

# Wish Park Surgery

Service address: 191 Portland Road, Hove, BN3 5JA

Date of surgery visit: 26<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 reforms of 2012 with the intention of putting people at the centre of health and social care. Healthwatch listens and collects users' views on health and social care services and works with local commissioners and providers to improve services. Healthwatch works to give people a voice on health and social care services and help involve people in the design of services. There is a Healthwatch in every local authority in England.





## Headline findings

	Wish Park Surgery	Brighton & Hove	
<b>Satisfaction</b>			
Overall surgery rating (1-10)	7.0	7.9	
Would recommend surgery to friend/family member	69%	87%	
<b>Quality of care</b>			
No. patients per doctor	2376	2394	
Overall quality of care - GP	74%	85%	
Overall quality of care - nurse	82%	90%	
<b>Booking appointments</b>			
Wait between booking and attending routine GP appointment	8.9 days	5.4 days	
Wait between booking and attending urgent appointment	0.9 days	0.9 days	
<b>Opening hours</b>			
Satisfaction with opening hours	58%	72%	

Wish Park Surgery has 7,129 registered patients and has 3.0 FTE doctors, making a ratio of one doctor per 2,376 patients. This provision of doctors is slightly higher than the city average of one doctor per 2,394 patients.

Patients rated the surgery at 7.0 out of 10 which was lower than the city average of 7.9.

Results from the patient survey indicated length of and satisfaction with waits for nurse care as an area of strong performance and ease of making appointments, ease of obtaining test results by phone, wait times for GP appointments, satisfaction with care especially for GPs and the effectiveness of telephone consultations as areas of less strong 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 of 7 out of 10. There was room for improvement in the provision of information for the less mobile and for readers of languages other than English. Information on making a complaint or recommending the practice to friends or family (FFT) was available on the website but not visible in the waiting area. Privacy for patients at the reception desk could be improved and the water dispenser should be replaced.

Overall, the surgery was found to be performing less 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 19 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 a Healthwatch volunteer. The volunteers used an observation checklist to evaluate key issues relevant to the patient experience at the surgery.

### About the surgery

Wish Park Surgery has 7,129 registered patients and has 3.0 FTE doctors, making a ratio of one doctor per 2,376 patients.

The surgery was accepting new patients at date of research.

Surgery opening hours were 8.30am to 6 pm weekdays with an early start (7.15 am) on Fridays and a late finish on Mondays (7.30pm). The surgery is closed at weekends.

The surgery was working within Cluster Four in Brighton and Hove which also includes Mile Oak Medical Centre, Benfield Valley Healthcare Hub - Portslade County Clinic, Links Road Surgery, Portslade Health Centre, Hove Medical Centre and Benfield Valley Healthcare Hub.

The surgery has a PPG where members meet in person.

## Findings

### Accessibility

The average time taken to get to the surgery was 13.4 minutes, which was a little longer than the average for Brighton and Hove. Only a small proportion of patients, 5%, had to take more than 30 minutes, similar to the city average.



