

# Pavilion Surgery

Service address: 2-3 Old Steine, Brighton BN1 1EJ

Date of surgery visit: 27<sup>th</sup> 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

|   | Pavilion Surgery | Brighton & Hove |  |
|---|------------------|-----------------|--|
| <b>Satisfaction</b>                                       |                  |                 |  |
| Overall surgery rating (1-10)                             | 8.2              | 7.9             |  |
| Would recommend surgery to friend/family member           | 97%              | 87%             |  |
| <b>Quality of care</b>                                    |                  |                 |  |
| No. patients per doctor                                   | 3258             | 2394            |  |
| Overall quality of care - GP                              | 88%              | 85%             |  |
| Overall quality of care - nurse                           | 89%              | 90%             |  |
| <b>Booking appointments</b>                               |                  |                 |  |
| Wait between booking and attending routine GP appointment | 9.1 days         | 5.4 days        |  |
| Wait between booking and attending urgent appointment     | 0.5 days         | 0.9 days        |  |
| <b>Opening hours</b>                                      |                  |                 |  |
| Satisfaction with opening hours                           | 68%              | 72%             |  |

Pavilion Surgery had 10,251 registered patients and has 3.15 FTE doctors, making a ratio of one doctor per 3,258 patients. This provision of doctors was lower than the practice average in the city of one doctor per 2,394 patients.

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

Results from the patient survey indicated ease of booking in person or online and effectiveness of telephone consultations as areas of strong performance. However, waiting times from booking to appointment and awareness of special services were less strong areas of performance compared to other surgeries in the city.

Our visit rated the surgery as providing a good environment for patients, giving it a score of 8.0 out of 10. Suggested areas for improvement would be more information to be visible on adult safeguarding, Friends and Family Test (FFT) and better signage for the toilets. More seats with arms could be provided to assist those with reduced mobility.

Overall, the surgery was found to be performing well in most areas 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 32 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

Pavilion Surgery has 10,251 registered patients and has 3.15 FTE doctors, making a ratio of one doctor per 3,258 patients which is a lower ratio of doctors to patients than the average for practices in the city.

The surgery was accepting new patients at date of research.

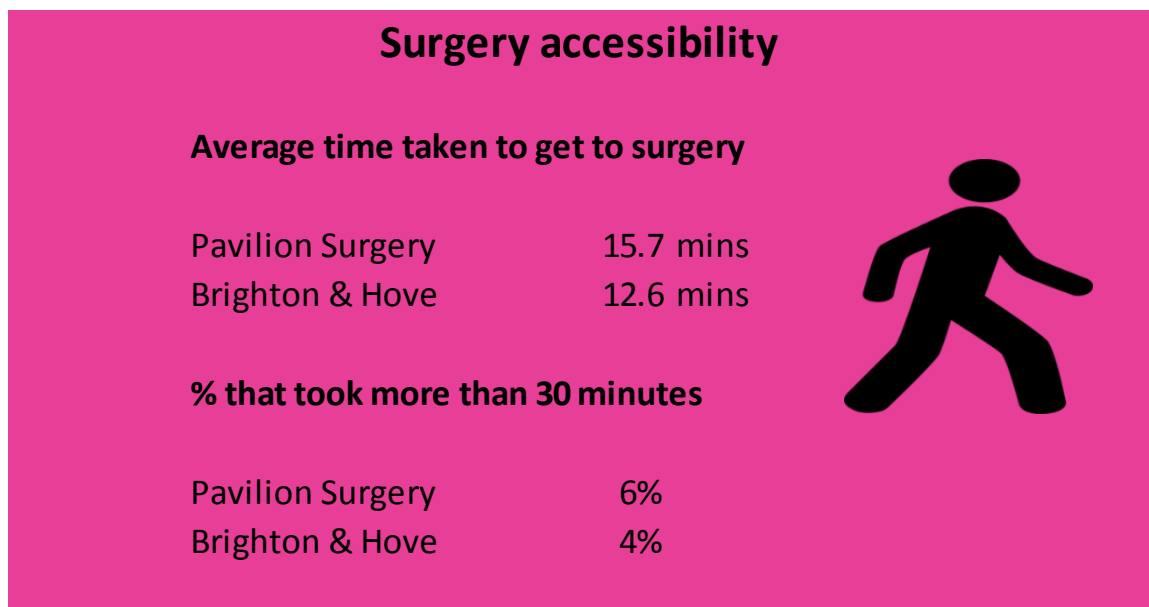
Surgery opening hours were weekdays 8.20am to 11.45am and 2pm until 5.45pm. Phone lines open at 8am until 6.30pm. There were early morning surgeries on Monday and Thursday and a late evening surgery on Monday evenings. The practice was closed at weekends.

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

# Findings

## Accessibility

The average time taken to get to the surgery was 15.7 minutes, which was longer than the average for Brighton and Hove. A small proportion of patients, 6%, had to take more than 30 minutes, which was slightly higher than the city average.

