

# University of Sussex Health Centre

**Service address:** The Health Centre, University of Sussex, Falmer, Brighton, BN1 9RW

**Date of surgery visit:** 26<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





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	University of Sussex Health Centre	Brighton & Hove	
<b>Satisfaction</b>			
Overall surgery rating (1-10)	8.1	7.9	
Would recommend surgery to friend/family member	88%	87%	
<b>Quality of care</b>			
No. patients per doctor	4604	2394	
Overall quality of care - GP	86%	85%	
Overall quality of care - nurse	90%	90%	
<b>Booking appointments</b>			
Wait between booking and attending routine GP appointment	5.2 days	5.4 days	
Wait between booking and attending urgent appointment	1.0 days	0.9 days	
<b>Opening hours</b>			
Satisfaction with opening hours	69%	72%	

University of Sussex Health Centre has 19,935 registered patients and has 4.33 FTE doctors, making a ratio of one doctor per 4,604 patients. This provision of doctors is lower than the practice average in the city of one doctor per 2,394 patients<sup>1</sup>. The surgery has a couple of unusual features compared with other practices in that 65% of patients responding to our survey were under 25 (as one would expect for a University Health Centre) and the practice runs a drop in service with nurse triage which means many patients are seen on the day.

Patients rated the surgery at 8.1 out of 10 which was better than the city average of 7.9.

Results from the patient survey indicated ease of making appointments in person or by phone, days waiting for a routine nurse consultation and the wait in surgery as areas of strong performance. Less strong areas of performance compared to other surgeries in the city were satisfaction with telephone consultations, ease of ordering prescriptions online and patients feeling they were treated with care and concern.

Our visit rated the surgery as providing a good environment for patients, giving it a score of 9.4 out of 10. Areas for improvement could include a raised toilet seat in the disabled toilet

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

and more accessible provision of water in the waiting area.

Overall, the surgery was found to be performing well 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 27 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 three Healthwatch volunteers. The volunteers used an observation checklist to evaluate key issues relevant to the patient experience at the surgery.

### About the surgery

University of Sussex Health Centre had 19,935 registered patients and had 4.33 FTE doctors, making a ratio of one doctor per 4,604 patients.

The surgery was accepting new patients at date of research.

Surgery opening hours were Monday - Thursday 8.30 - 6pm, Friday 8.30 - 5pm (term time)  
Monday - Friday 8.30 - 5pm (holidays)

The surgery was working within Cluster 5 in Brighton and Hove which also includes Seven Dials, Carden, The Haven, Brighton Station, Montpelier and New Larchwood surgeries.

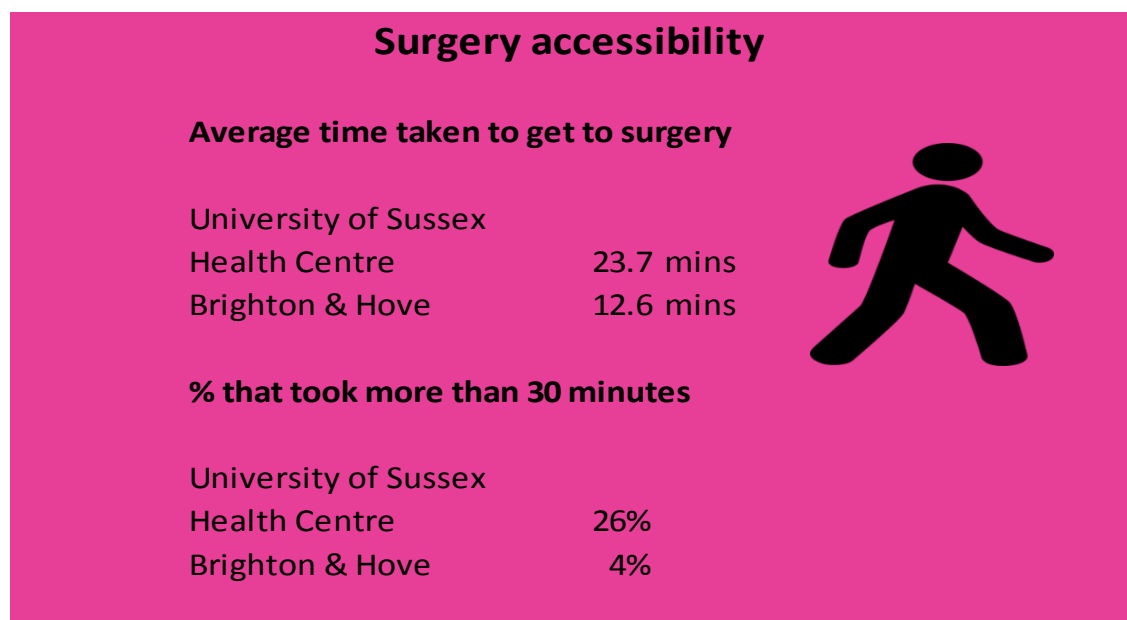


## Findings

### Accessibility

The average time taken to get to the surgery was 24 minutes, which was significantly longer than the average for Brighton and Hove. A quarter of patients took more than 30 minutes, much higher than the city average.

These longer than average travel times are to be expected for a campus-based University medical centre located outside of the city.