#### Surgery accessibility

##### Average time taken to get to surgery

Wish Park Surgery	13.4 mins
Brighton & Hove	12.6 mins

##### % that took more than 30 minutes

Wish Park Surgery	5%
Brighton & Hove	4%

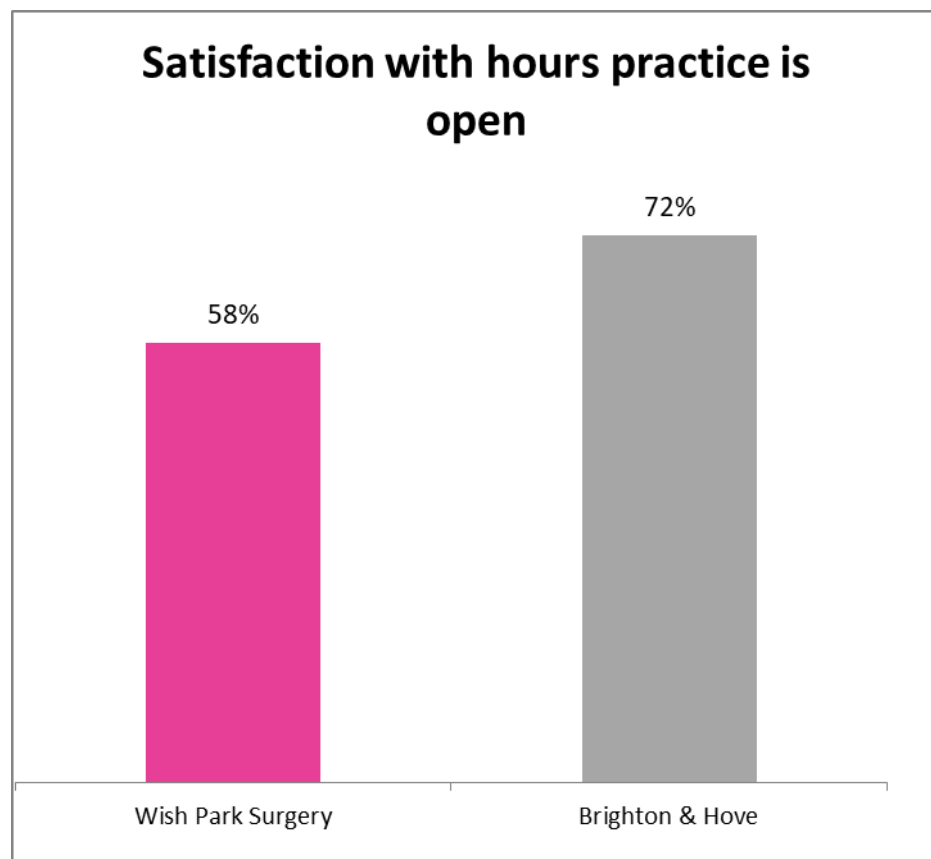


### Opening hours

Surgery opening hours were 8.30am to 6 pm weekdays with an early start (7.15 am) on Fridays and a late finish on Mondays (7.30pm). The surgery is closed at weekends.

### Satisfaction with current opening hours

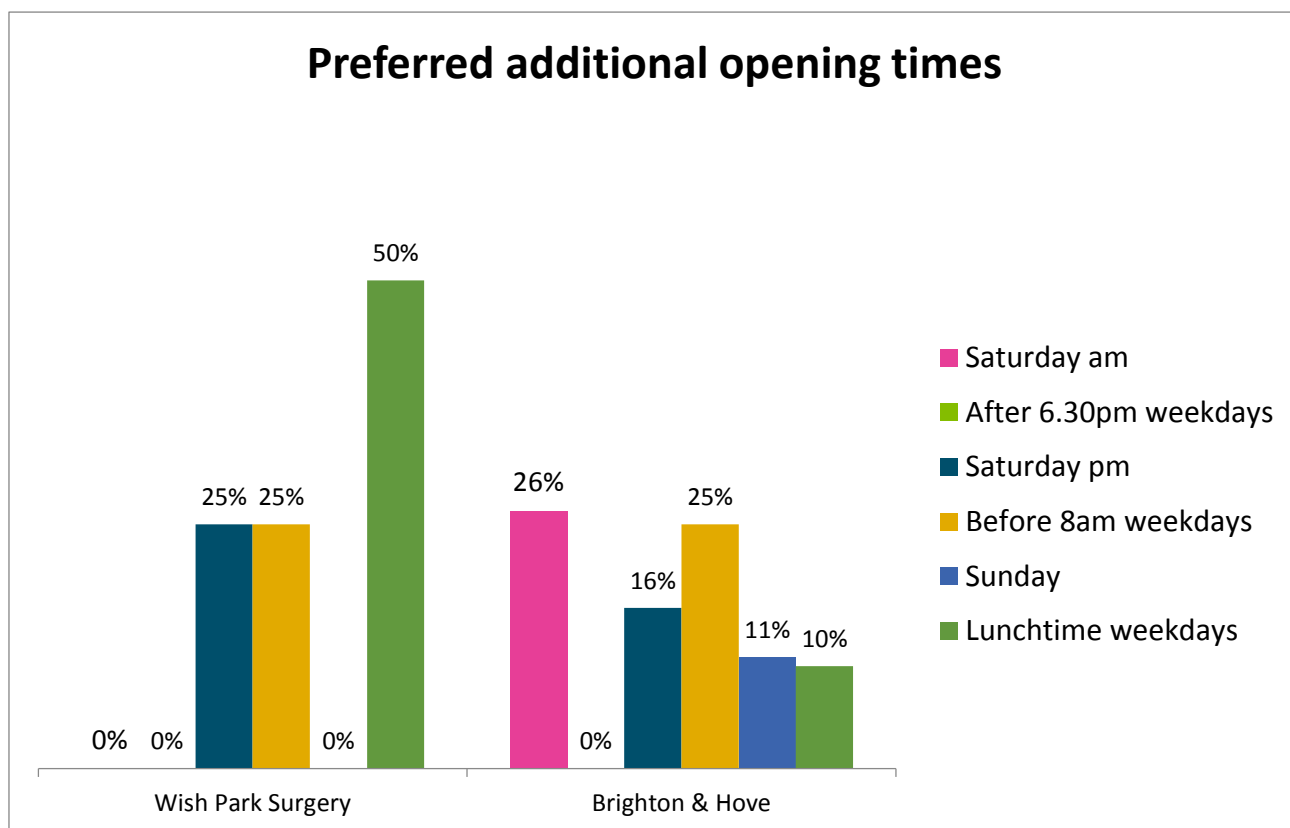
A majority of patients were satisfied (58%) with the opening hours offered by the surgery, although the satisfaction rate was lower than the average for the city.