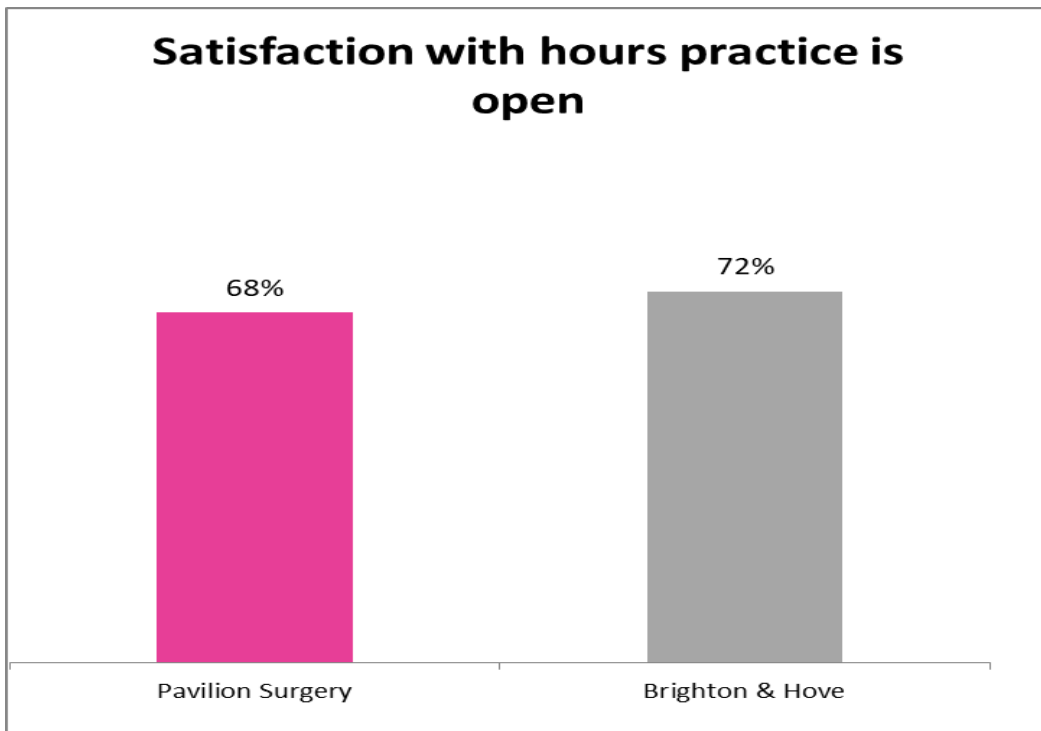


## Opening hours

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## Satisfaction with current opening hours

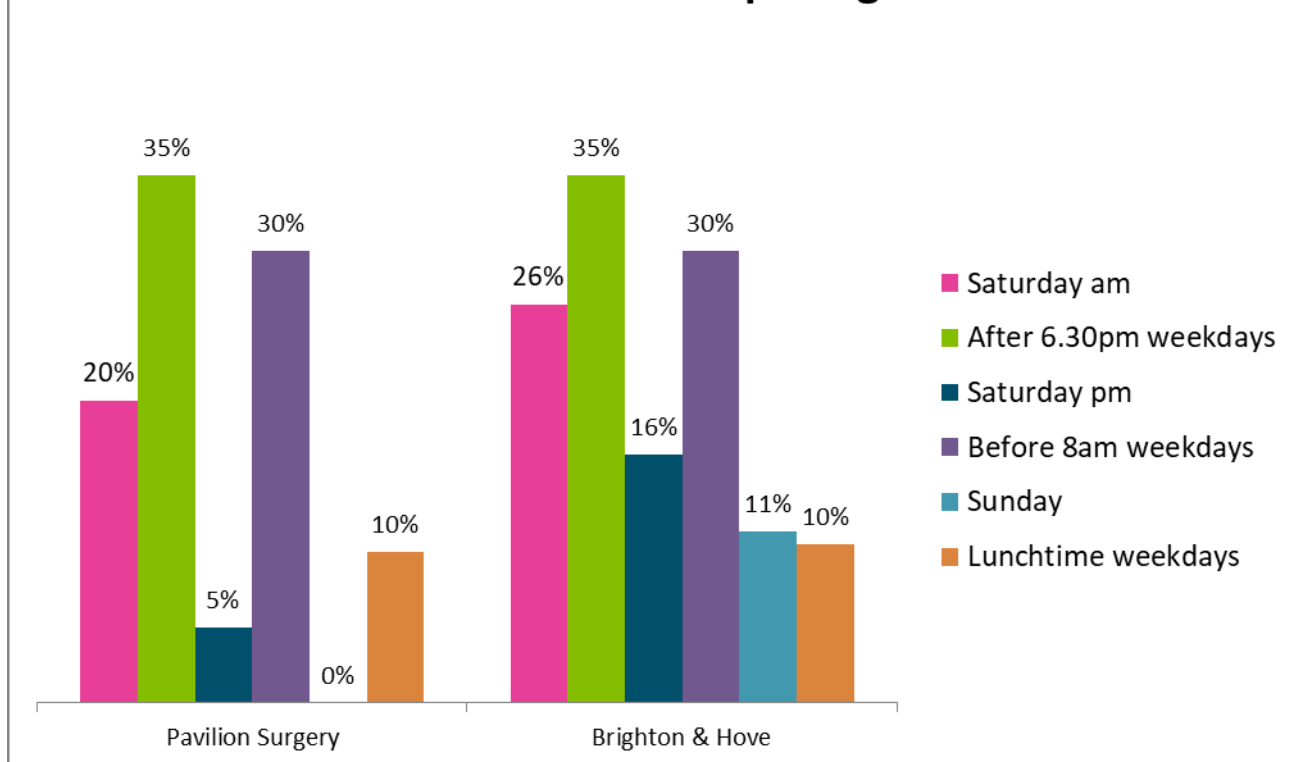
A majority of patients were satisfied (68%) with opening hours offered by the surgery although this satisfaction level was slightly lower than the average for the city.



#### Preferred additional hours if not satisfied

For patients who were not satisfied with existing opening hours, the most popular additional opening hours proposed were Saturday morning, after 6.30 pm on weekdays and before 8am on weekdays. It is worth noting that the practice does already provide early and late surgeries on some weekdays

## Preferred additional opening times



### Booking appointments

The surgery offered the standard methods of booking an appointment and electronic facilities for making prescriptions. However, patient take-up of these electronic services was low for appointment booking and repeat prescriptions.

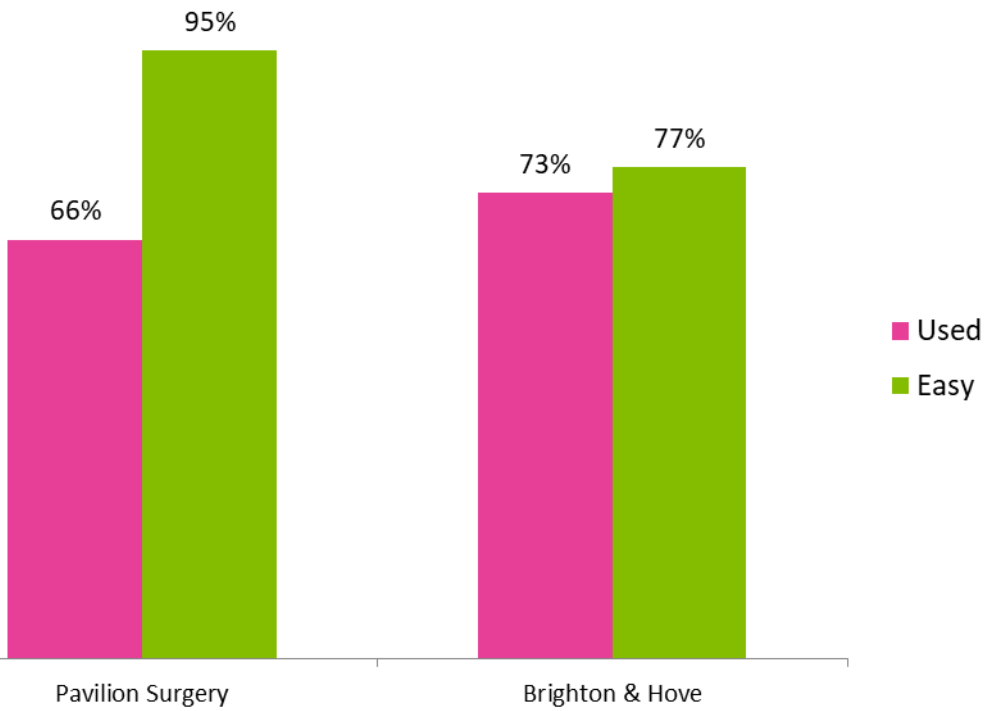
|   | used  |
|---|-------|
| Online appointment booking                  | ✓ 14% |
| Online repeat prescription                  | ✓ 14% |
| Electronic prescriptions (sent to pharmacy) | ✓ 36% |
| Integrated pharmacy                         | ✗     |