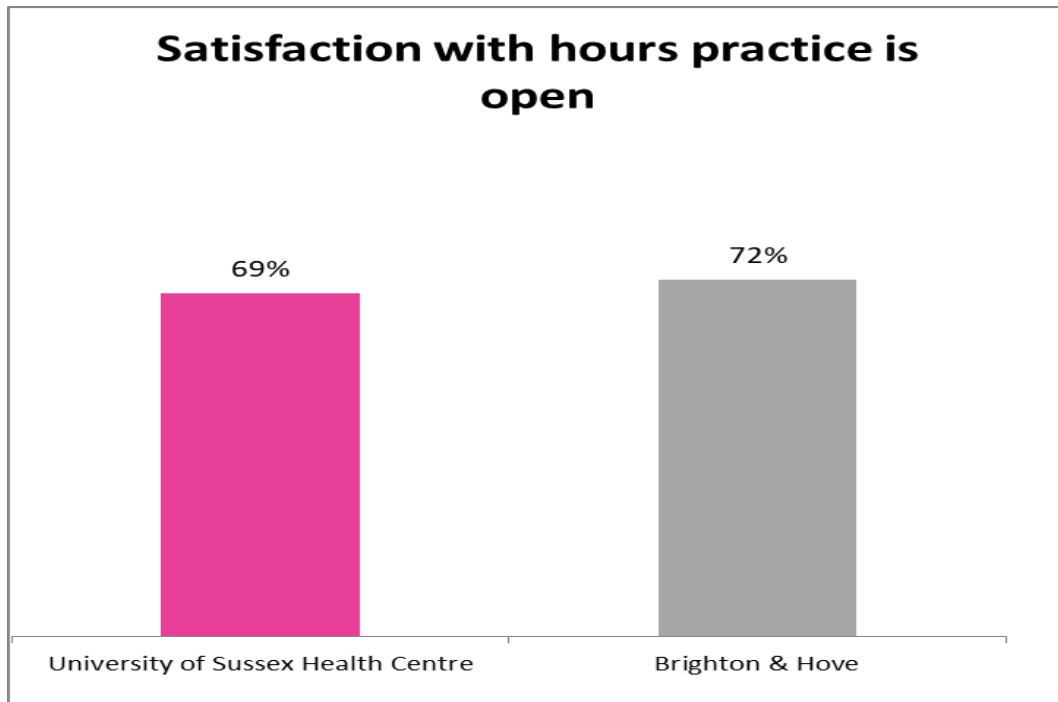


### Opening hours

Monday - Thursday 8.30 - 6pm, Friday 8.30 - 5pm (term time) Monday - Friday 8.30 - 5pm (vacation)

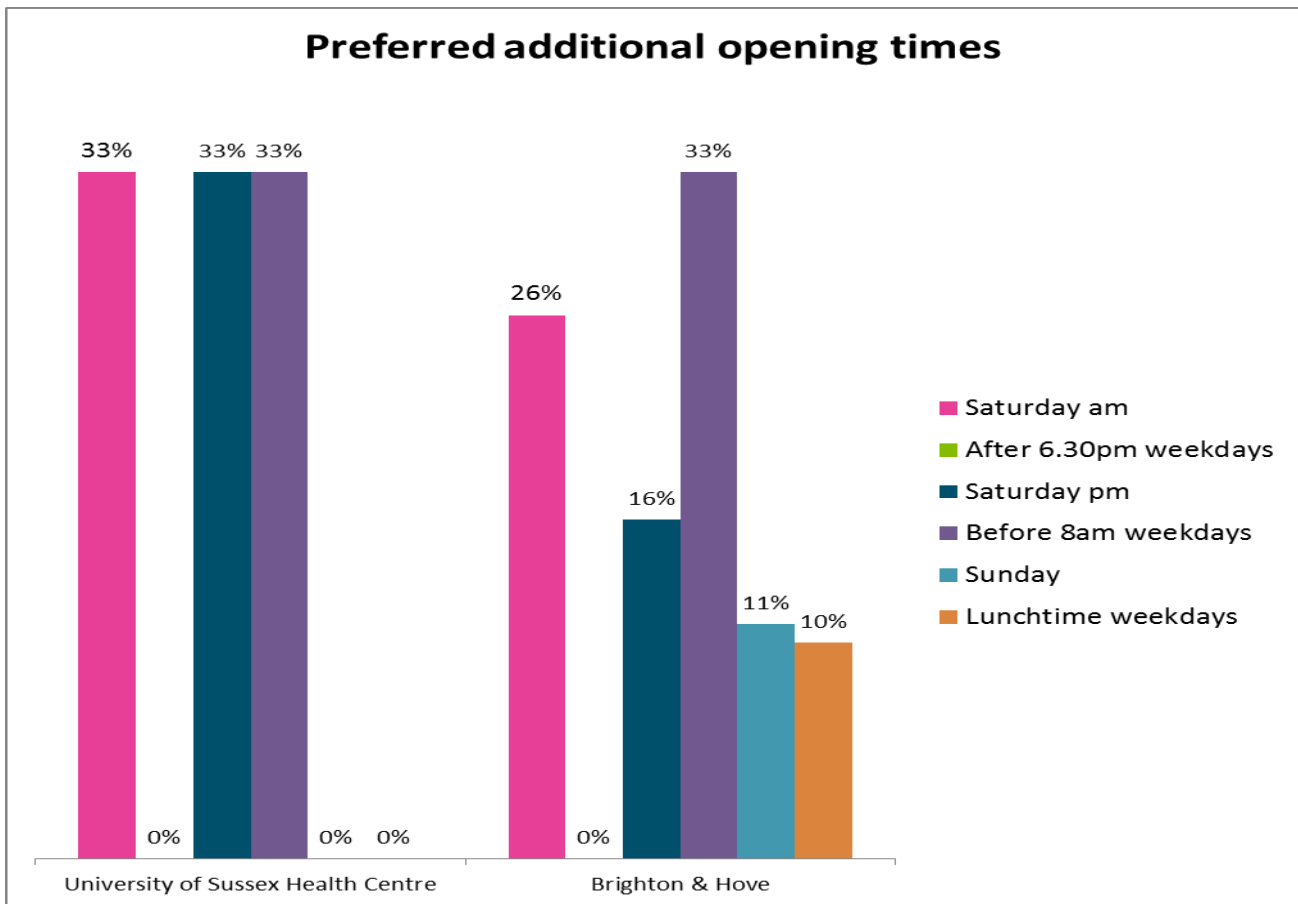
### Satisfaction with current opening hours

The majority of patients (69%) were satisfied with the opening hours offered by the surgery, a slightly lower percentage than the average for Brighton and Hove.