### Preferred additional hours if not satisfied

The most popular additional opening hours proposed were weekday lunchtimes.

## Preferred additional opening times



## Booking appointments

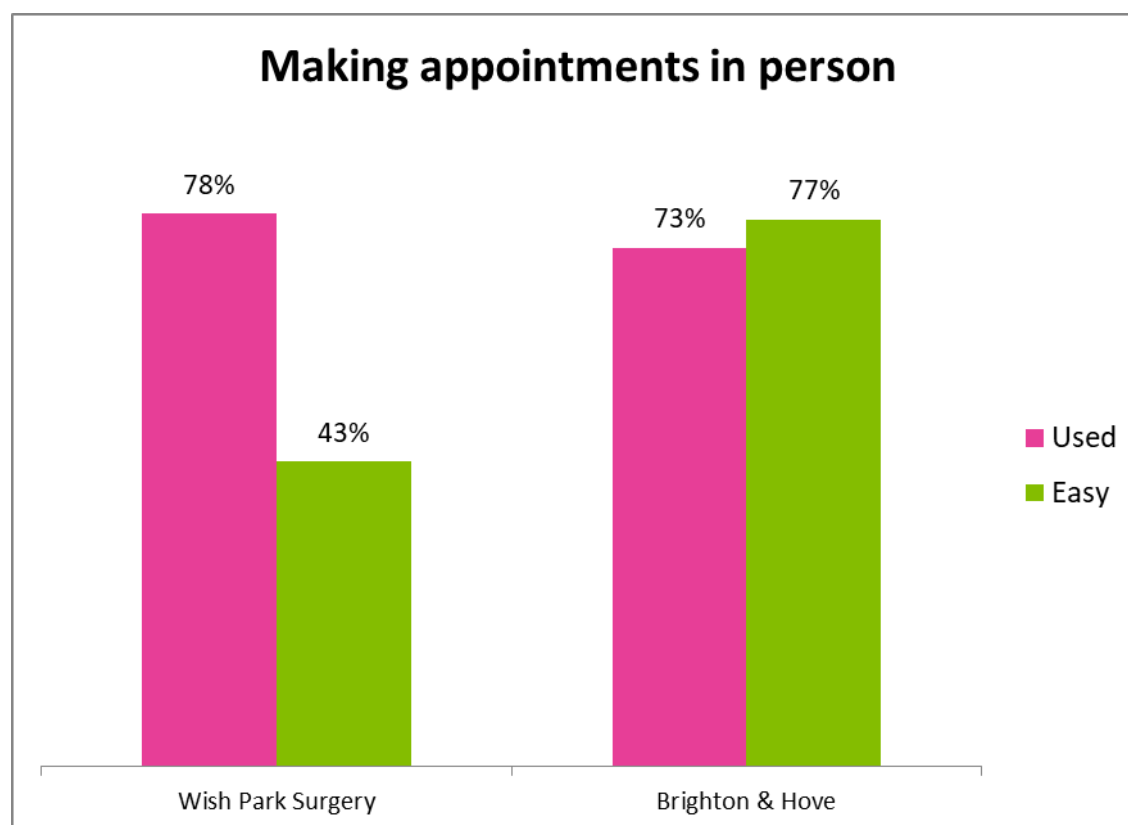
The surgery offered all of the standard methods of booking an appointment and electronic facilities for making prescriptions.

Online appointment booking	✓
Online repeat prescription	✓
Electronic prescriptions (sent to pharmacy)	✓
Integrated pharmacy	✓