### Ease of booking appointments using different methods

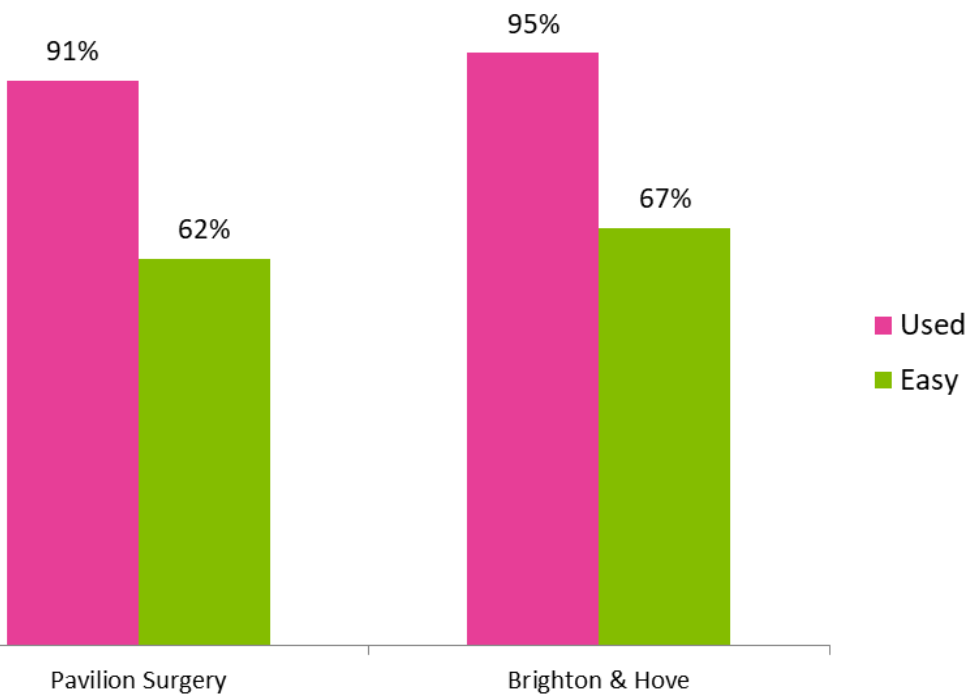
Using data from the Patient survey we assessed the proportion of patients who had used and found 'easy' to use different methods of booking appointments.

High numbers of patients reported that making appointments in person or online had been 'easy' and these satisfaction rates were higher than the average for Brighton and Hove. However, almost all patients had made appointments by phone but only 62% had found it easy to do so, a slightly lower satisfaction rate than the city average.

