

# Portslade Health Centre

---

**Service address:** Portslade Health Centre, Church Rd, Portslade BN41 1LX

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

	Portslade Health Centre	Brighton & Hove	
<b>Satisfaction</b>			
Overall surgery rating (1-10)	7.4	7.9	
Would recommend surgery to friend/family member	73%	87%	
<b>Quality of care</b>			
No. patients per doctor	1798	2394	
Overall quality of care - GP	79%	85%	
Overall quality of care - nurse	83%	90%	
<b>Booking appointments</b>			
Wait between booking and attending routine GP appointment	12.4 days	5.4 days	
Wait between booking and attending urgent appointment	1.5 days	0.9 days	
<b>Opening hours</b>			
Satisfaction with opening hours	44%	72%	

Portslade Health Centre has 11960 registered patients and has 6.65 FTE doctors, making a ratio of one doctor per 1798 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 7.4 out of 10 which was lower than the city average of 7.9.

Results from the patient survey indicated quality of care, booking appointments and opening hours 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 8.2 out of 10. Signage to the toilets in the main waiting area, a water dispenser, more chairs with arms, chairs with wipe clean surfaces rather than fabric and publicity on how to make a complaint were areas for improvement.

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

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

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 16 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.

- **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

Portslade Health Centre had 11960 registered patients and 6.65 FTE doctors making a ratio of one doctor per 1798 patients.

The surgery was accepting new patients at date of research.

Surgery opening hours were weekdays 8am to 18.30pm

The surgery was working within Cluster Four in Brighton and Hove, which also includes Mile Oak surgery, Links Road surgery, Hove Medical Centre and Wish Park surgery.

The surgery has a PPG where members meet in person.

## Findings



### Accessibility

The average time taken to get to the surgery was 9.5 minutes, which was shorter than the average for Brighton and Hove. No patients had to take more than 30 minutes, better than the city average.