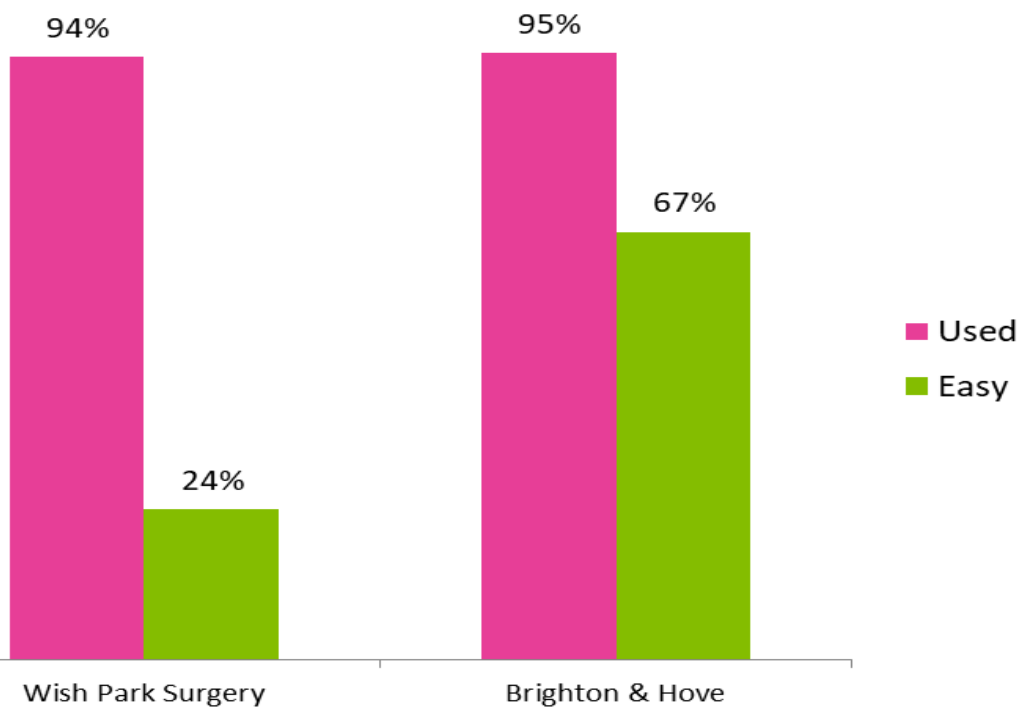
## Ease of booking appointments using different methods

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.

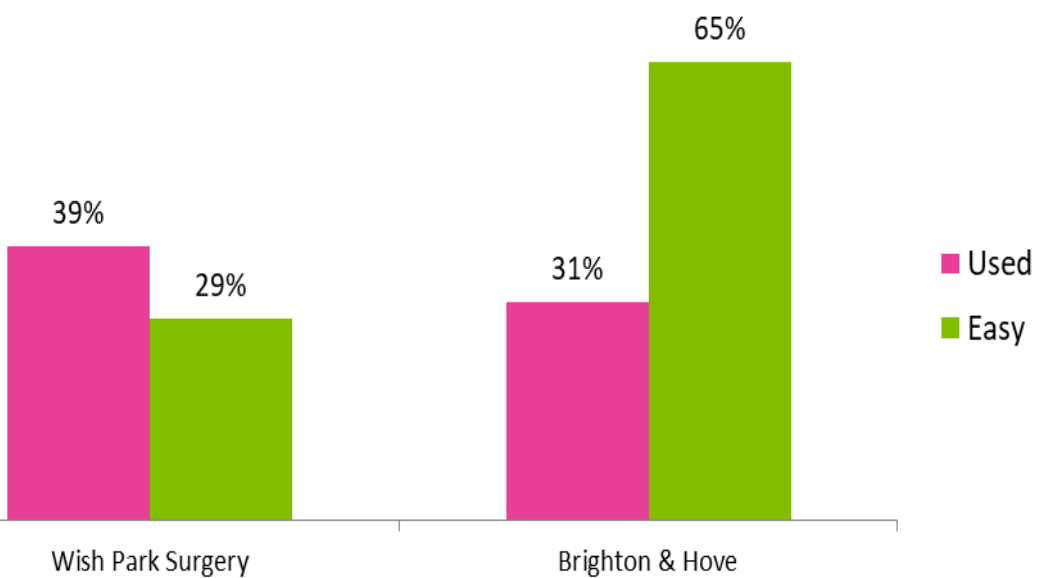
Only between a quarter and a half of patients reported that making appointments in person, by phone or online had been 'easy' and these satisfaction rates were all significantly lower than the average for Brighton and Hove.



