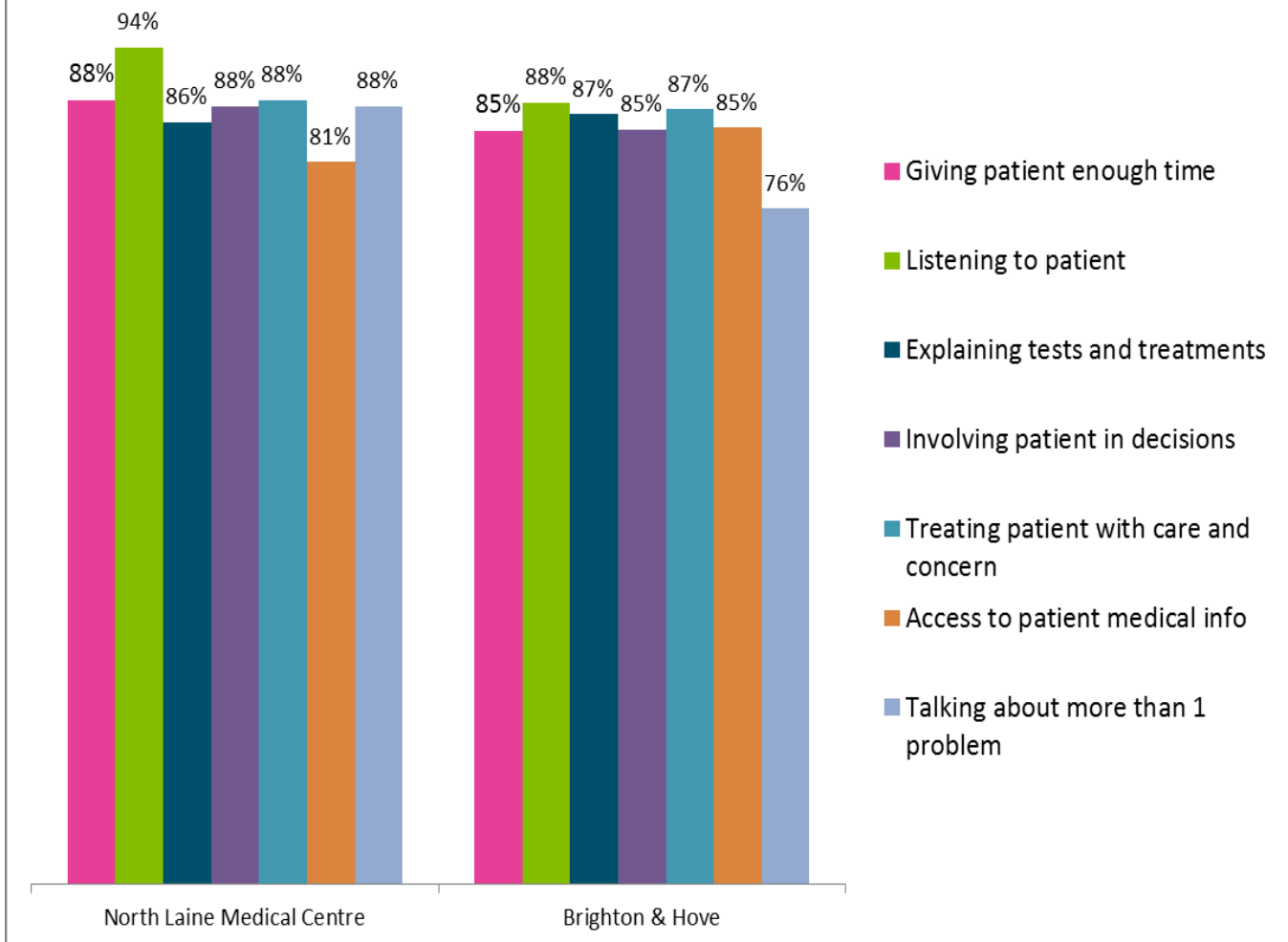
Two thirds of patients at the surgery had used telephone consultations in place of face to face consultations. A high proportion of these patients felt that the telephone consultation they had received had been effective in meeting their needs. These figures suggest the surgery is managing this system well and providing effective consultations for patients when these are employed.