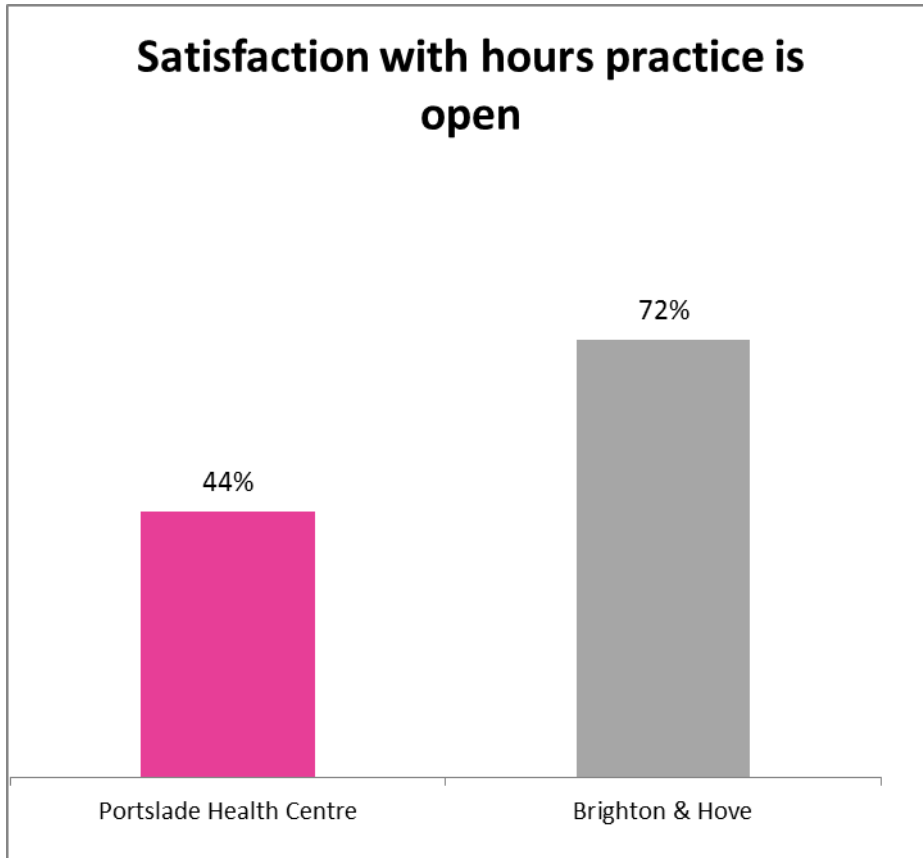


### Opening hours

Surgery opening hours were weekdays 8.00 am to 18.30 pm

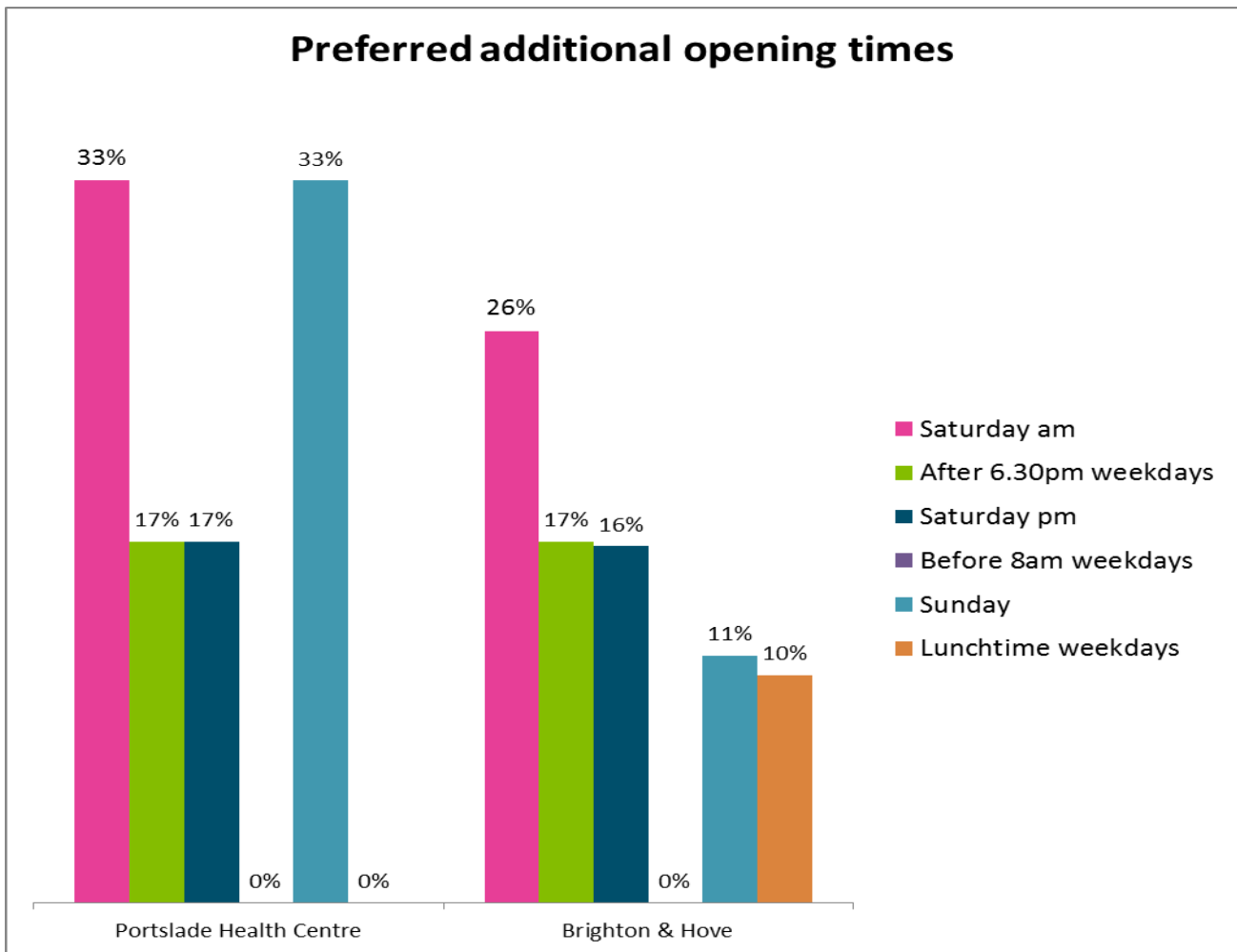
### Satisfaction with current opening hours

Only 44% of patients were satisfied with opening hours offered by the surgery lower than the average for Brighton and Hove.



### 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 Sundays.



### Booking appointments

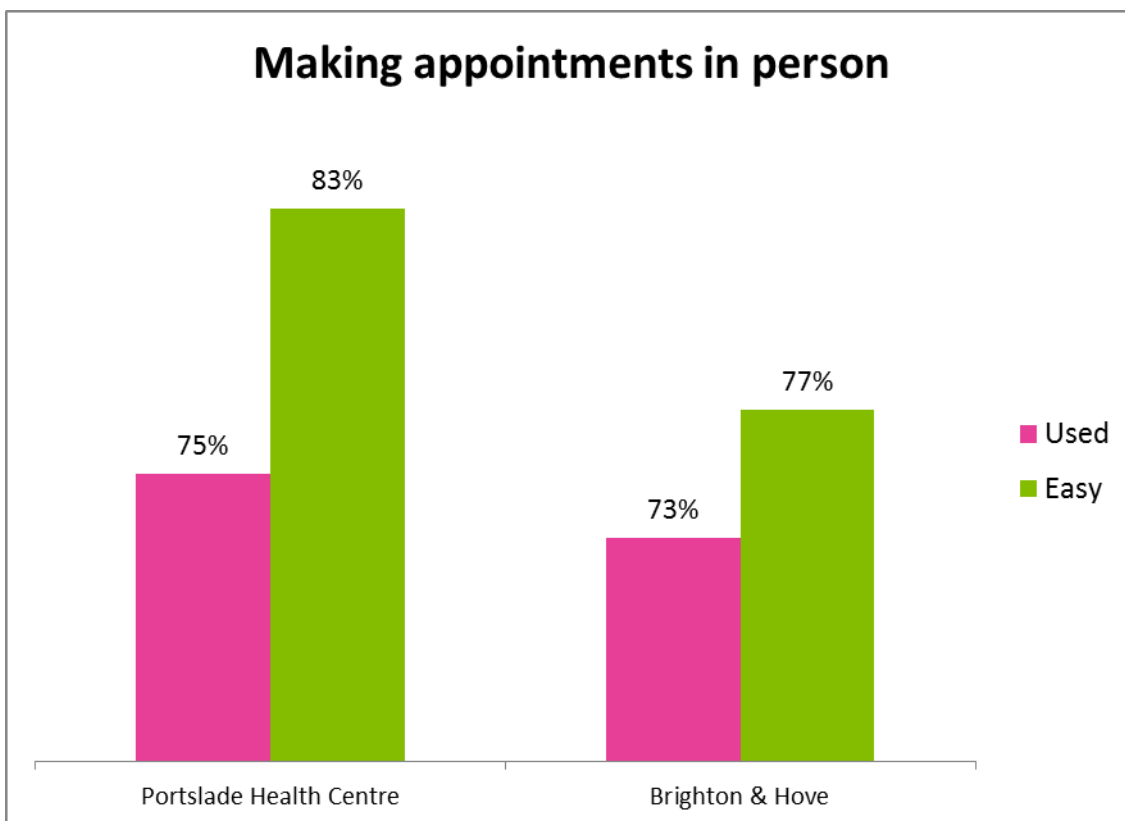
The surgery offered all standard methods of booking an appointment and electronic facilities for making prescriptions. The patient uptake of these services was relatively high.