### Making appointments by phone

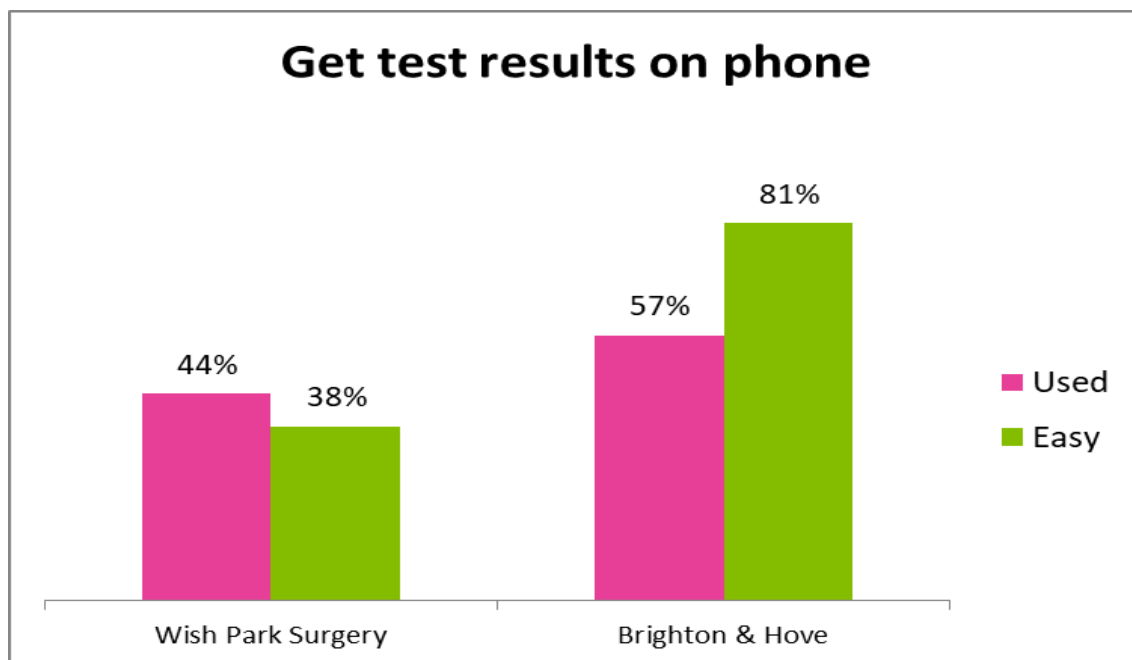
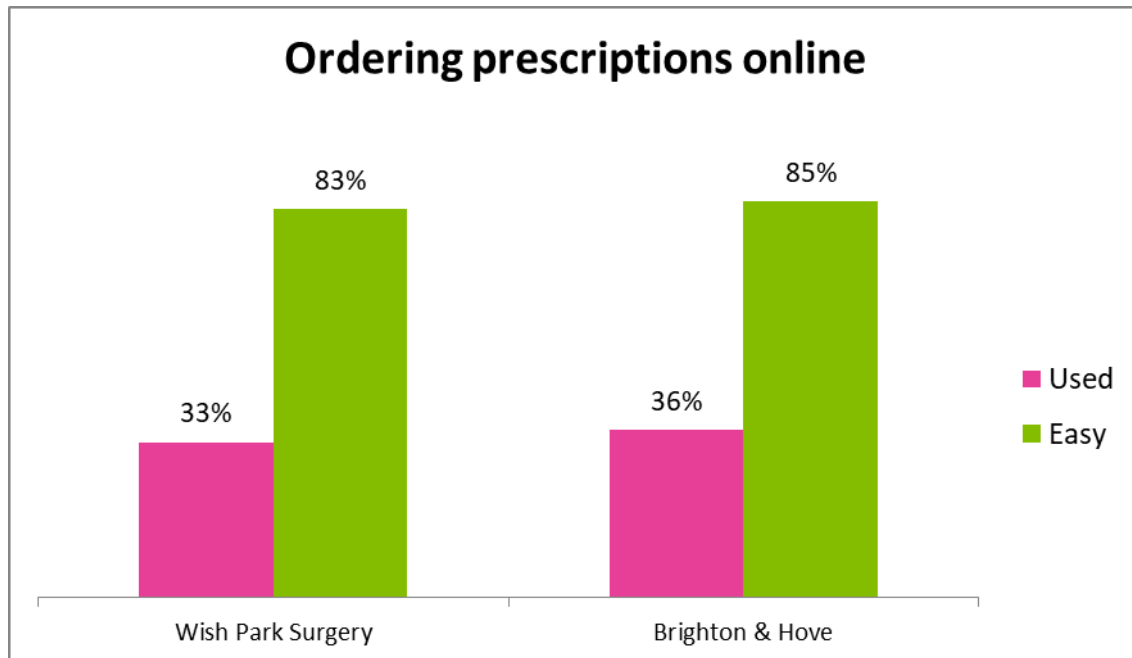


### Making appointments online



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

Patients who had ordered prescriptions largely reported the experience had been 'easy'. However, only a little over a third of those who had tried to get test results by phone reported that the experience had been 'easy'