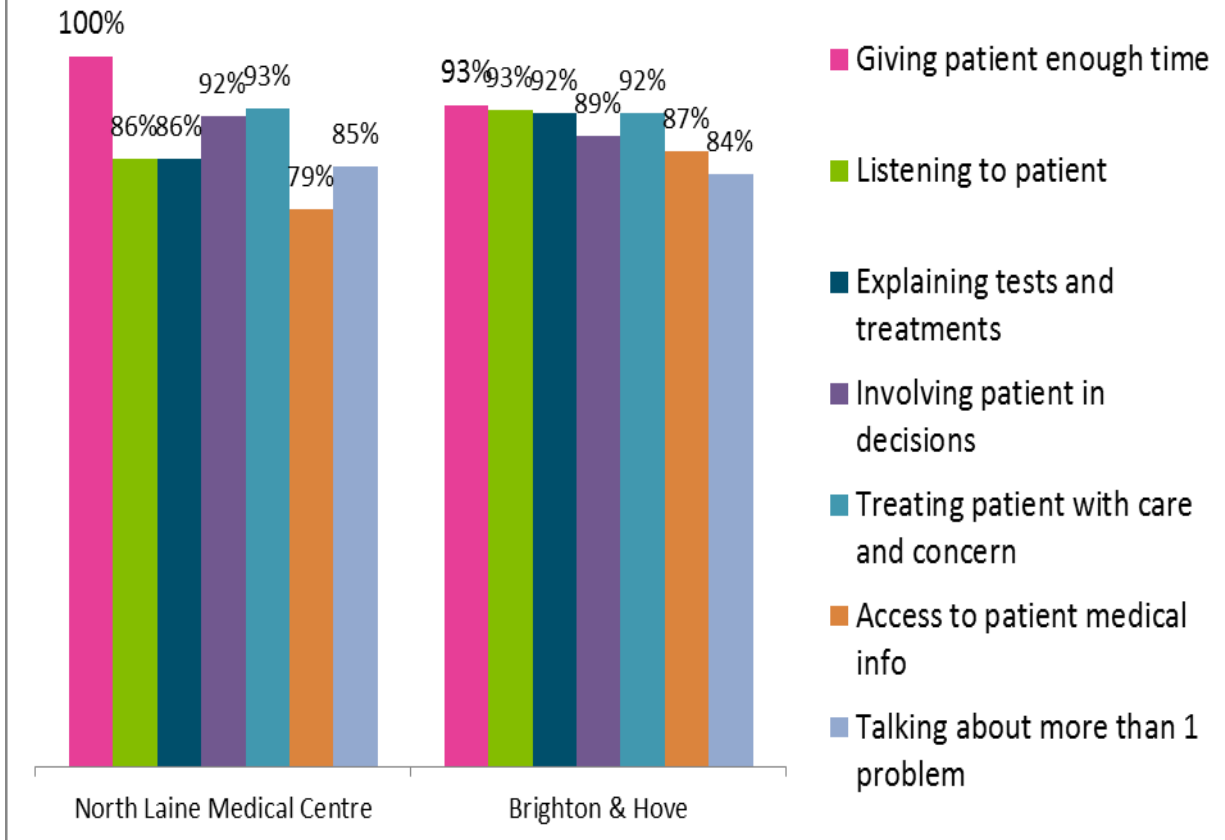
#### Care provided at consultation

A high proportion of patients reported 'good' quality of care across seven standard criteria. The average quality score was 88% for GP consultations and 88% for nurse consultations, both of which were close to the average for the city.

## Quality of care in GP consultation



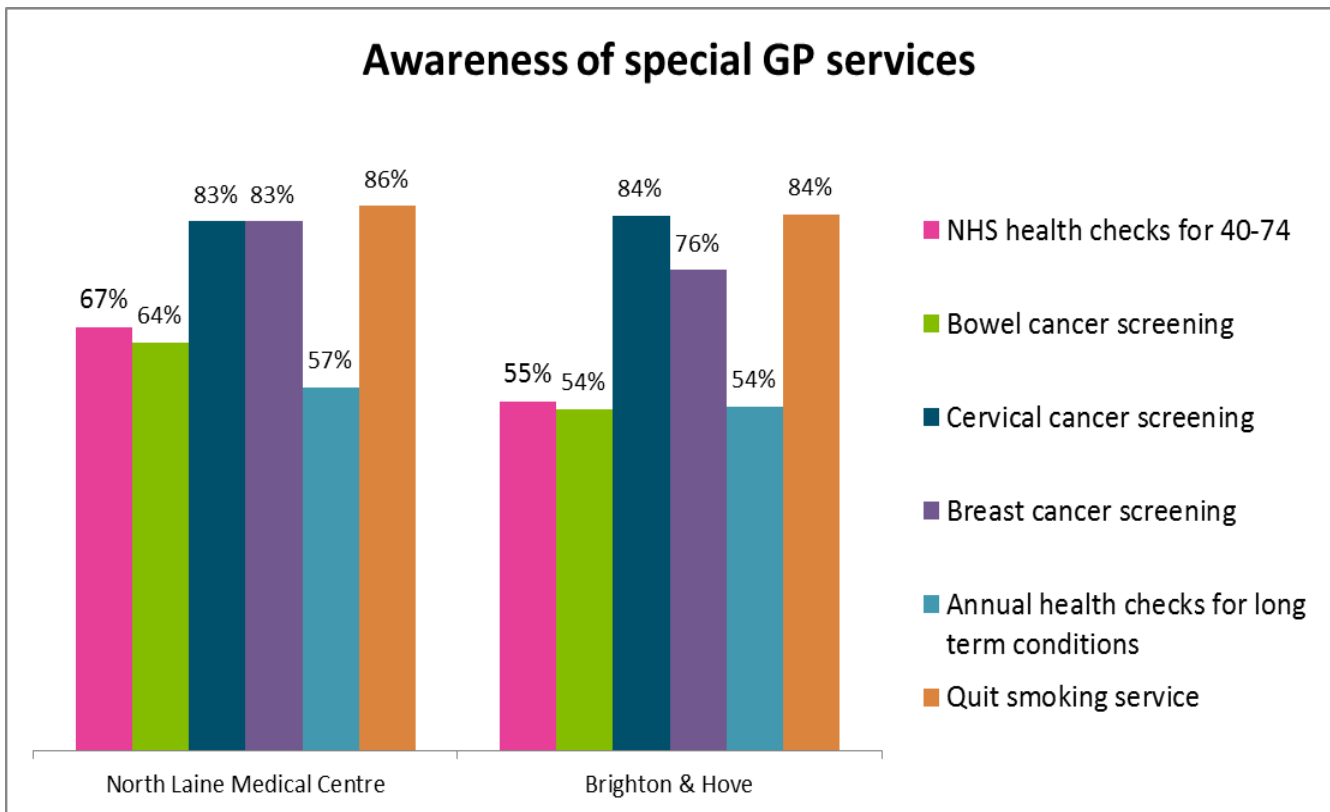
## Quality of care in nurse consultation