	used
Online appointment booking	42%
Online repeat prescription	41%
Electronic prescriptions (sent to pharmacy)	76%
Integrated pharmacy	

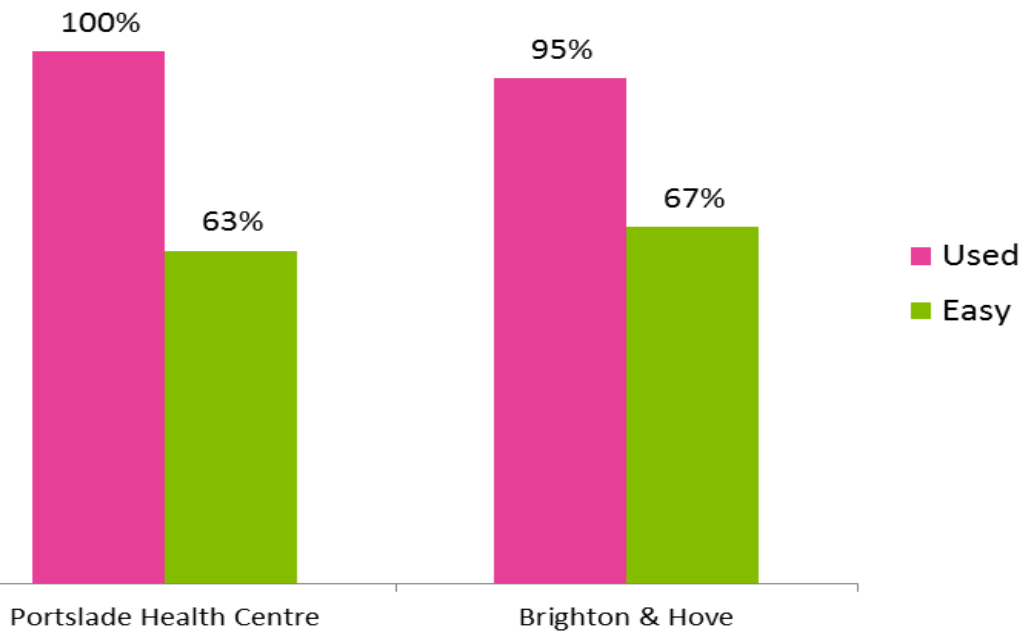
### Ease of booking appointments using different methods

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.

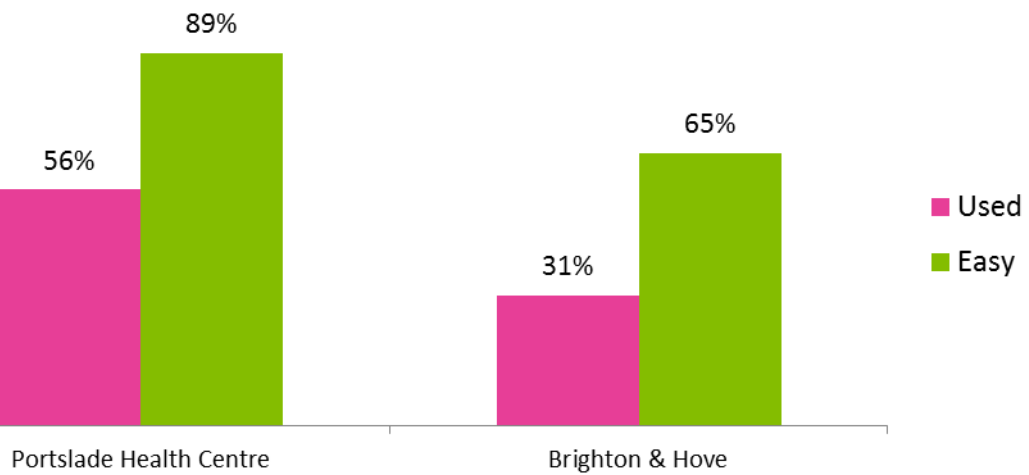
High numbers of patients reported that making appointments in person, by phone or online had been 'easy' and these satisfaction rates were all higher than the average for Brighton and Hove.