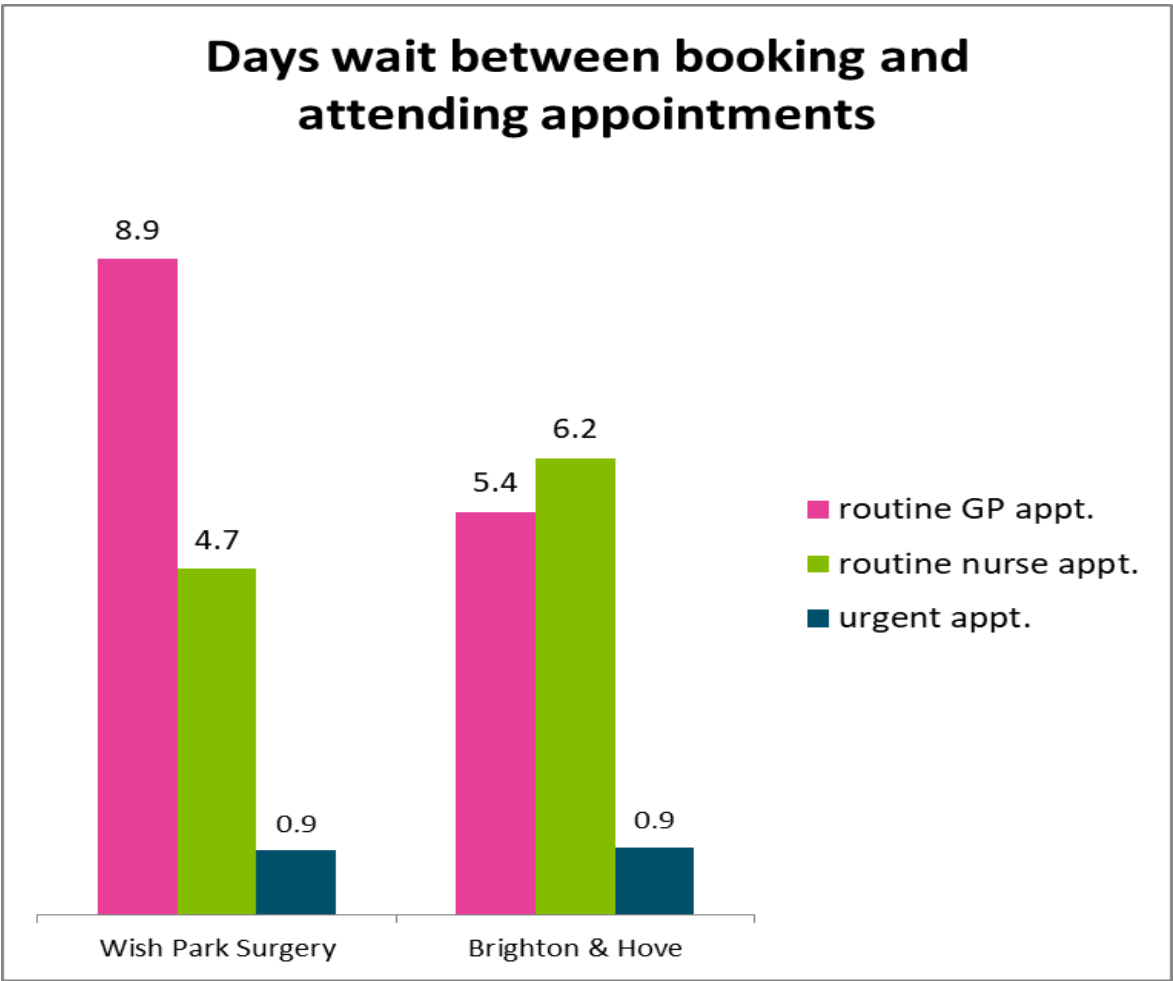
### Wait between booking and attending appointments

The days wait between booking and attending routine GP appointments was significantly

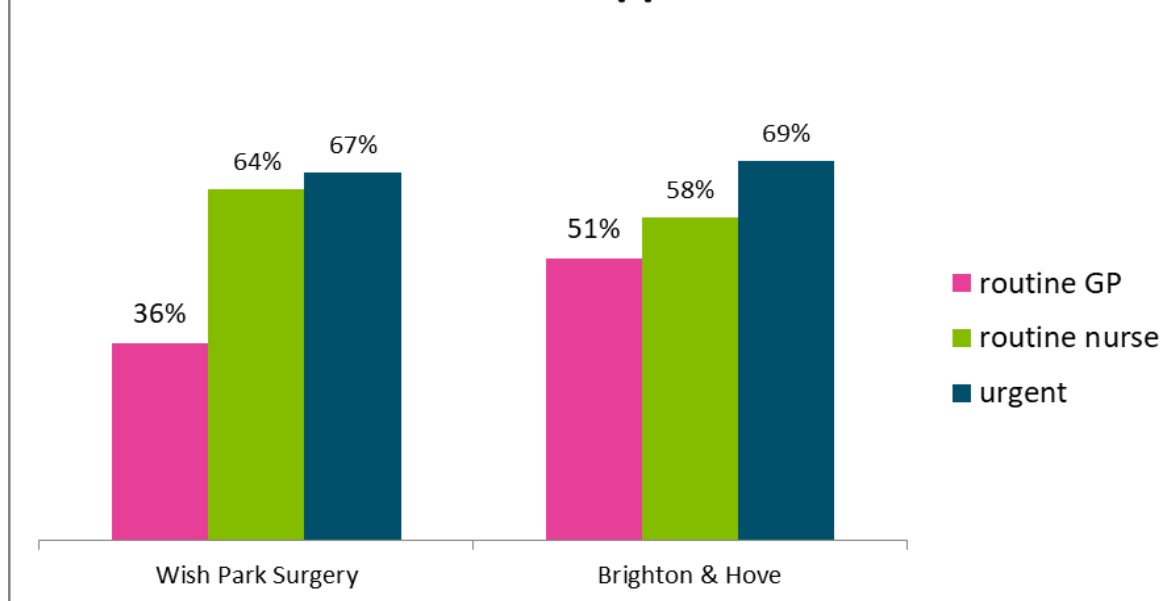
longer at 8.9 days than the city average. This performance is reflected in satisfaction levels for these appointments which are much lower than the city average.