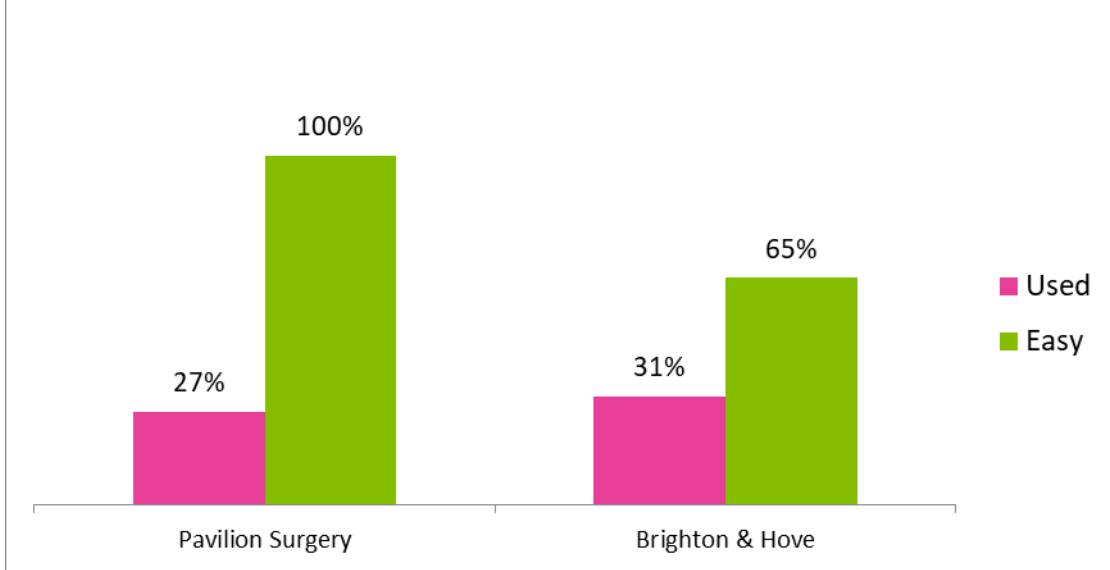
### Making appointments in person



### Making appointments by phone



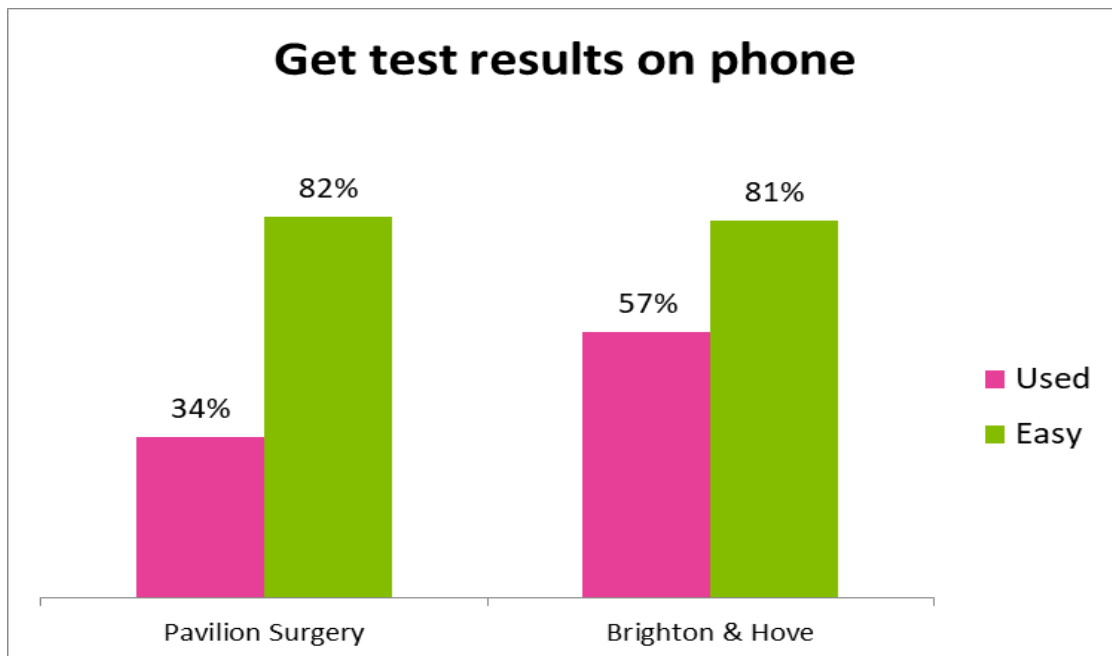
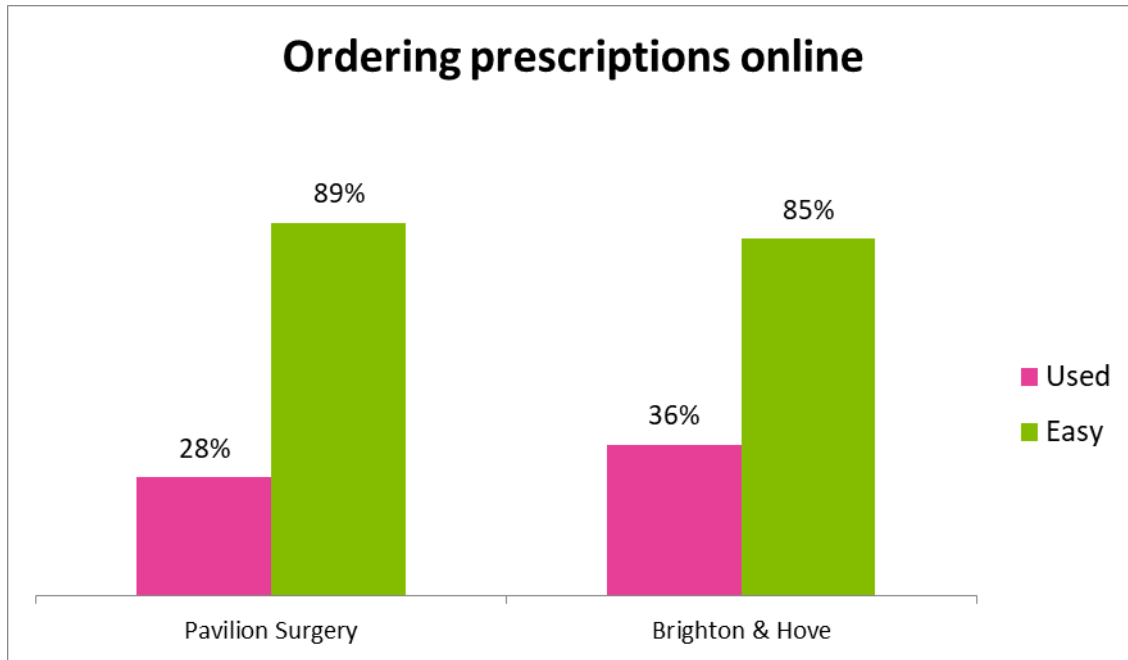
## Making appointments online





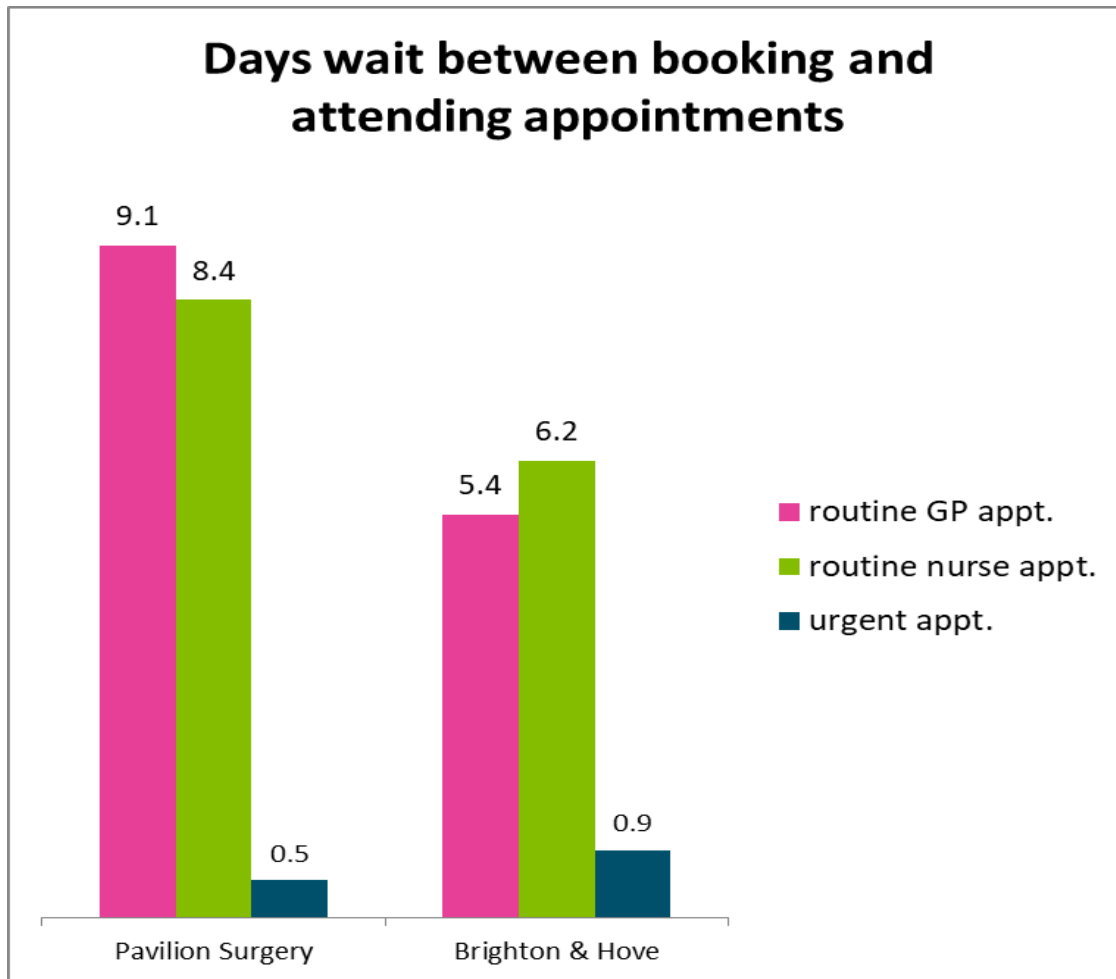
## Ordering prescriptions online and getting test results by phone