## Making appointments by phone



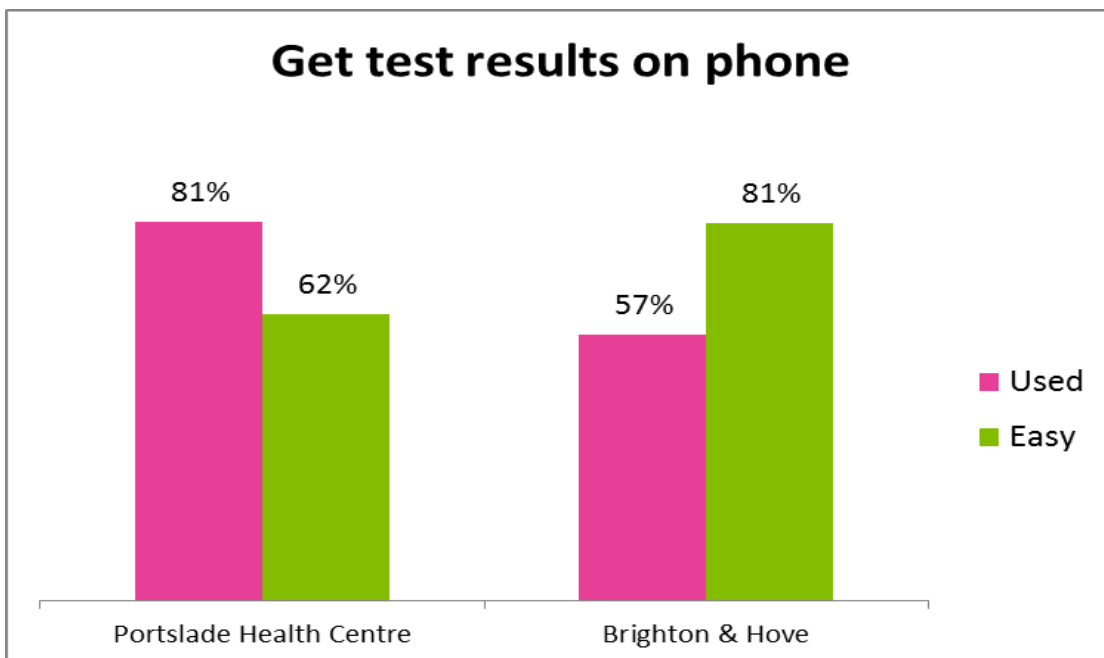
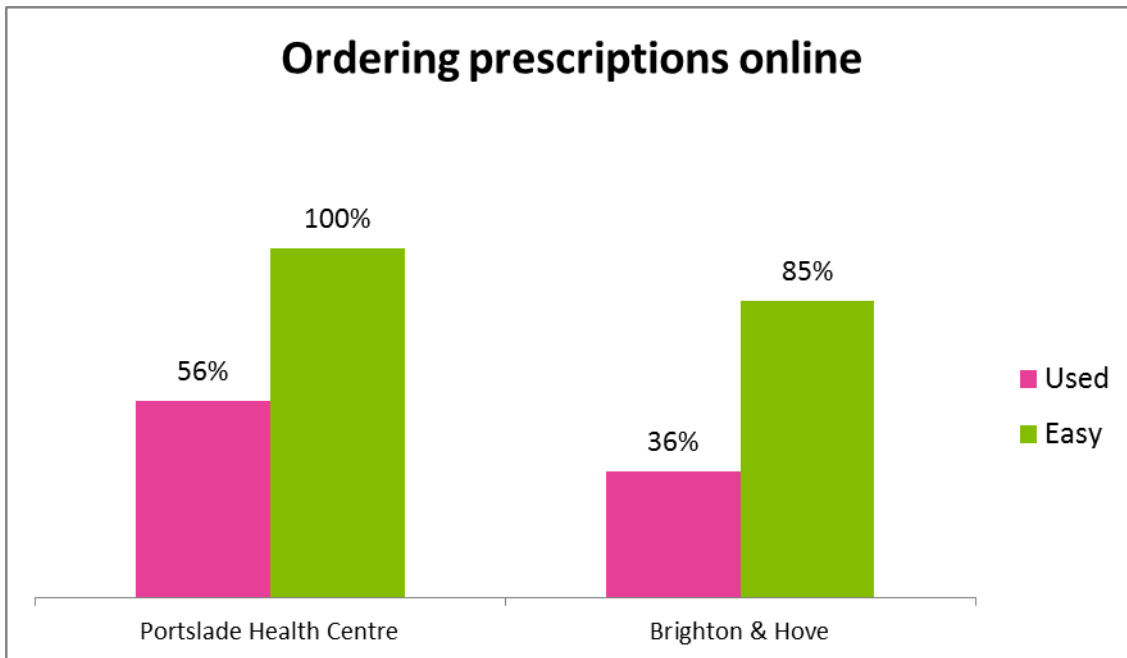
## Making appointments online





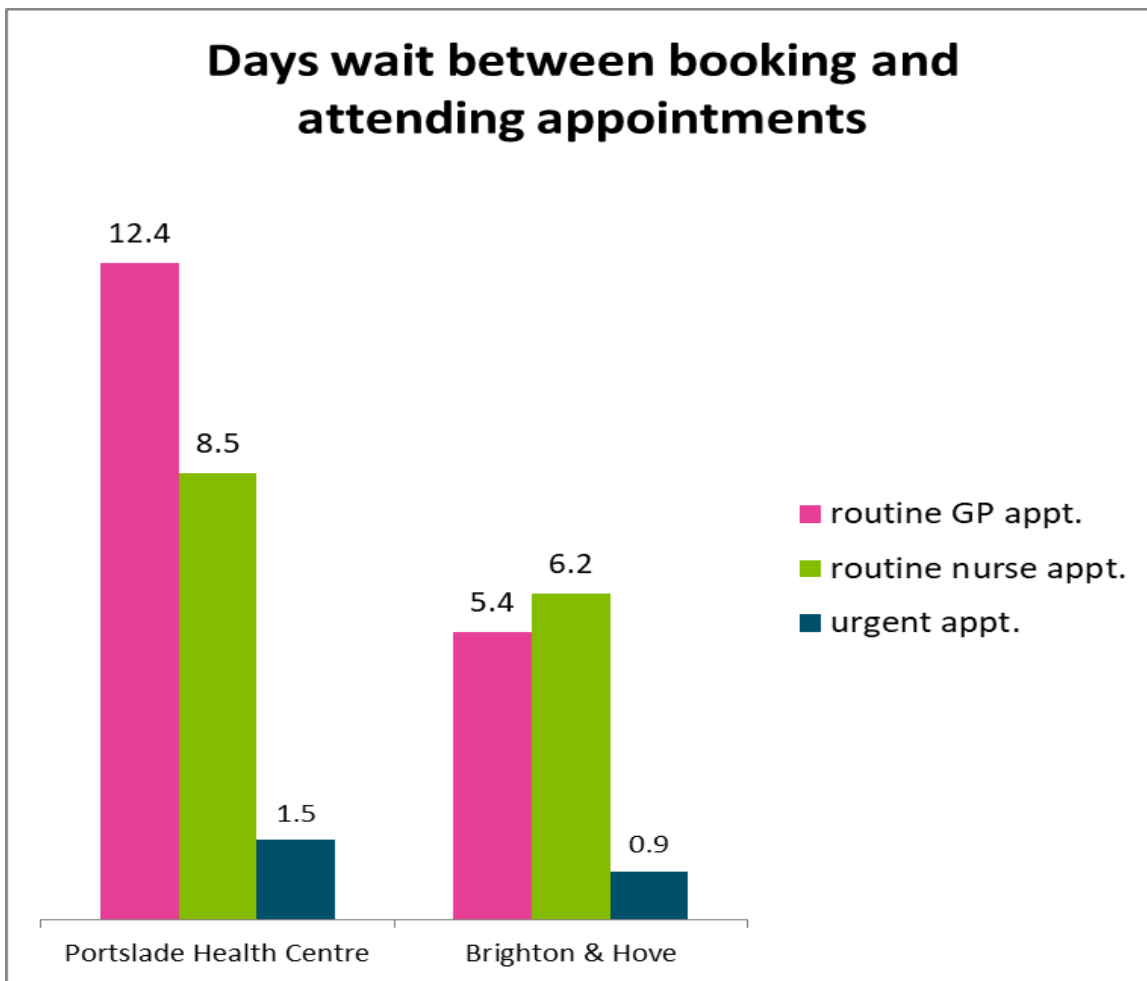
## Ordering prescriptions online and getting test results by phone