### Preferred additional hours if not satisfied

For the 31% of patients who were not satisfied with existing opening hours, the most popular additional opening hours proposed were Saturdays (am and pm) and weekdays before 8am.



### Booking appointments

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

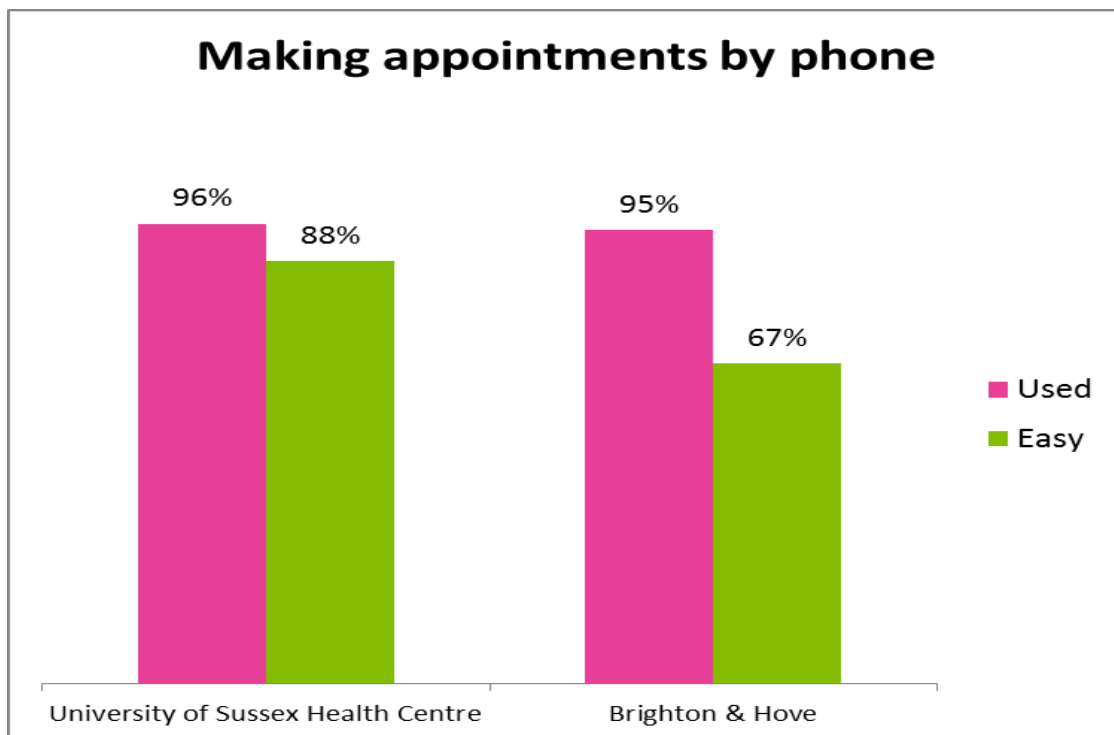
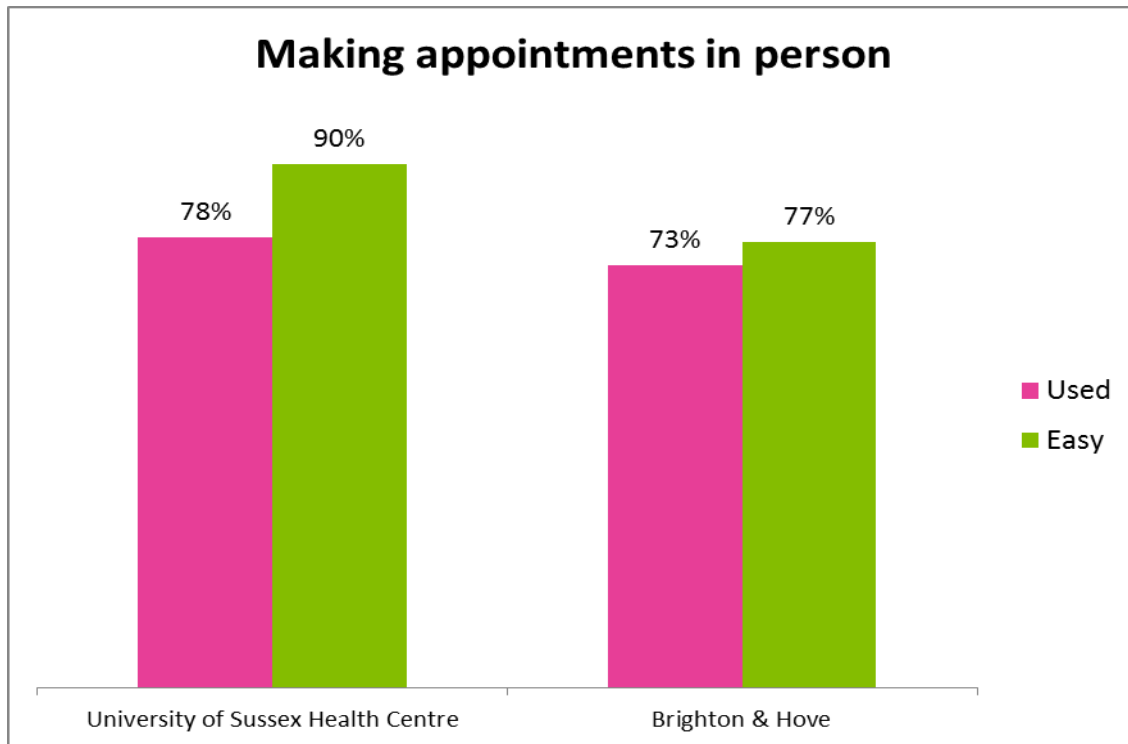
	used
Online appointment booking	✓ 14%
Online repeat prescription	✓ 14%
Electronic prescriptions (sent to pharmacy)	✓ 9%
Link to a pharmacy	✓