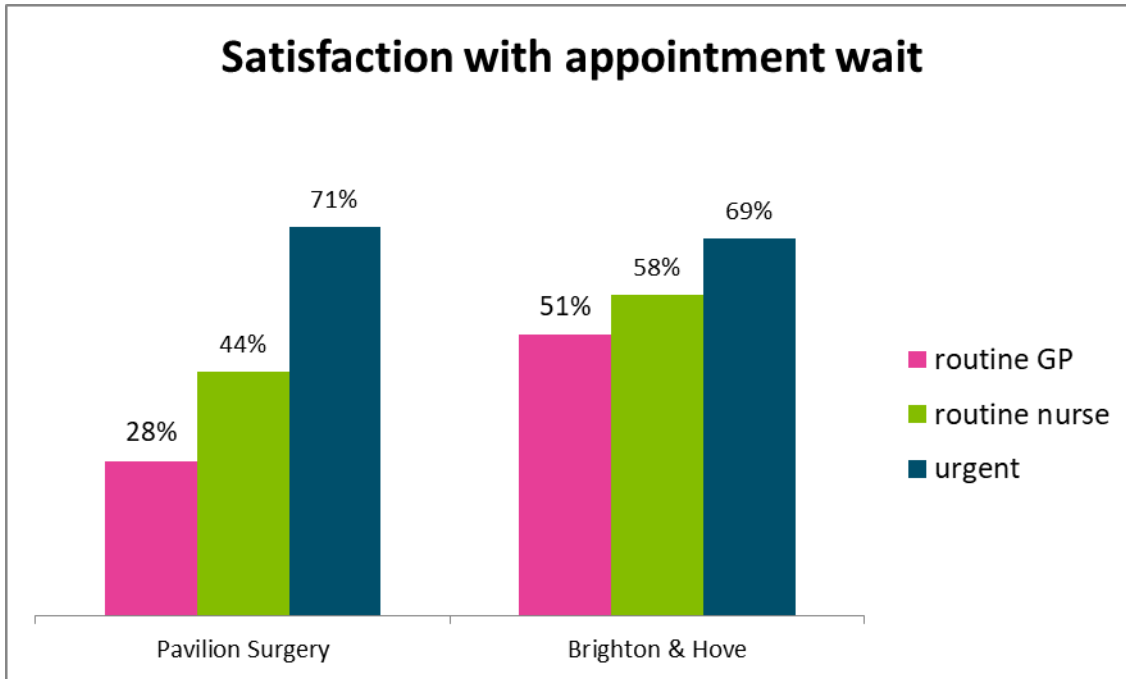
Patients who had used these services largely reported the experience had been 'easy' in line with city averages.



### Wait between booking and attending appointments

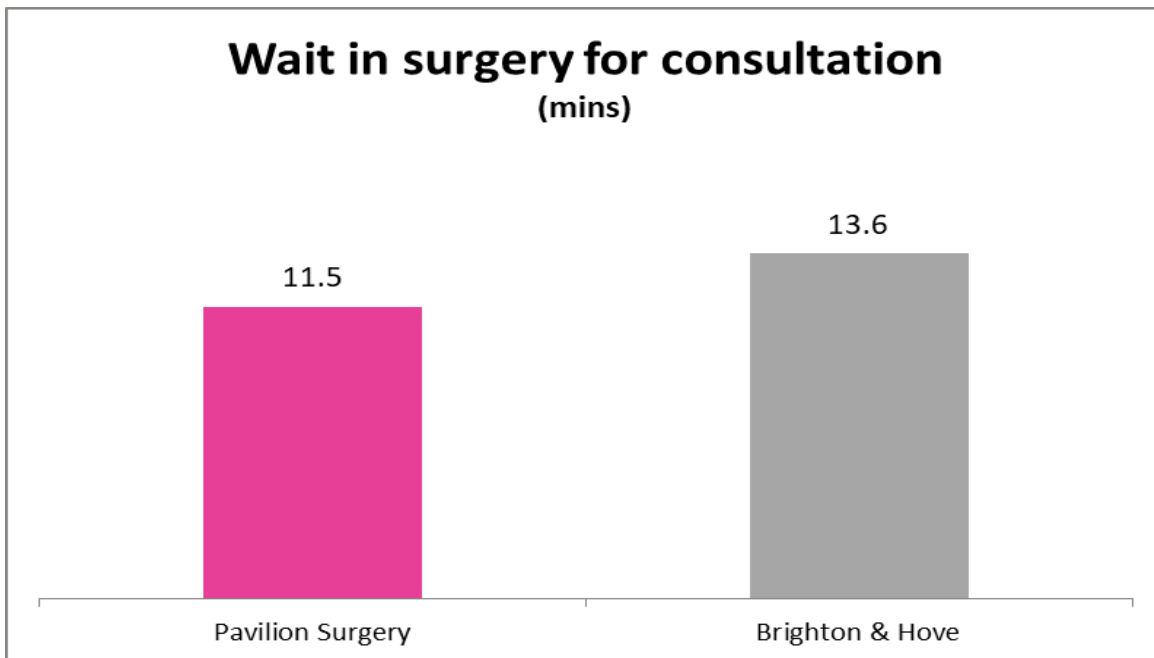
The days waiting from booking and attending appointments were significantly longer than the city average for both routine GP appointments and routine nurse appointments. For urgent appointments the wait was less than the city average. This performance is reflected in satisfaction levels, with much lower than average satisfaction figures especially for routine GP appointments (28% compared with the city average of 51%).