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

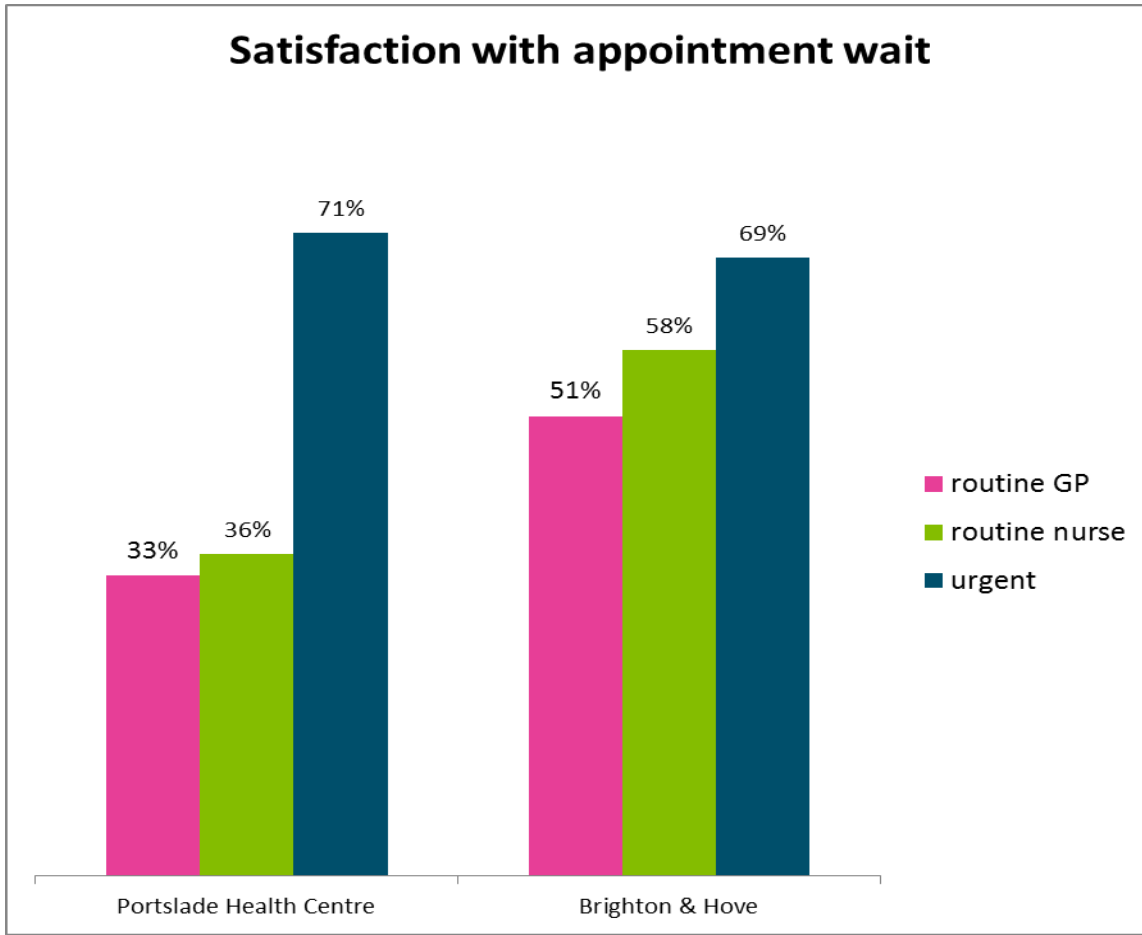


## Wait between booking and attending appointments

The days wait between booking and attending appointments was longer than the city average on all these types of appointments. This performance was reflected in satisfaction levels, with lower than average figures for routine GP and nurse appointments.

