

Ship Street Surgery

Service address: Ship Street Surgery, 65-67 Ship St, Brighton BN1 1AE

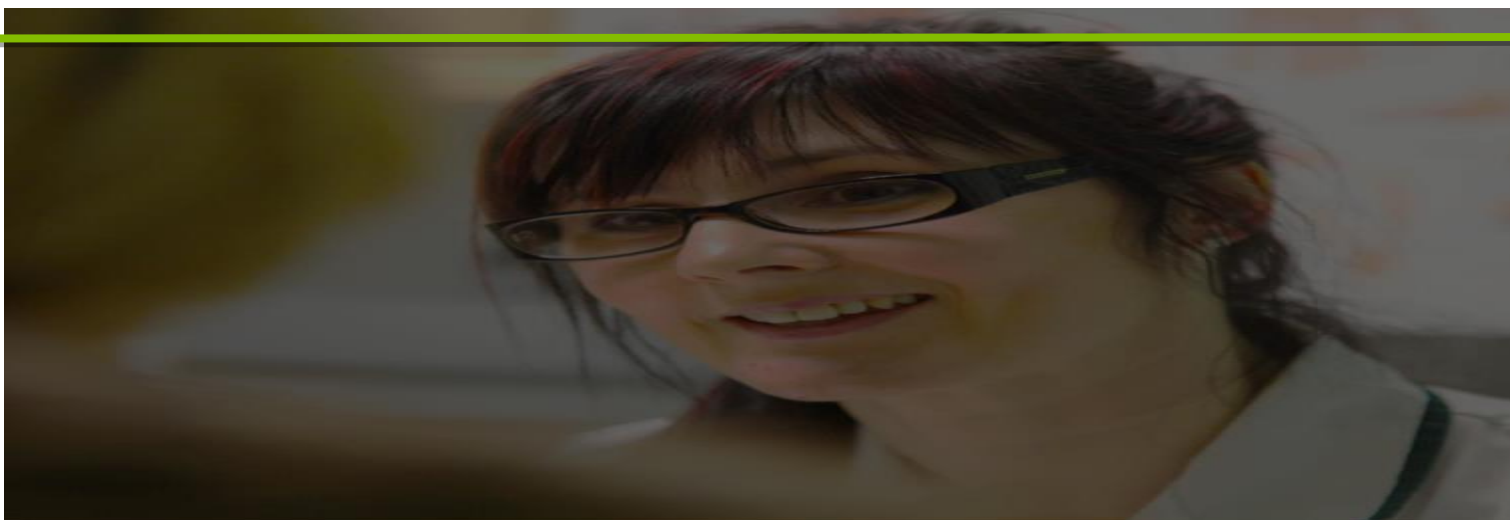
Date of surgery visit: 19th September 2017

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

Ship Street surgery had 2,785 registered patients and had 1.22 FTE doctors, making a ratio of one doctor per 2,283 patients. This provision of doctors was slightly higher than the city average of one doctor per 2,394 patients.¹

Most patients, 6 out of the 7 surveyed, reported they were satisfied with the surgery.

Our visit rated the surgery as good in providing an environment for patients, giving it a score of 8.2 out of 10. However, there was room for improvement in organising the provision of health information for patients.



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 7 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.

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

- **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

Ship Street surgery had 2,785 registered patients and had 1.22 FTE doctors, making a ratio of one doctor per 2,283 patients.

The surgery was accepting new patients at date of research.

Surgery opening hours were Monday - Friday 8.30-13.00, Monday, Tuesday, Friday 14.00-18.00, Wednesday 14.00-19.30.

The surgery was working within Cluster 2 in Brighton and Hove which also includes:

St Lukes Surgery
Saldean & Rottingdean Medical Practice
Avenue Surgery
School House Surgery
Regency Surgery
Woodingdean Surgery

Findings



Accessibility

Four out of 7 patients surveyed took less than 15 minutes to get to the surgery. One patient took more than 30 minutes.

Opening hours

Surgery opening hours were Monday - Friday 8.30-13.00, Monday, Tuesday, Friday 14.00-18.00, Wednesday 14.00-19.30.

Satisfaction with current opening hours

6 out of 7 patients surveyed were satisfied with opening hours offered by the surgery.

Booking appointments

The surgery offered all standard methods of booking an appointment and electronic facilities for making prescriptions but had low uptake of them by patients.

		used
Online appointment booking	✓	2%
Online repeat prescription	✓	15%
Electronic prescriptions (sent to pharmacy)	✓	15%
Link to a pharmacy	✓	

Ease of booking appointments using different methods

Five out of seven patients said that making an appointment in person had been easy.