The wait for routine nurse appointments at 4.7 days was shorter than the city average and this is reflected in higher than average satisfaction levels.

For urgent appointments waits were the same as the city average.



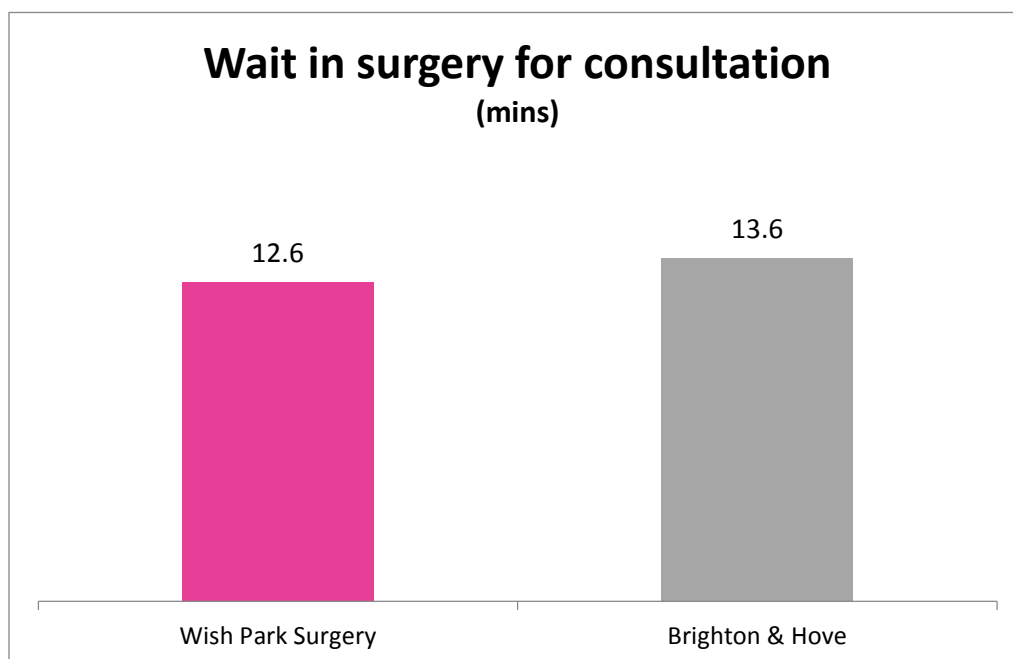
## Satisfaction with appointment wait



## Wait at surgery

Wish Park surgery performed well in the average wait in the surgery for the consultation. Patients reported an average wait of 12.6 minutes compared to the city average of 13.6 minutes.