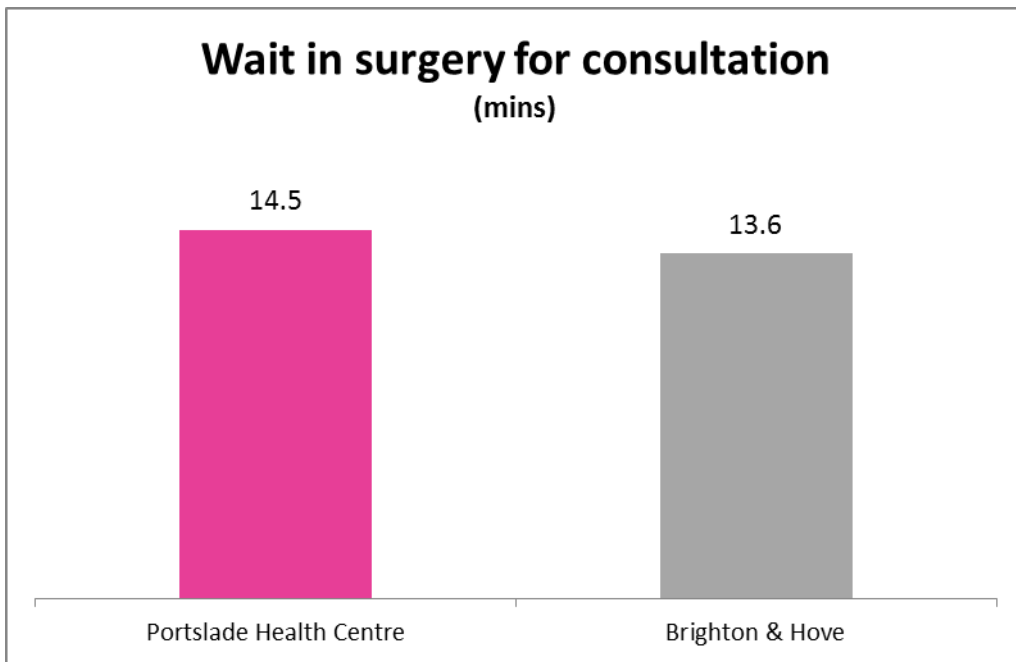


## Satisfaction with appointment wait



### Wait at surgery

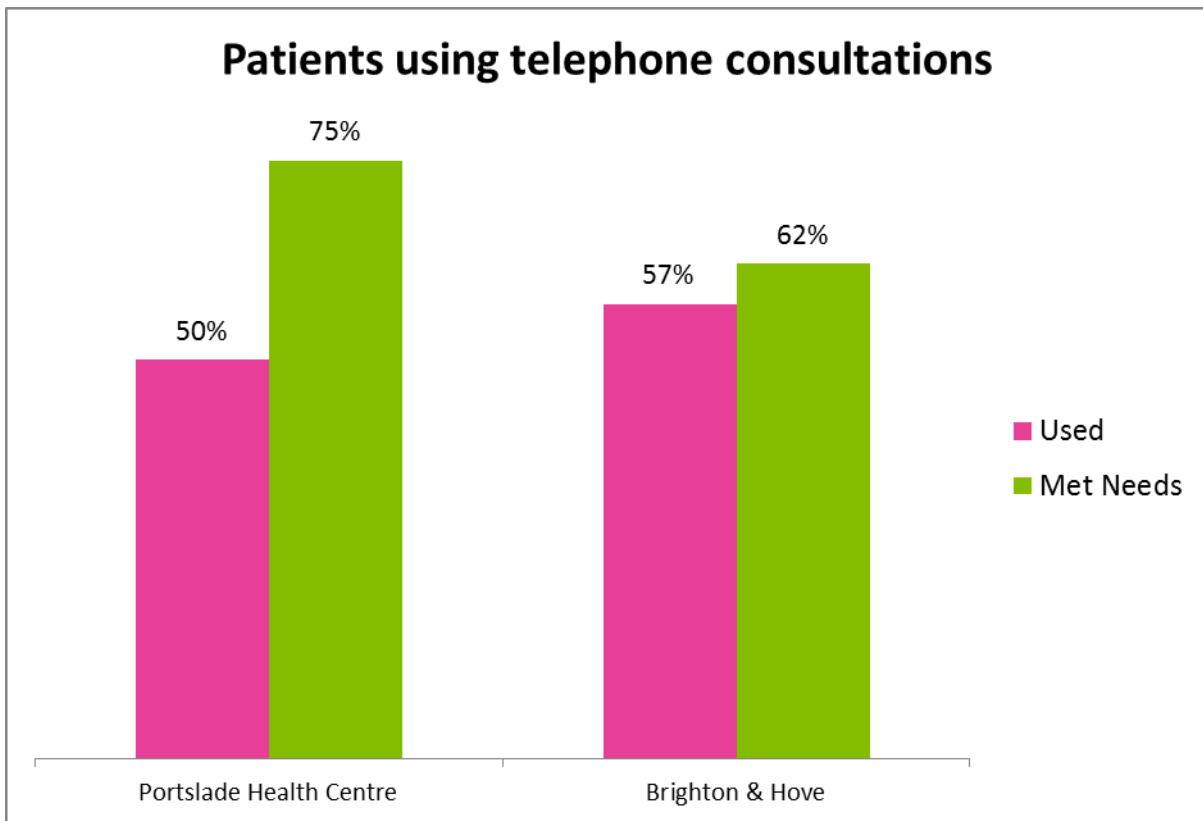
Patients reported an average wait of 14.6 minutes beyond the appointment time compared to the city average of 13.6 minutes.