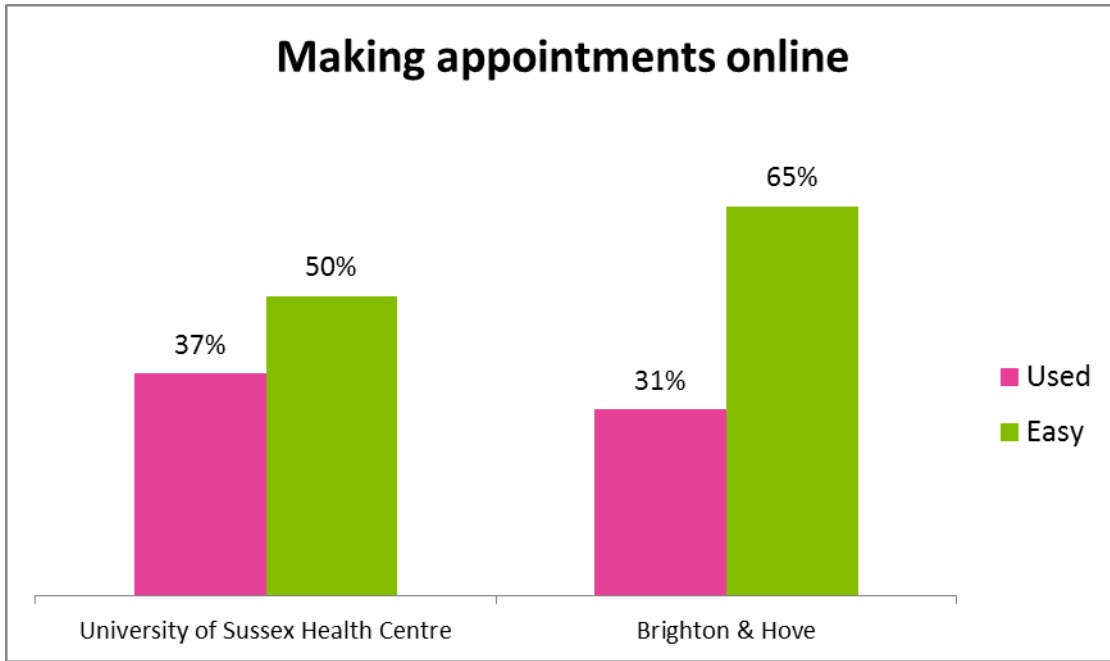
### Ease of booking appointments using different methods

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 by phone had been 'easy' and these satisfaction rates were higher than the average for Brighton and Hove. However the proportion who reported that making appointments online had been 'easy' was

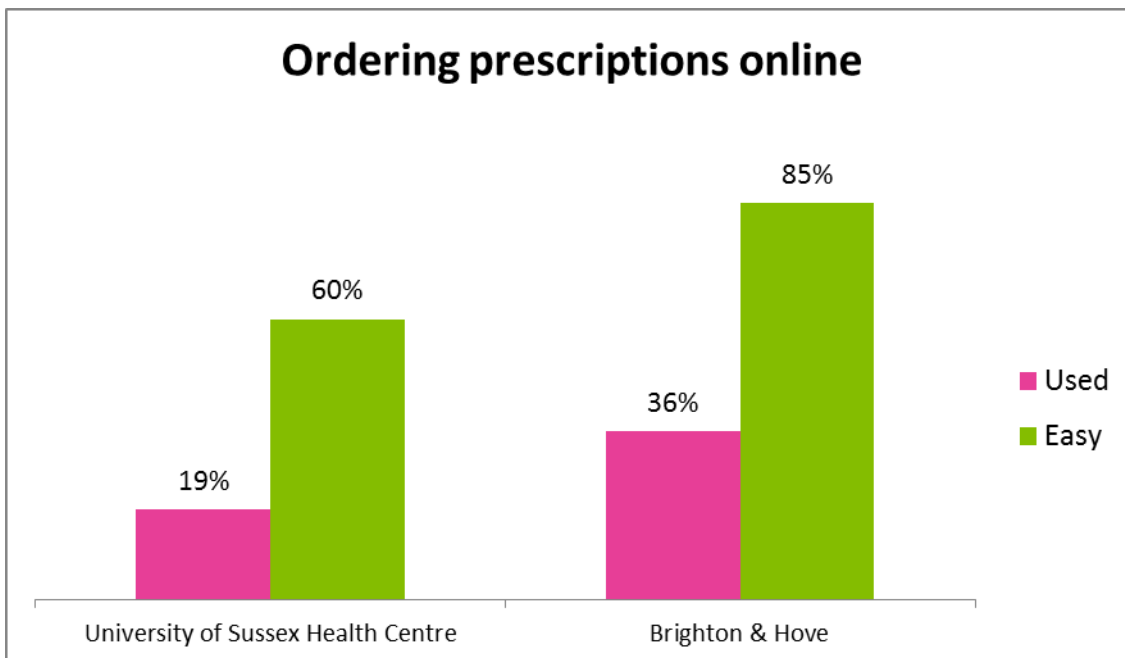
lower than the average for Brighton and Hove (50% compared with 65%).