#### Wait at surgery

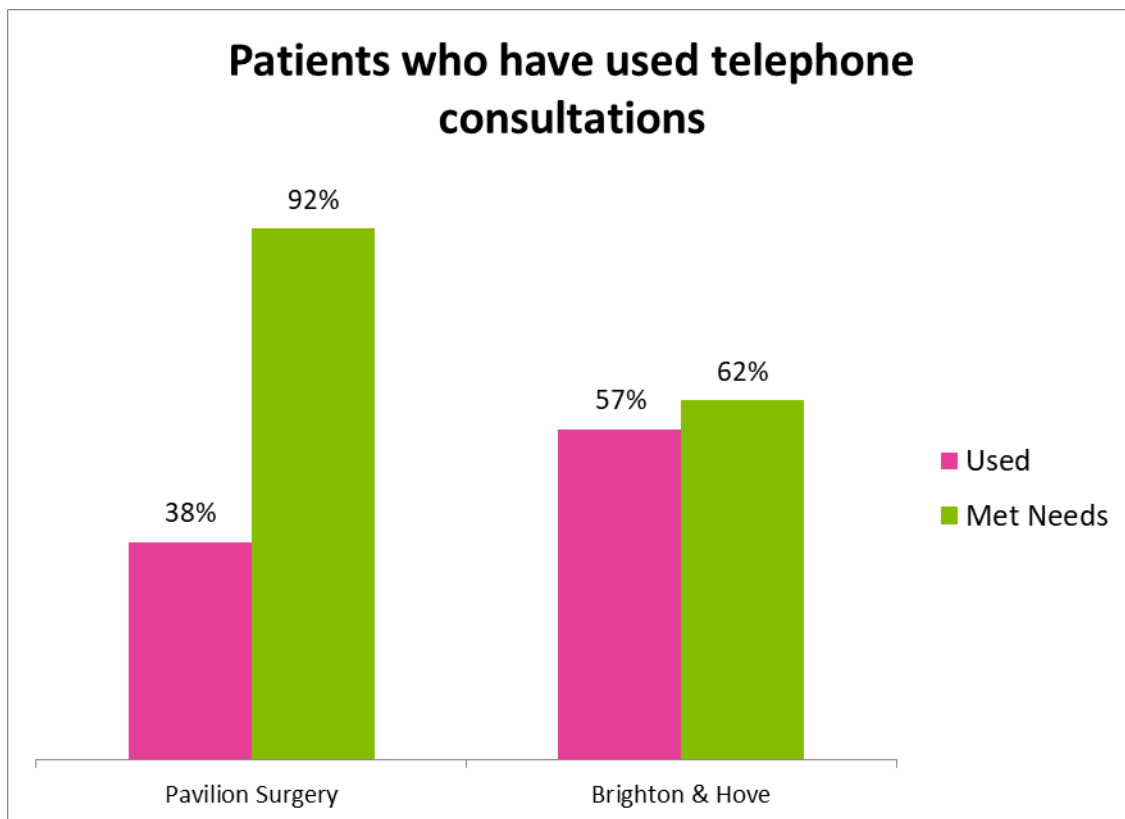
Pavilion surgery performed well on the average wait in the surgery for the consultation. Patients reported an average wait of 11.5 minutes beyond the appointment time compared to the city average of 13.6 minutes.



## Quality of care

### Telephone consultations

A little over a third of patients reported that they had used telephone consultations in place of face to face consultations, significantly less than the city average of 57%. However, a very high proportion (92%) of these patients felt that the telephone consultation they had received had been effective in meeting their needs. These figures suggest the surgery is providing effective telephone consultations for patients when these are employed.



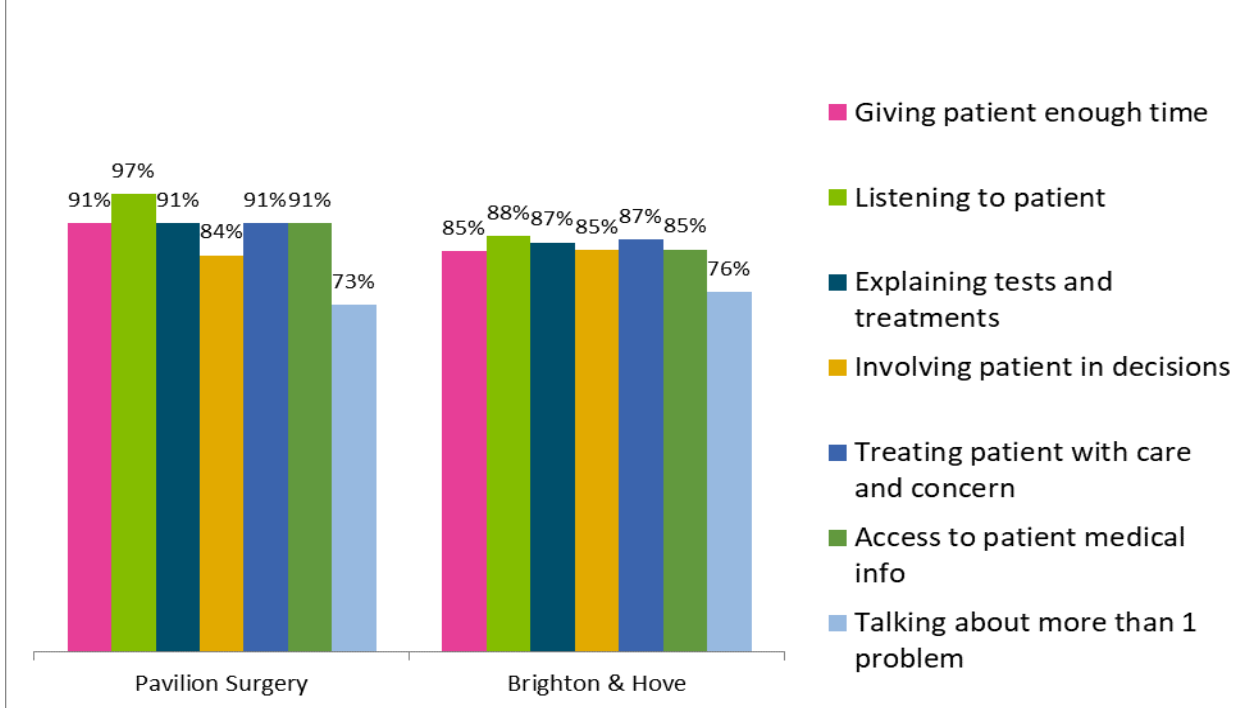
#### Care provided at consultation

A high proportion of patients reported ‘good’ quality of care across seven standard criteria. The average quality score was 88% for GP consultations and 89% for nurse consultations. The score for GP consultation was slightly higher than the city average while the score for Nurse consultations was very slightly lower.