Six out of seven patients said that making an appointment by phone had been easy.

Two out of six patients said that making an appointment online had been easy.

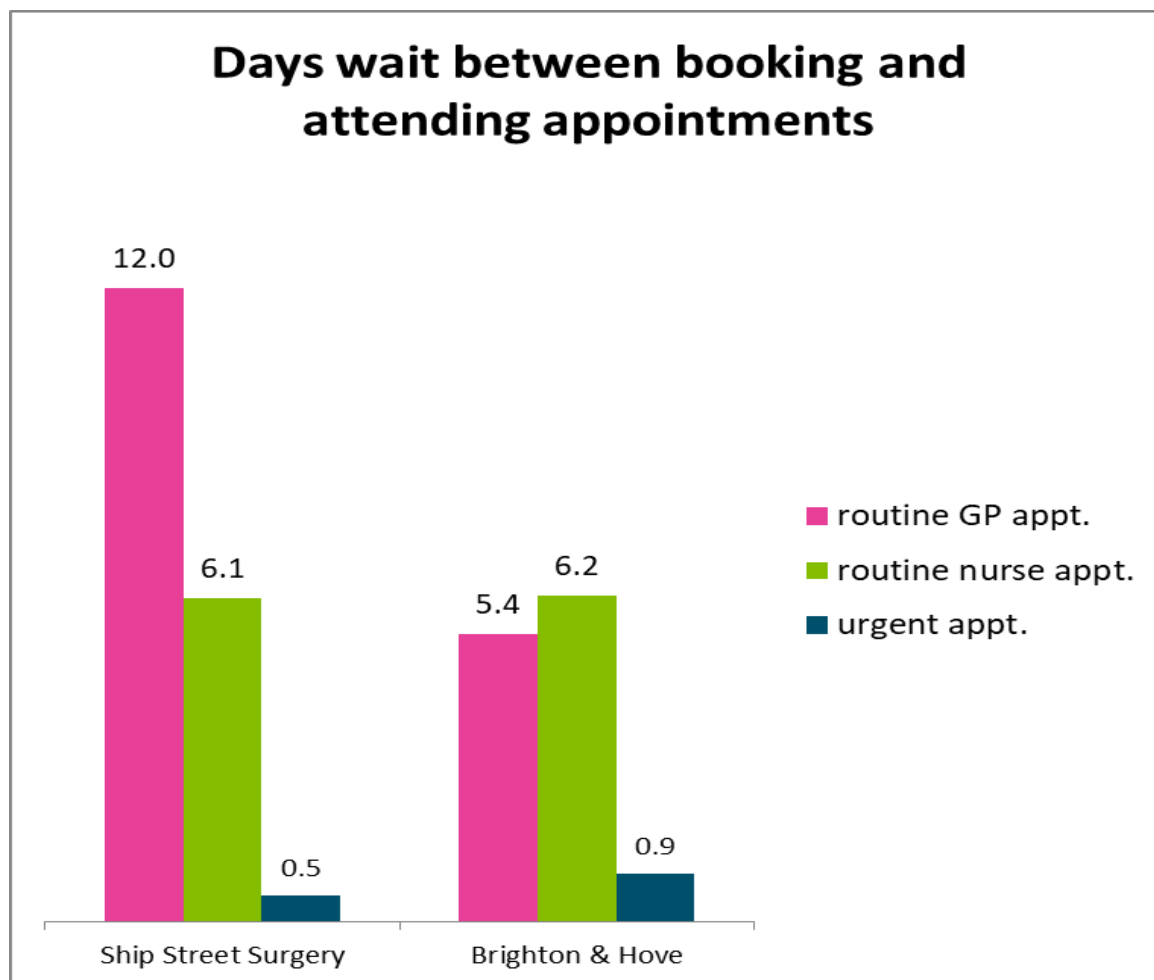
Ordering prescriptions online and getting test results by phone

Three out of six patients said that ordering prescriptions online had been easy.

Five out of six patients said that getting test results on the phone had been easy.