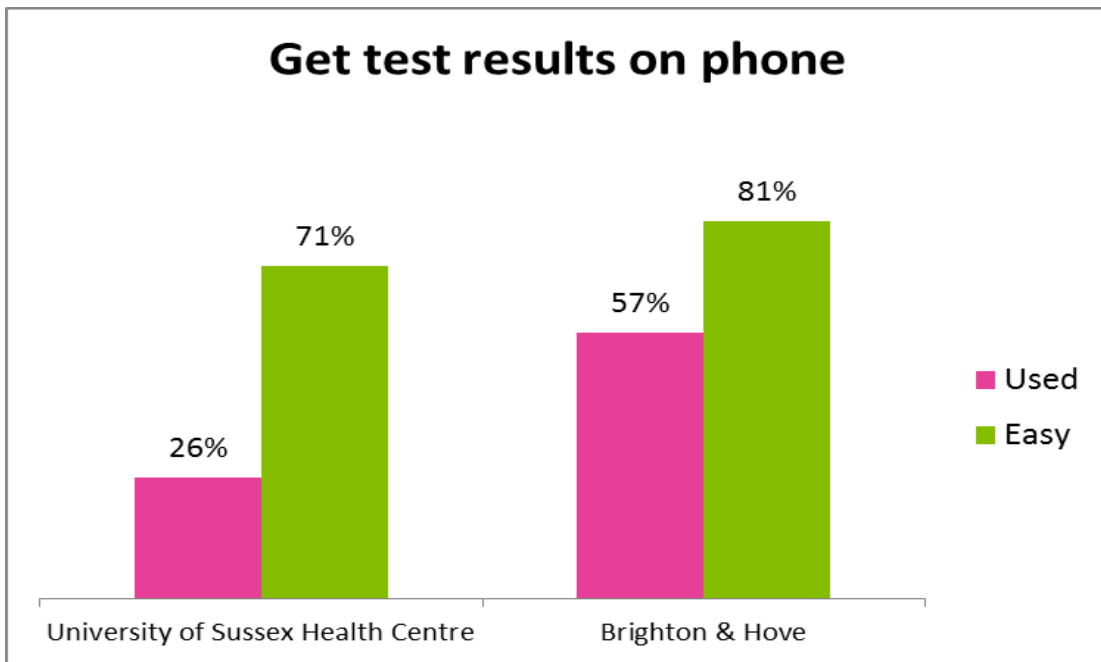


#### Ordering prescriptions online and getting test results by phone

A majority of patients who had used these services reported the experience had been 'easy' but the proportions in both cases were lower than the averages for Brighton and Hove, especially in the case of ordering prescriptions online.



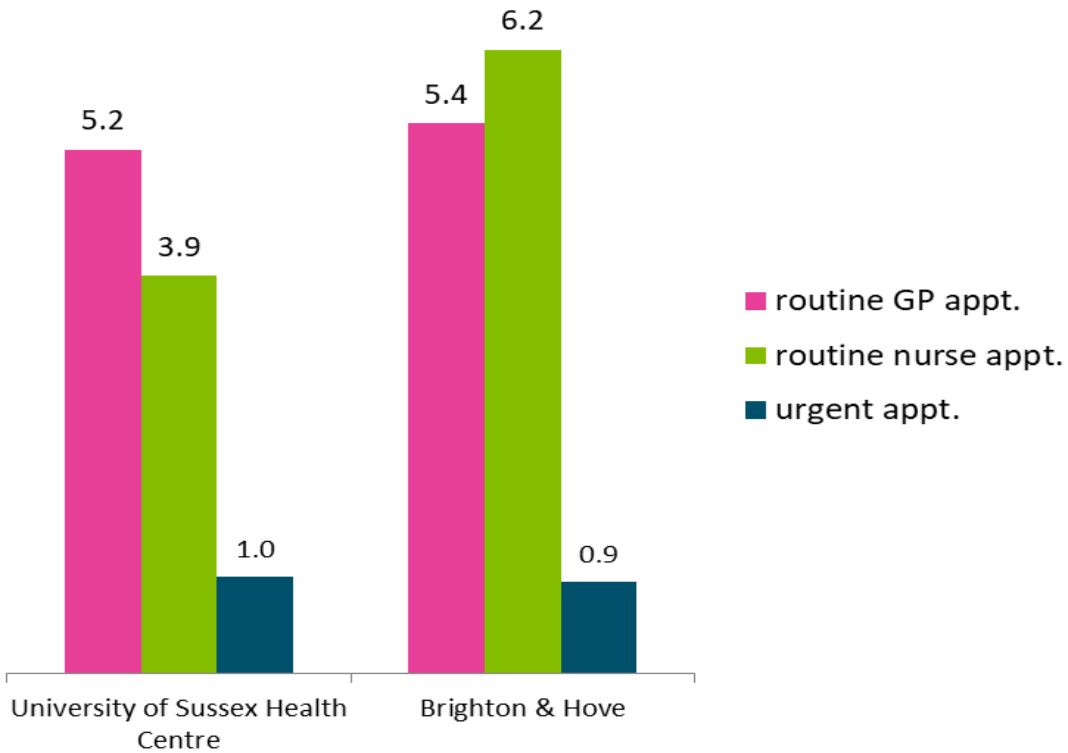




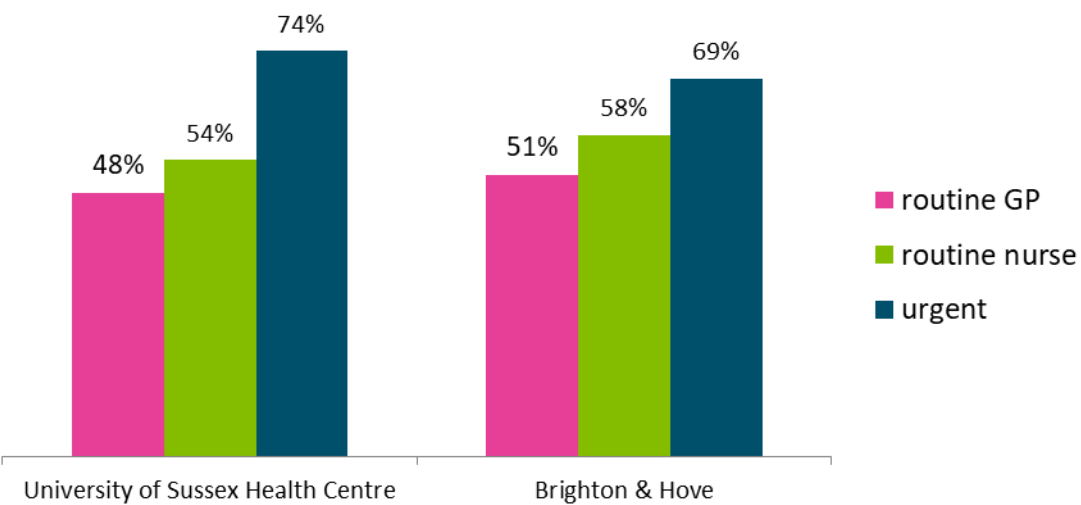
#### Wait between booking and attending appointments

The days wait between booking and attending appointments were generally similar to the city average apart from routine nurse appointments which at 3.9 days was significantly quicker than the city average. Satisfaction levels were similar to the averages for Brighton and Hove.