## Quality of care

### Telephone consultations

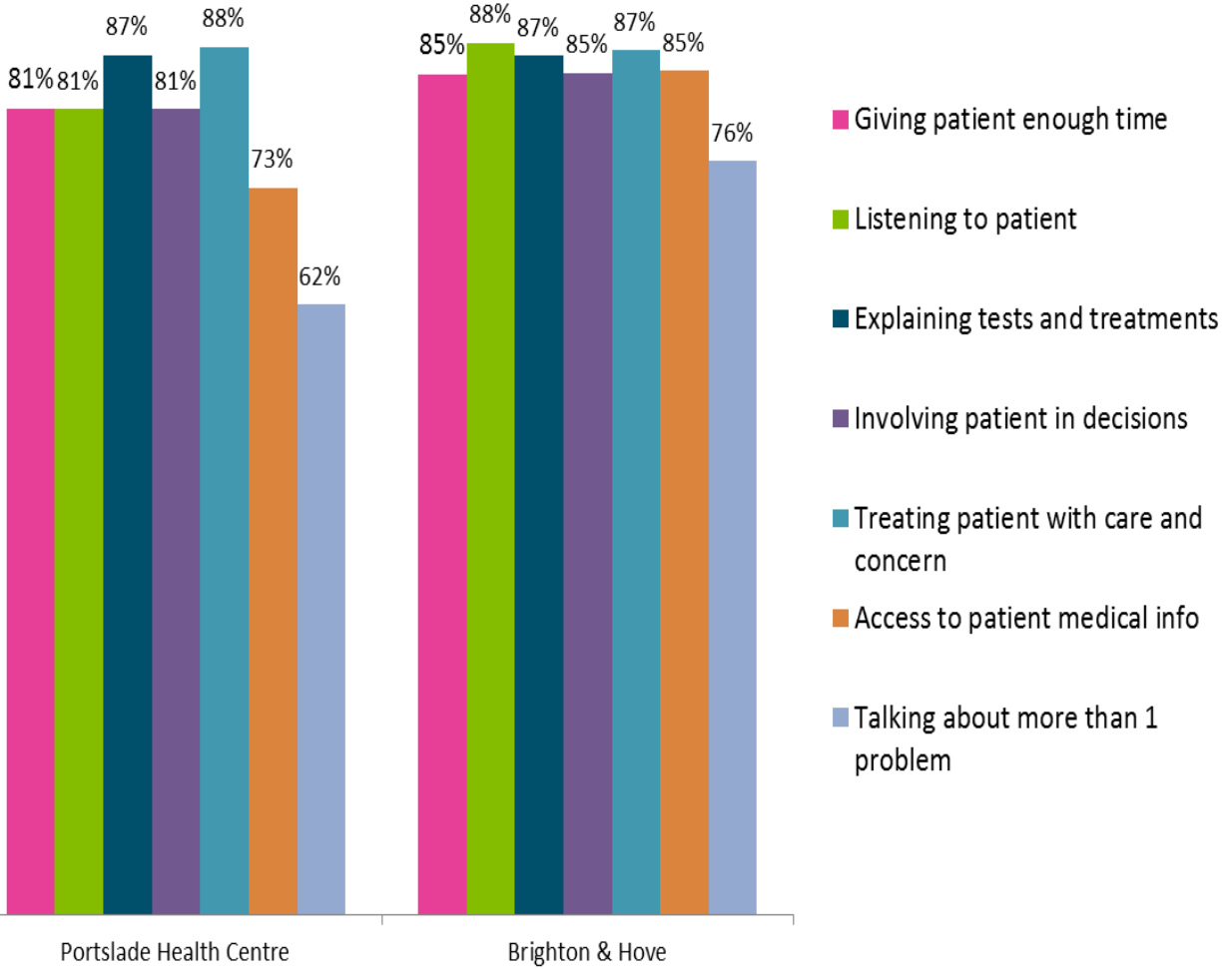
Close to half of patients at the surgery had used telephone consultations in place of face to face consultations. A high proportion of these patients felt that the telephone consultation they had received had been effective in meeting their needs. These figures suggest the surgery is managing this system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



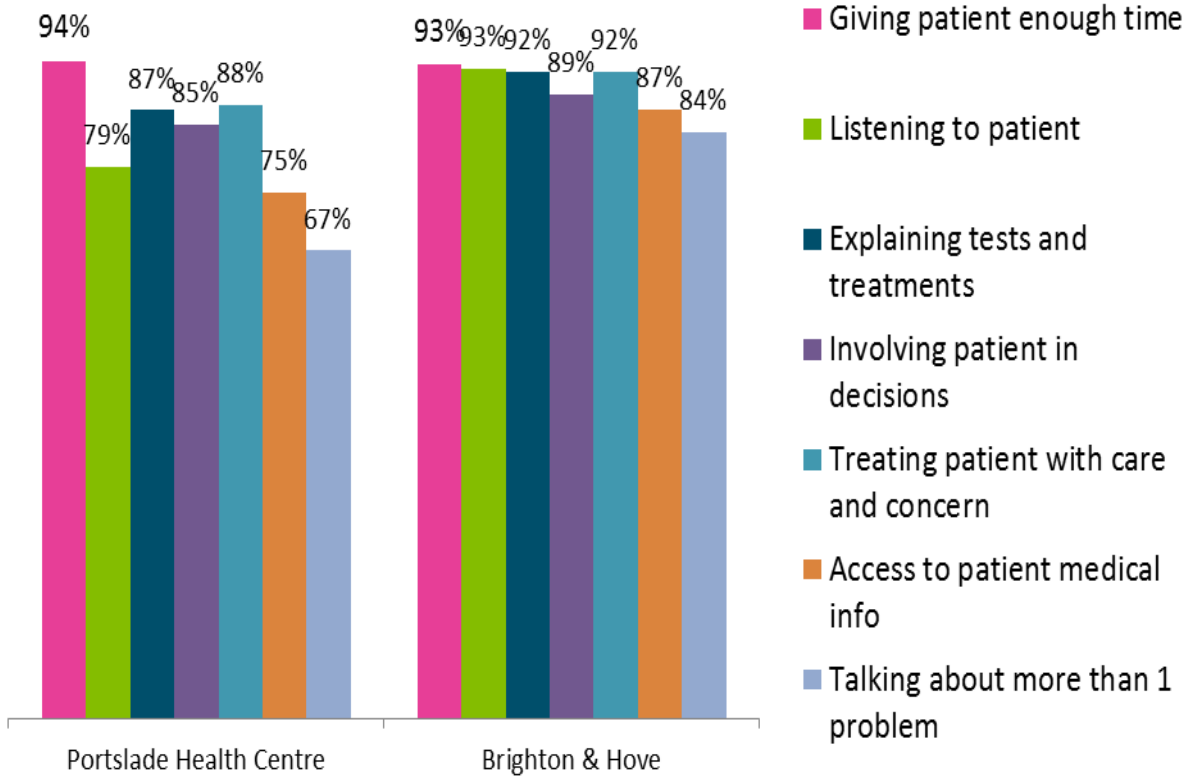
#### Care provided at consultation

A high proportion of patients reported 'good' quality of care across seven standard criteria. The average quality score was 79% for GP consultations and 82% for nurse consultations, both of which were slightly lower than the average for the city.