## Special GP services

### Awareness of special services

Patient awareness of special services was very similar than the average for the city with particularly high awareness of quit smoking service (86%), cervical cancer screening (83%) and Breast cancer screening (83%).



## 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 out of 10.

Given the small size of the waiting area, there were relatively few leaflets or posters on display. However, those that were available were up to date and relevant, focusing on common illnesses and conditions e.g. diabetes, HIV, safeguarding. There were additional posters in the toilet on sexual health, domestic abuse and FGM.

The TV screen in the waiting area displayed a wide range of very useful information and advice to patients e.g. PPG, Friends and Family Test, safeguarding, prostate and breast cancer awareness. We noted, however, that some screens had a lot of information in small type size that patients might struggle to read before the screen moved on to the next lot of information. We suggest that the content of the material should be reviewed and, where possible, simplified or changed to larger text, or perhaps shown on the screen for longer where there is more material to read.



There was one toilet, which was accessible. Due to prior problems of passers-by using the toilet it is generally locked and the key must be obtained from reception. The facilities were clean and well maintained. We could not see a pull-cord for raising an alarm from within the toilet room (these are commonplace in accessible toilets). We noted that the handwash dispenser was not immediately above the sink (it was on an adjacent wall) which may result in fewer people using handwash after using the toilet.

There was no sign directing patients to the toilet, but the practice is very compact and it would be easy to locate the toilet. However, it may help some patients if an arrow sign to the toilet was put on the door to the waiting room.

There was a handgel dispenser in the entrance vestibule immediately before access to the patient areas.

Staff were polite, friendly and welcoming. The open-plan format of the small waiting area could make confidentiality a problem but the staff were discreet, and the glass screen between the patient and reception staff, and background music played in the waiting area, helped maintain confidentiality. We noted a large notice on the wall explaining that it would be possible to discuss confidential matters in a separate room. Patients were called by the doctors or nurse coming into the waiting area. There was no tannoy or electronic noticeboard.

The waiting area was relatively small, but well-lit and comfortable. The seats were all plastic and easy to keep clean. Only two of the chairs had arms (useful to some older or infirm patients to get up or sit down). The areas accessible to the patients were clean and well maintained. We noted that the pavements in the street outside were narrow and perhaps not easy for wheelchair or walking frame users, but once in the practice there was plenty of space for such patients, and the floors were smooth and spacious. There was no water dispenser in the small waiting area, but water was available on request from reception. There was no notice explaining this, so it might help some patients if a simple notice was put up to this effect. We noted that of the two unused power points one was covered with a protective device, the other not.

## Overall evaluation of practice

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

<b>Overall rating of surgery</b>	
<b>Rating on 1-10 scale</b>	
North Laine Medical Centre	8.2
Brighton and Hove	7.9
<b>Satisfaction with GP practice</b>	
North Laine Medical Centre	76%
Brighton and Hove	79%
<b>Recommend practice to family and friends (FFT)</b>	
North Laine Medical Centre	81%
Brighton and Hove	86%

“ I have seen some doctors here that do not listen/care for your problem, however there are some that are great in listening to you. ”

“ It seems to be so busy I wonder if it can actually cope with the amount of people. I feel like I'm a bother if I demand things but they are always willing to accommodate having said that! ”

“ Local and friendly practice. Good doctors. Just a shame about the appointment waiting times - other than for urgent appointments. ”

“ I don't mind the waiting time as I know I'll get the gp's full attention and



## Key Recommendations

1. Reduce wait times for routine appointments.
2. Reduce wait times in surgery for consultation.
3. Make online appointment booking easier and encourage patient take-up of this service.



## Suggested facility improvements

4. Make information available in waiting area more accessible by providing some literature in large font versions.
5. Provide sign for toilet in waiting area.
6. Provide more chairs with arms in waiting area.
7. Provide water dispenser in waiting area.