## Days wait between booking and attending appointments

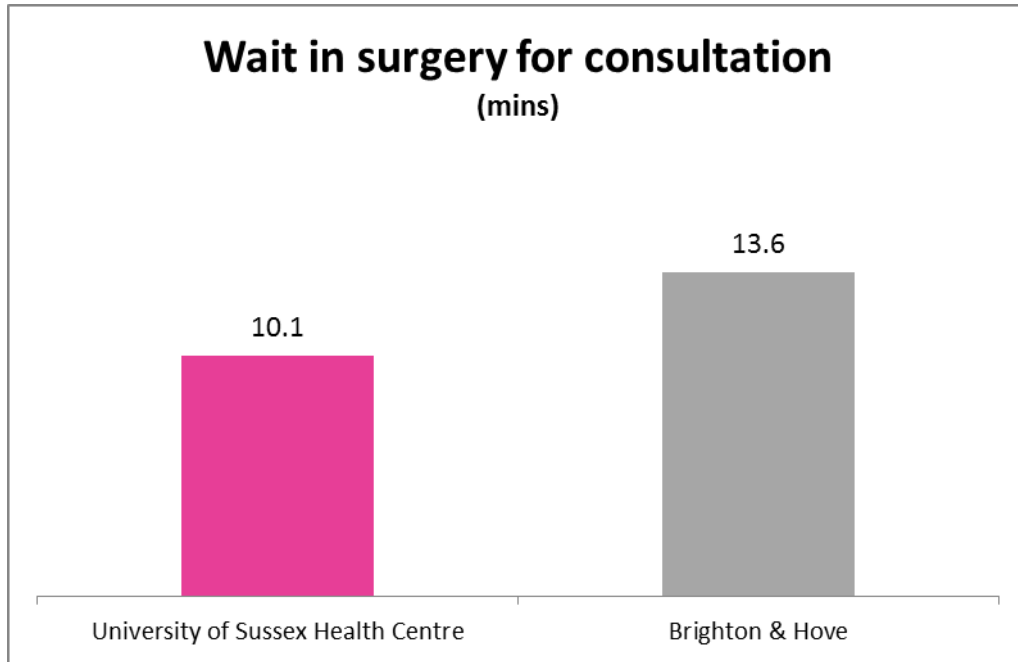


## Satisfaction with appointment wait



## Wait at surgery

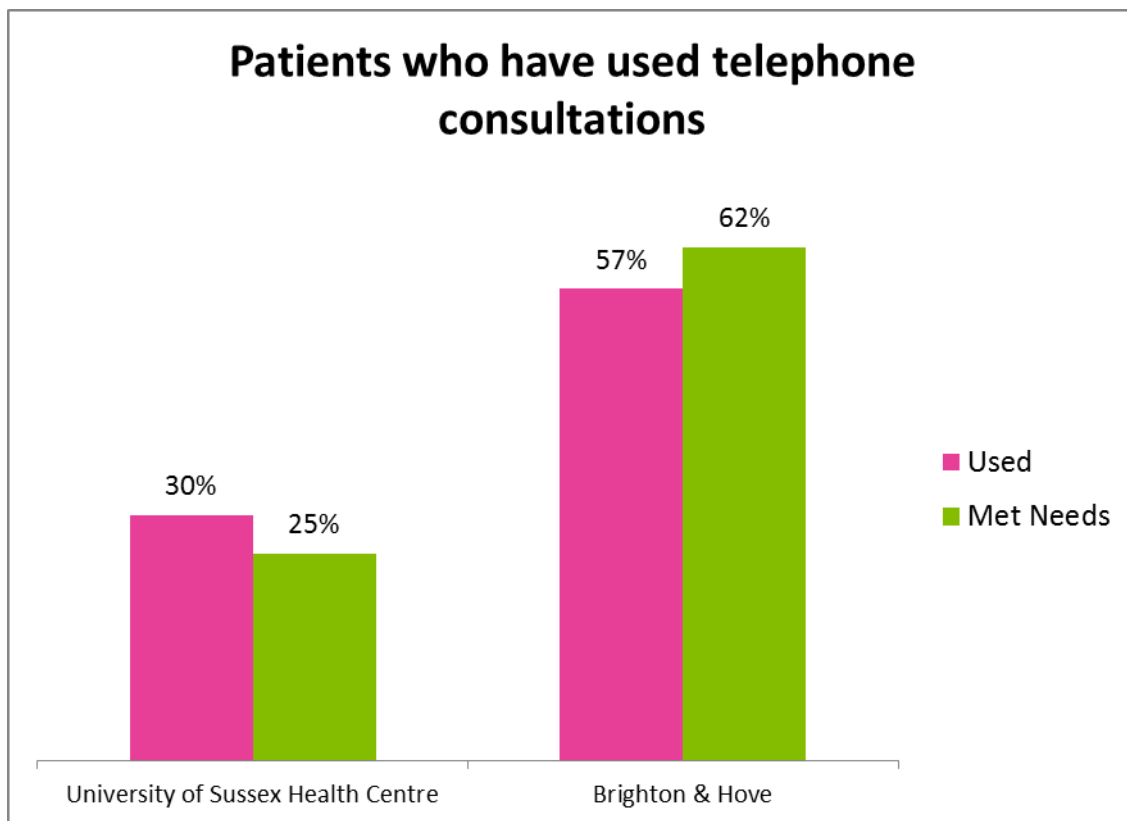
University of Sussex Health Centre performed better than Brighton and Hove on the average wait in the surgery for the consultation. Patients reported an average wait of 10.1 minutes beyond the appointment time compared to the city average of 13.6 minutes.