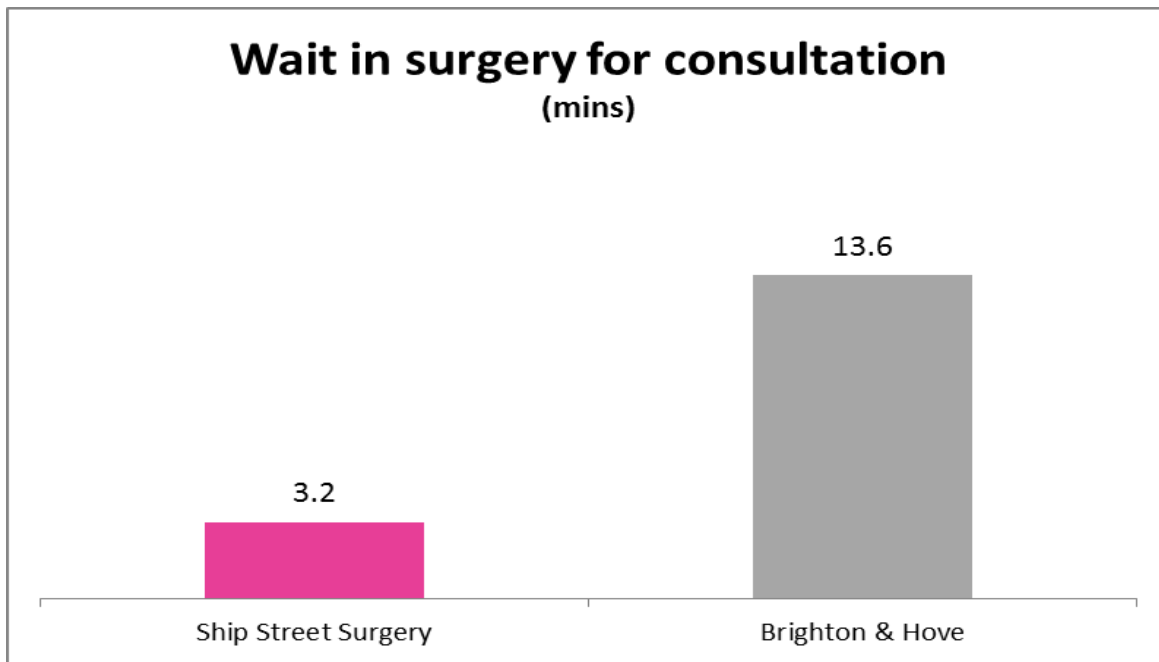
Wait between booking and attending appointments

The days wait between booking and attending appointments were generally similar to the city average apart from routine GP appointments which at 12 days was significantly longer than the city average. Only four out of seven patients were satisfied with wait times for routine GP appointments.



Wait at surgery

Ship Street surgery performed well in the average wait in the surgery for the consultation. Patients reported an average wait of 3.2 minutes beyond the appointment time compared to the city average of 13.6 minutes.