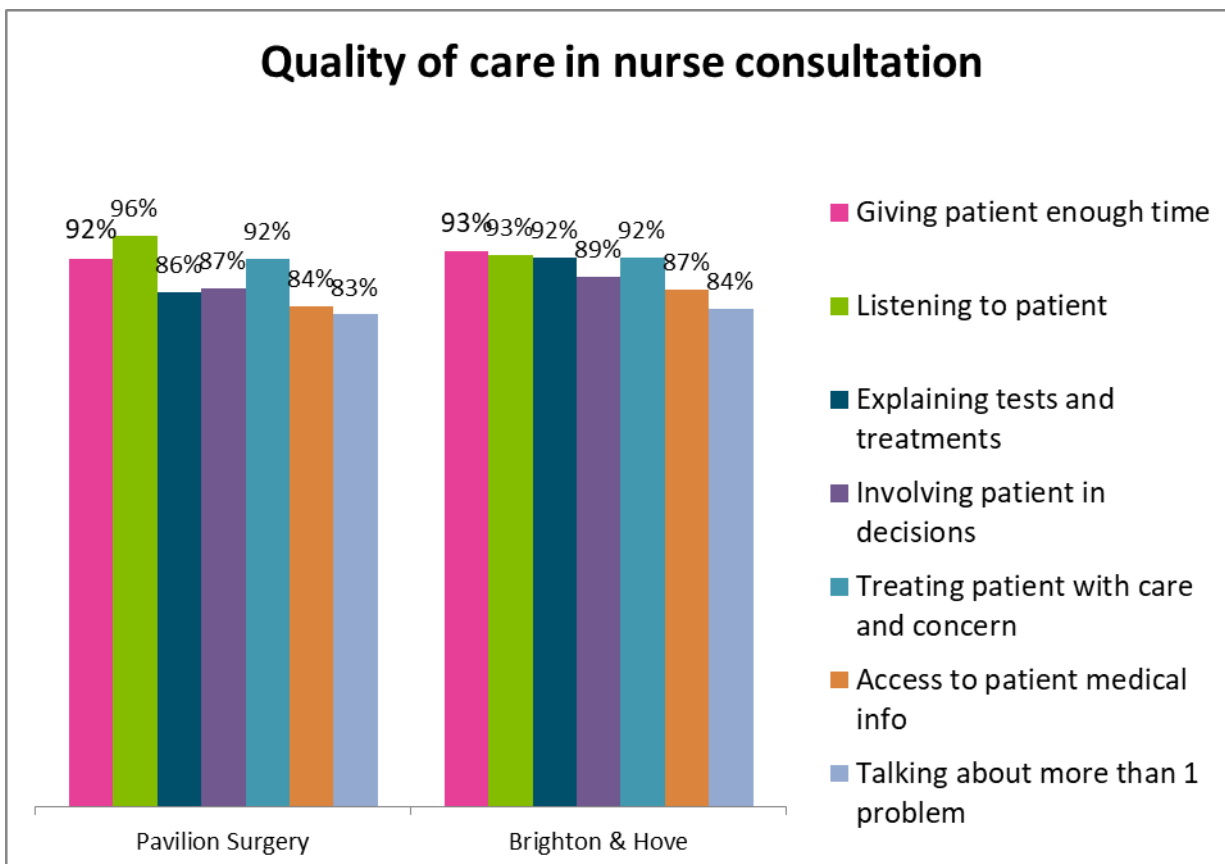
On GP consultations the surgery scored higher than the city averages on most criteria with the exception of “involving patients in decisions” and “willingness to talk about more than one problem” where scores were slightly lower than the city average.

On nurse consultations, the scores on most criteria were slightly lower than the city averages except for “listening to patients” where the score was higher

## Quality of care in GP consultation



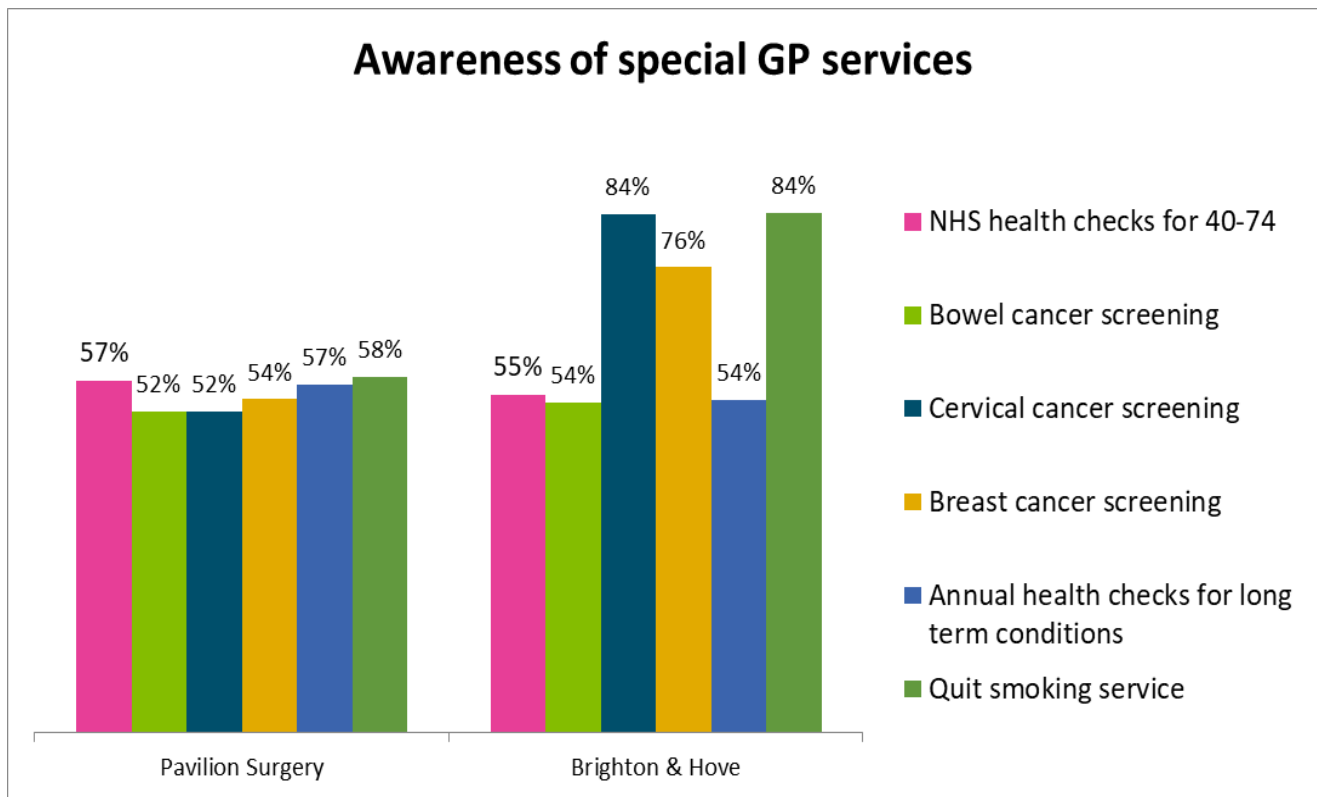
## Quality of care in nurse consultation