## Quality of care

### Telephone consultations

Only a third of patients at the surgery had used telephone consultations in place of face to face consultations, half the rate for the city as a whole. Only a quarter of these patients felt that the telephone consultation they had received had been effective in meeting their needs whereas for Brighton and Hove as a whole almost two thirds of those who had received telephone consultations felt they had met their needs. These figures suggest that the surgery needs to review its use of this service.

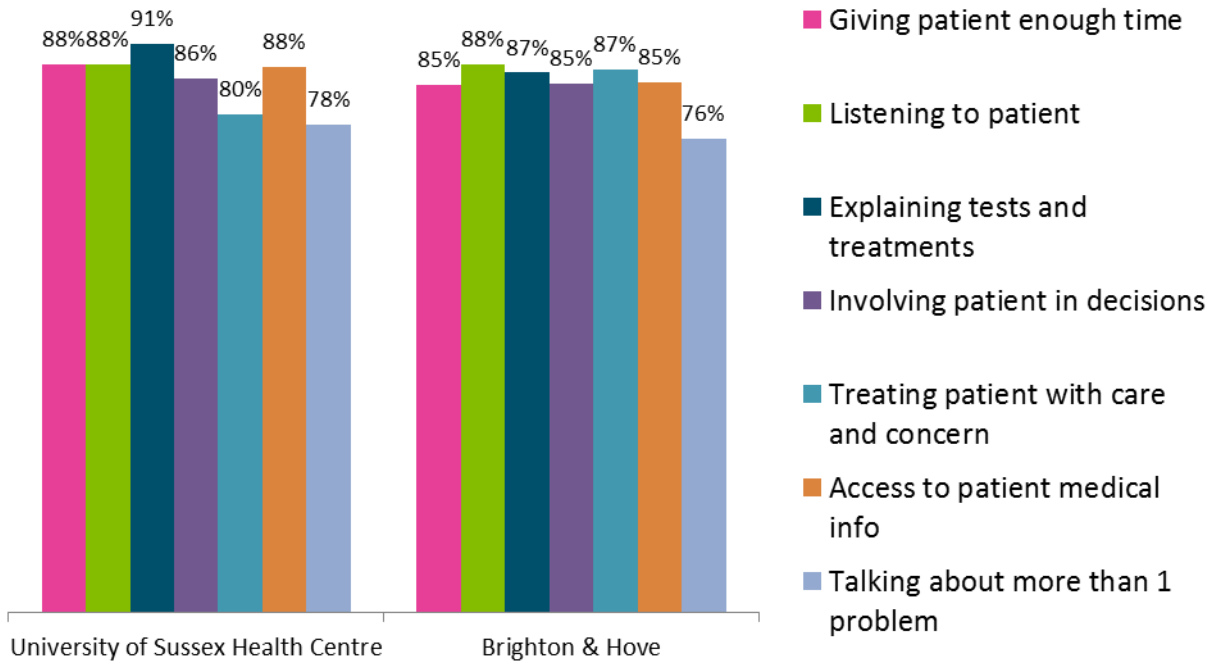


#### Care provided at consultation

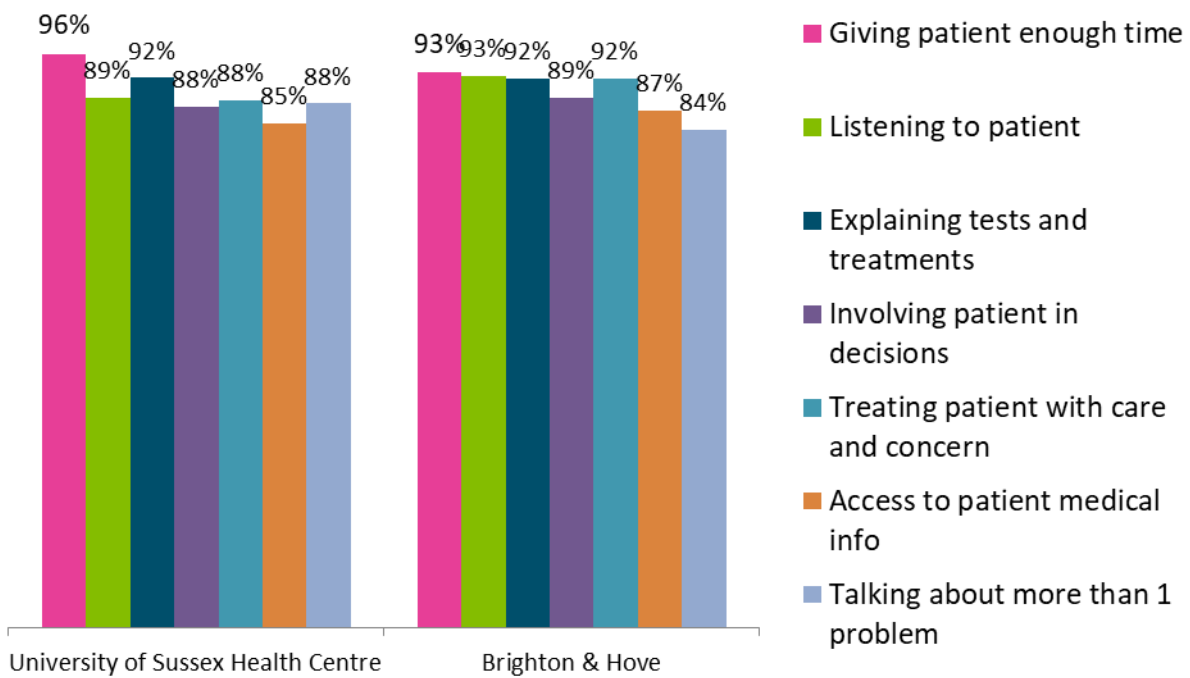
A high proportion of patients reported 'good' quality of care in GP consultations across seven standard criteria, similar or slightly higher than average on all of the criteria except "treating patient with care and concern" where the surgery had a slightly lower score than average (80% compared with 87% for the city as a whole). The overall quality score was 86% for GP consultations.