Quality of care

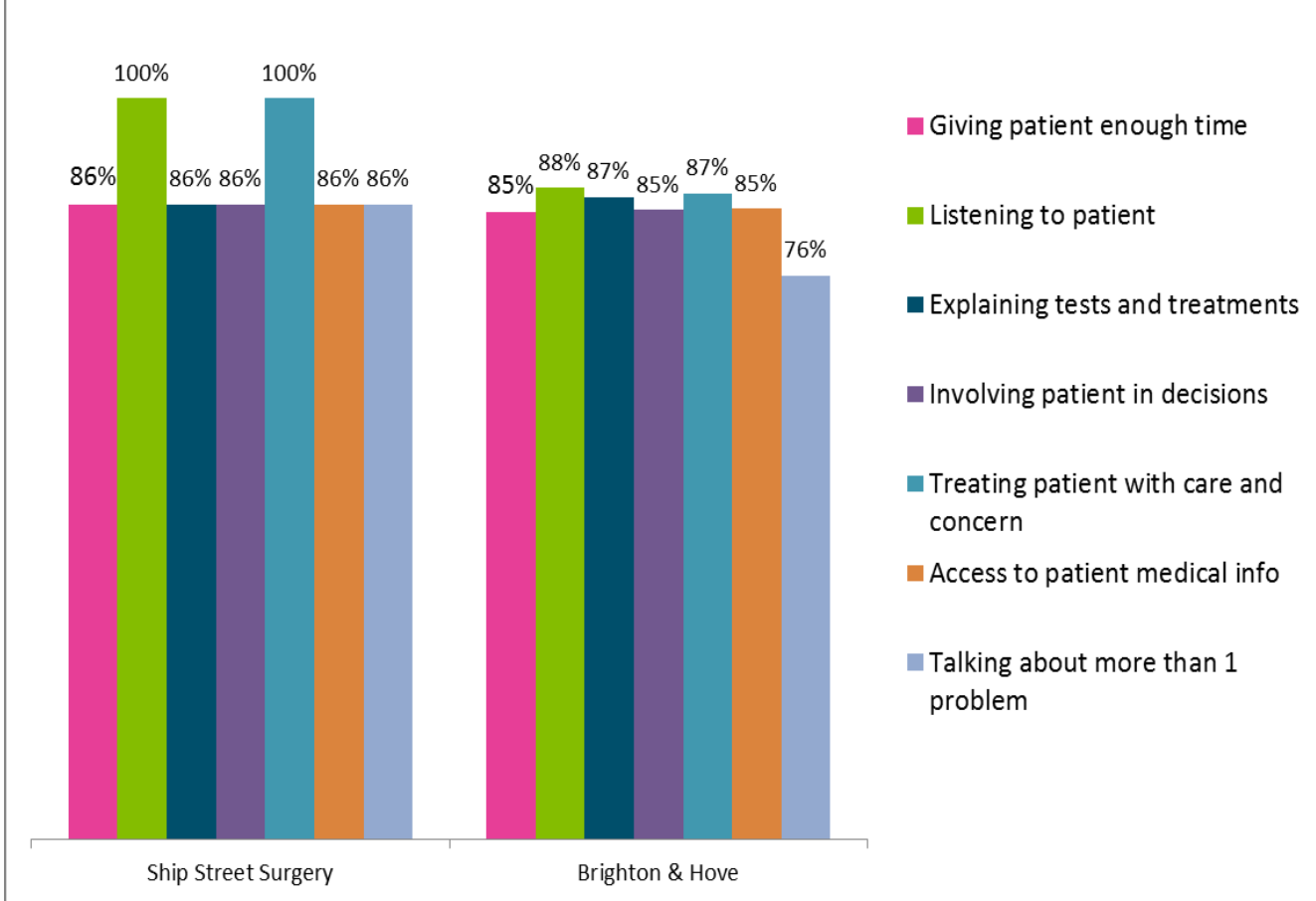
Telephone consultations

Five out of seven patients said they had used telephone consultations to receive care. Three out of five patients reported the consultation had met their needs.