## Quality of care in GP consultation



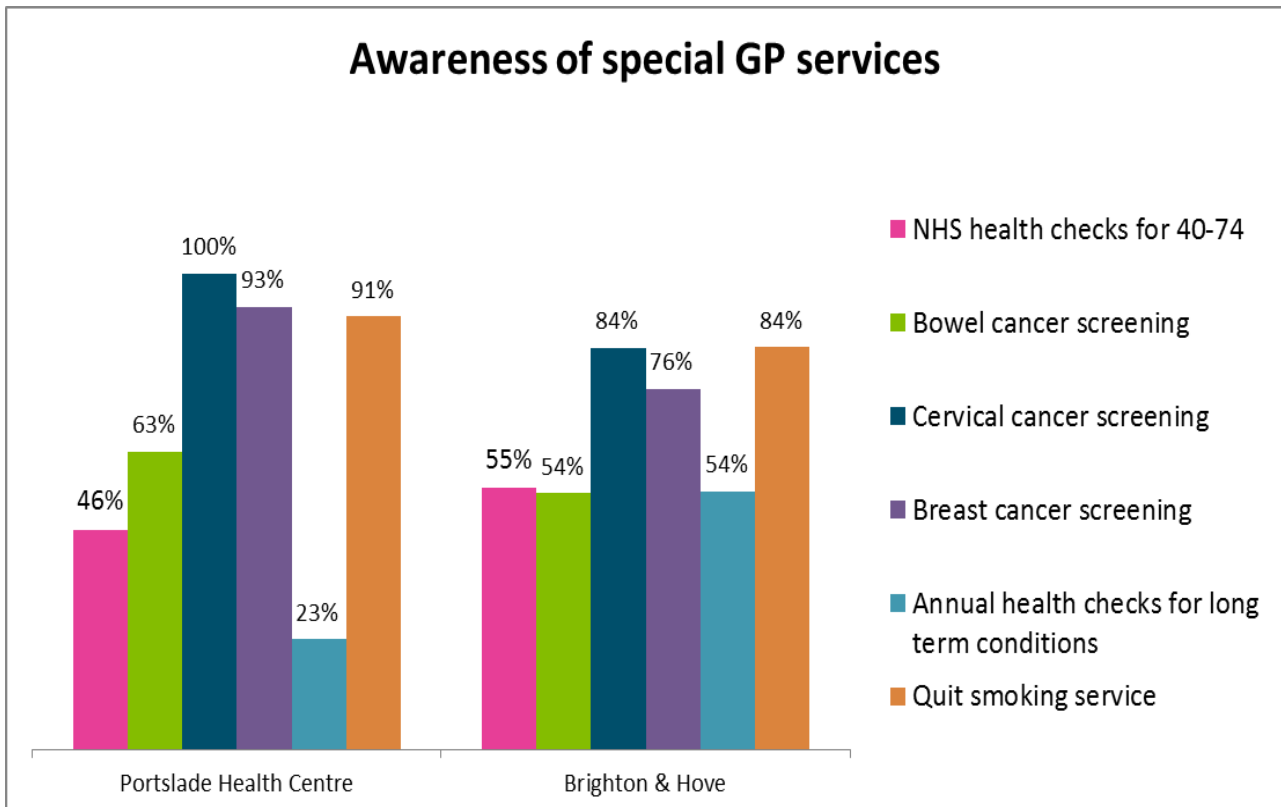
## Quality of care in nurse consultation



## Special GP services

### Awareness of special services

Patient awareness of special services was higher than average for the city with particularly high awareness of breast screening (93%), cervical cancer screening (100%) and quit smoking service (91%).



## Environment

Our visit rated the surgery as good in providing an environment for patients with some room for improvement, giving it a score of 8.2 out of 10.

The display of information was presented well, up-to-date and relevant. Safeguarding information was on display in several places in the main waiting area. There was a closed-circuit TV with information specific to the practice.

There was no signage to the toilets from the main waiting area. The disabled toilet was poorly lit and in need of redecoration. The toilets were clean and tidy but the hand drier in the male toilet was broken and there were no paper towels. Hand gel dispensers were available.



The amount of seating was adequate but fabric covered and not wipe clean. There was no water fountain or water dispenser

During the visit the staff were friendly, calm and quiet but clear in their communication with patients. Patients are called to GP or nurse rooms via an illuminated sign in the main waiting area.

A leaflet on how to make a complaint was available, among others on display. The Friends and Family cards and box were easily available together with a Suggestions box.

## Overall evaluation of practice

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

<b>Overall rating of surgery</b>	
<b>Rating on 1-10 scale</b>	
Portslade Health Centre	7.4
Brighton and Hove	7.9
<b>Satisfaction with GP practice</b>	
Portslade Health Centre	75%
Brighton and Hove	79%
<b>Recommend practice to family and friends (FFT)</b>	
Portslade Health Centre	73%
Brighton and Hove	86%

“ It’s adequate. I have been lucky in that I have never needed an emergency appointment for me - doubt whether I’d be able to get one ”

“ Poor wait times. Over familiar staff. Wait too long for repeat prescriptions. ”

“ Opening hours and wait for appointment prevent me from giving them a 10. Very satisfied with it otherwise ”



## Key Recommendations

1. Opening hours should be improved to include pre booked appointments in evenings and at weekends
2. Waiting times for all appointments should be improved.



## Suggested facility improvements

3. Clear publicity on how to make a complaint should be made available
4. There should be signage to the toilets in the waiting area
5. A water dispenser should be provided for patients