The overall score for nurse consultations was 90%, the same as the average for the city. The surgery scored higher for nurse consultations than the average for the city on "giving patients enough time" and on "being prepared to talk about more than one problem", but slightly less well than average on "listening to patients" and "treating them with care and concern".

## Quality of care in GP consultation



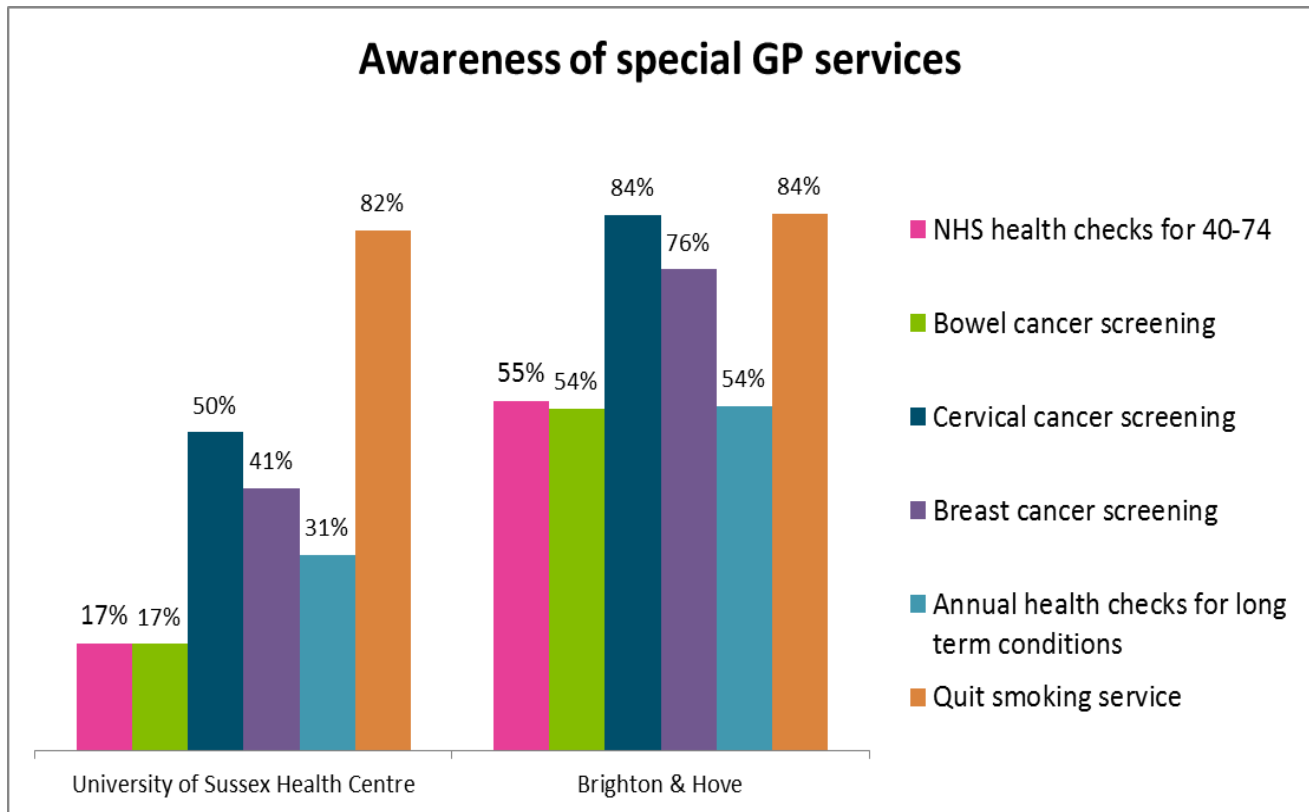
## Quality of care in nurse consultation



## Special GP services

### Awareness of special services

Patient awareness of all the special services apart from the Quit smoking service was significantly lower than the averages for the city, although this is understandable given the age profile of the practice.



## Environment

Our visit rated the surgery as good in providing an environment for patients with some room for improvement, giving it a score of 9.4 out of 10.

Information displayed was set out clearly and up-to-date. There was relevant material about sexual health and Information on safeguarding and complaints was clearly shown. The TV screen showed information specific to the practice and there was no advertising.

Toilets were clean and in good order although it would be helpful to have a raised toilet seat in the disabled toilet. Hand gel was available at the reception counter

The receptionists were polite and efficient despite the practice being very busy. There was a partition between the two receptionists which enhances patient privacy We felt they could have smiled a bit more

There was no drinking fountain or similar in the waiting area.

## Overall evaluation of practice

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

<b>Overall rating of surgery</b>	
<b>Rating on 1-10 scale</b>	
University of Sussex Health Centre	8.1
Brighton and Hove	7.9
<b>Satisfaction with GP practice</b>	
University of Sussex Health Centre	96%
Brighton and Hove	79%
<b>Recommend practice to family and friends (FFT)</b>	
University of Sussex Health Centre	88%
Brighton and Hove	86%

“ The best Doctor and surgery I've ever had. They seem to take the time to care for each person. ”

“ Am v. grateful for drop in session ”

6 would prefer if not urged to attend drop in when I know an actual appointment will be necessary anyway 6

6 Easy booking / appointments / walk in clinics 6

## Our Recommendations



### Key Recommendations

1. Improve effectiveness of telephone consultation service.
2. Make it easier for patients to make appointments or order prescriptions online.

### Suggested facility improvements

1. Make water available in the waiting area.
2. Install a raised toilet seat in the disabled toilet