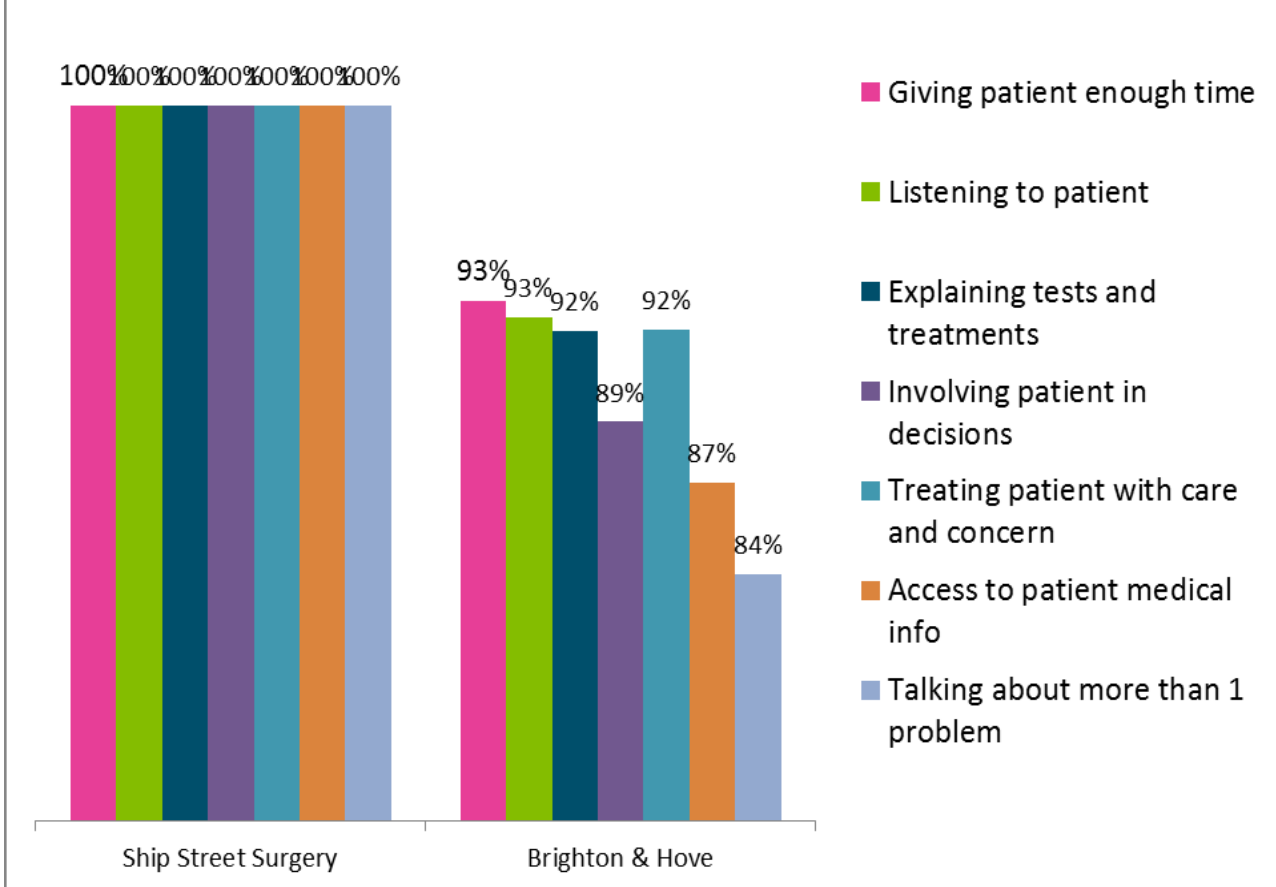
Care provided at consultation

Most patients reported a 'good' quality of care across seven standard criteria. The average quality score was 90% for GP consultations and 100% for nurse consultations, both of which were slightly higher 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 similar to the average for the city with low awareness of NHS health checks for 40-74 year olds, breast cancer screening and annual health checks for long term conditions. Patients had higher awareness of bowel cancer and cervical cancer screening and the quit smoking service.

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 up-to-date, easy to read and relevant but somewhat cluttered in organisation. Leaflets on different subjects in the racks were piled on top of each. There were no headings and many leaflets are in a corridor off the main waiting areas.

There was a patient information TV that normally provides rolling information in the downstairs area. The TV was not working the day of our visit. There was an impressive amount of information about STI and sexual hygiene in the toilets. Three posters about safeguarding/abuse were on the wall of the downstairs Treatment Room presumably for staff to be aware of, but only one small leaflet for patients was found in the waiting room racks. As a result patients may have had difficulty in locating any specific information they required.

There was a toilet for handicapped patients downstairs and one for baby changing upstairs. The toilets were clean, tidy, and well-supplied. Although the toilets were not sign-posted, they were visible from the waiting areas. Two hand gel containers were on the reception counter in transparent plastic containers with a sign calling attention to them.

There were two receptionists on duty the day we visited. The receptionists were dealing with telephone calls and patients in a friendly, helpful manner. If the surgery was busy with a lot of incoming calls and many patients queuing at the counter, then conversations would be easily overheard by patients in the waiting area. Patients were called in by name by the doctor. There was a CCTV security screen behind the counter for the receptionists to monitor patient activity upstairs and in the corridors.

The waiting areas were very clean, spacious, and tidy. The chairs were hard, plastic, and easily to keep clean. There was only one chair with arms in either the upstairs or downstairs area. The areas were spacious and pleasant with plants in the corners. No magazines or other reading material was available. There was an area for prams and a table for children to use, but no toys or colouring materials were provided.

No water was available in the waiting areas, but would be provided by the receptionists on request. Several patients said they would like water to be available. No weighing scales, or a blood pressure device were available. The upstairs waiting area seemed poorly ventilated and rather dark. The surgery benefits from a lift which is a valuable asset. The stairs to the upstairs waiting room were shared with a business on the 2nd floor. The notice to go through to the upstairs surgery waiting area is posted on a door to the left on the stairs. Music from the radio was playing in the downstairs waiting room. 13 amp plug inserts, which are prohibited under recent Health and Safety guidelines were found in the downstairs waiting area. This issue was called to the attention of the practice manager.

Overall evaluation of practice

The patients that completed the survey 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	
Ship Street Surgery	9.3
Brighton and Hove	7.9
Satisfaction with GP practice	
Ship Street Surgery	86%
Brighton and Hove	79%
Recommend practice to family and friends (FFT)	
Ship Street Surgery	100%
Brighton and Hove	86%

“ Always on time with appointments Dr Gracia clearly knows his stuff Reception staff are friendly and accommodating I feel like I'm in safe hands. ”

“ I have always been very impressed with the the high standard of the service. The GP is quite outstanding and the support staff are first class. ”

“ I am fully aware of the pressure on the service. Despite this however the service offered is first class. I do feel however that the new GP deserves additional support at times. ”



Key Recommendations

1. Encourage patient use of online appointment booking service and online repeat prescription service.
2. Review the wait time between booking and attending routine GP appointments and shorten wait time if needed.

Suggested facility improvements



3. Better organise the health information available to patients in the waiting room.
4. Provide signposting for toilets.
5. Provide more seating in waiting areas suitable for disabled and bariatric patients.