## Special GP services

### Awareness of special services

Patient awareness of special services was generally lower than average for the city with particularly low awareness compared with patients in other practices of cervical cancer screening (52%), breast cancer screening (54%) and the quit smoking service (58%)



## 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.

The waiting areas had limited wall space for notices or information leaflets and consequently there were far fewer leaflets displayed than in other GP surgeries but the ones on display were clear, easy to read and almost all were up to date. The exception being an old Patient Transport Services poster which we recommend should be removed.

We observed a lack of information visible on adult safeguarding and suggest it might be appropriate to put adult and child safeguarding notices/posters in the toilet rooms (as done in a number of other GP surgeries) along with sexual health posters.

Small changes to the signage on both floors could help patients quickly find the toilets that they need.

There were hand gel dispensers on each of the reception desks, but no notice encouraging patients to use the gel and no dispenser by the touch screen.

Staff were all very welcoming, calm and spoke quietly but clearly to patients and we noted that staff were particularly discreet when speaking to patients by telephone. Further steps could be taken such as introducing background music or putting notices on the reception desks requesting patients queueing to respect the privacy of others and stand back.

The waiting areas were clean, well-lit and comfortable. All chairs were wipe-clean plastic. We noted that very few chairs had arms which we know many older patients find useful to help them get in or out of chairs.

There were no Friends and Family Test (FFT) forms available and no FFT box on display. Follow-up texts seeking feedback, however, were sent to patients. It would be useful to ensure that information on the practice complaints policy was available in both waiting areas.

There is an active Patients Participation Group (PPG) along with large notice boards containing useful and comprehensive information. The PPG is actively seeking young adult members.

The surgery was trialling the use of a service called Practice Assist, provided by Care UK. This enables patients who wish to do so to have a telephone consultation with a GP (one other than a practice GP) for non-urgent matters such as repeat prescriptions.

## Overall evaluation of practice



Patients were positive in their overall evaluation of the surgery, giving it higher ratings than the average for Brighton and Hove.

| <b>Overall rating of surgery</b>                      |     |
|---|-----|
| <b>Rating on 1-10 scale</b>                           |     |
| Pavilion Surgery                                      | 8.2 |
| Brighton and Hove                                     | 7.9 |
| <b>Satisfaction with GP practice</b>                  |     |
| Pavilion Surgery                                      | 88% |
| Brighton and Hove                                     | 79% |
| <b>Recommend practice to family and friends (FFT)</b> |     |
| Pavilion Surgery                                      | 97% |
| Brighton and Hove                                     | 86% |

“ Very easy to see my GP or a nurse. Reception staff are very friendly. I feel like I am being well cared for ”

“ They're overworked and under resourced due to taking on lots of patients from other surgeries that have been closed ”

“ Excellent service despite being overworked ”

“ Waits for GP appointments with designated GPs are TERRIBLE; once you get to see her the service is EXCELLENT ”



# Our Recommendations

## Key recommendations

### 1. Reduce the waiting time for routine GP and nurse appointments

Response from practice manager:

*The surgery is continuing to actively improve waiting times for routine GP and nurse appointments. We now have 10,343 registered patients and have 4.3 FTE doctors making a ratio of one doctor per 2,383 patients. Our waiting times are improving.*

*We are currently recruiting for a part time HCA. This will help improve waiting times to see a nurse and increase availability of nurse appointments.*

### 2. Increase patients' awareness of breast and cervical screening services and the quit smoking program

Response from practice manager:

*We do provide leaflets of breast and cervical screening and the quit smoking programme however this is something we have reviewed and improved. During the Healthwatch visit Pavilion Surgery was heavily promoting the flu campaign which meant we had lack of wall space to promote all screening services. Breast and cervical screening information posters have now been clearly re-displayed in our waiting rooms. In October we dedicated an area in the waiting rooms to promote 'Stoptober' increasing patient awareness of the quit smoking campaign to our patients. Discussions with patients around screening and quit smoking also take place during GP and nurse appointments where appropriate.*

## Suggested facility improvements

## 1.Improve the availability of information relating to adult safeguarding, FFT and complaints

Response from practice manager:

*Due to lack of space we have now begun again to use our toilet areas to display patient information. We have displayed children and adult safeguarding posters as well as sexual health information in these areas.*

*Text messages regarding Friends and Family Test are sent to patients. The Pavilion Surgery values patient feedback about the practice and is considering the introduction of a comments suggestion box.*

*The complaints procedure is displayed in the waiting rooms and our website informs patients what they should do if they have a complaint. We have now displayed the complaints procedure on our website.*

## 2.Improve signage relating to location of toilets and availability of water

Response from practice manager:

*We have now put in place clear signs displayed within the practice highlighting to patients the location of toilets.*

## 3.Increase number of chairs with arms in waiting room.

Response from practice manager:

*The practice agreed there were not enough chairs with arms in the waiting areas which some patients find useful to help get in and out of chairs. The practice has ordered 15 chairs for consultation rooms and waiting areas on the ground and 1<sup>st</sup> floor.*