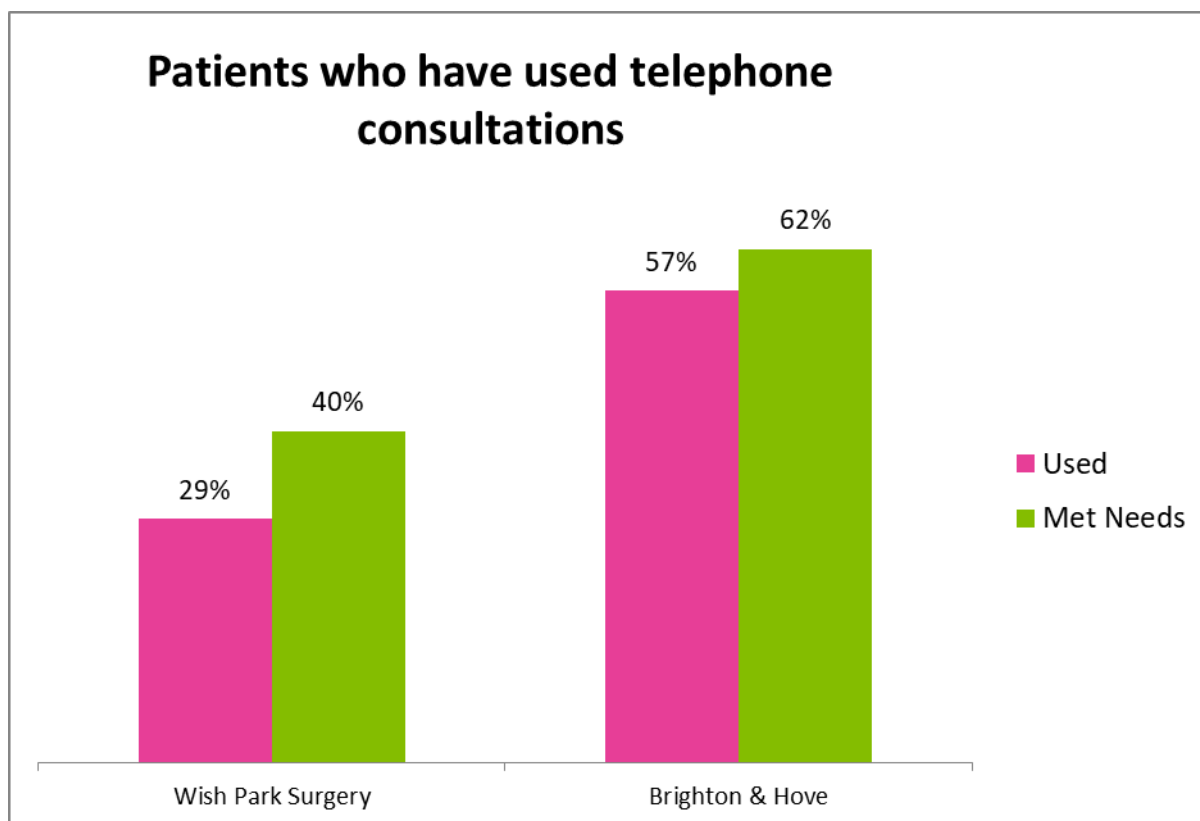
## Wait in surgery for consultation (mins)



## Quality of care

### Telephone consultations

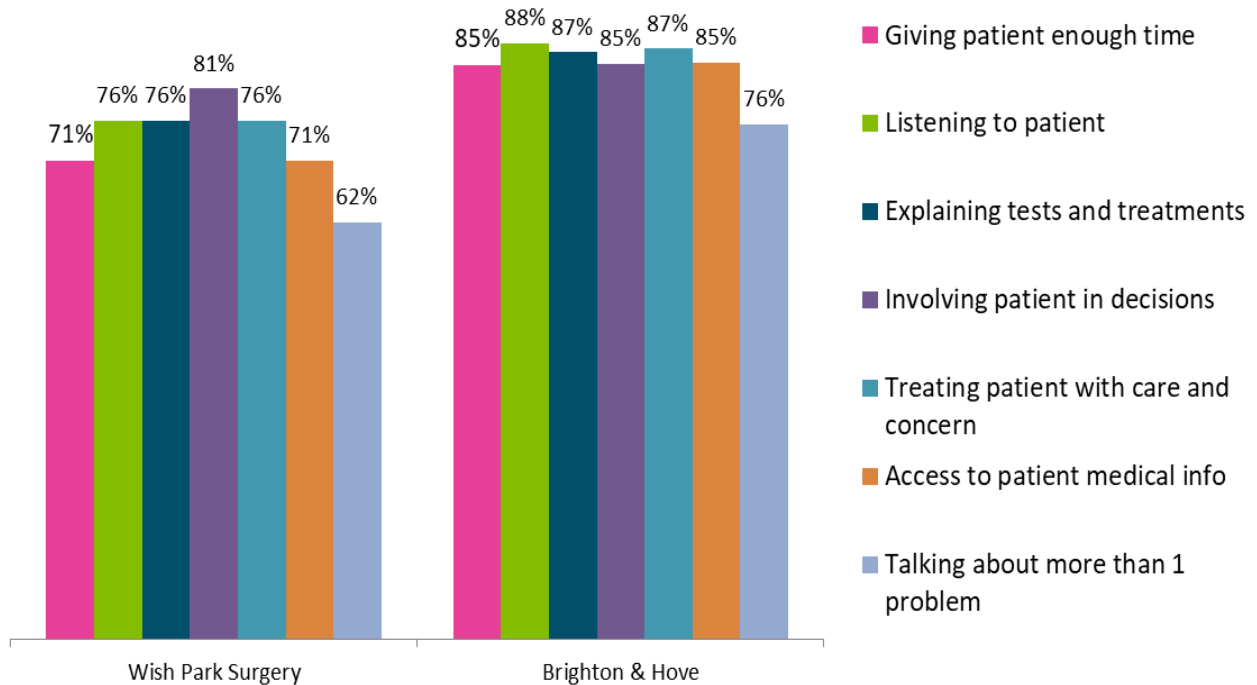
Just over a quarter of patients had used telephone consultations in place of face to face consultations. Only 40% of these patients felt that the telephone consultation they had received had been effective in meeting their needs compared with a satisfaction rate for the city as a whole of 62%. .



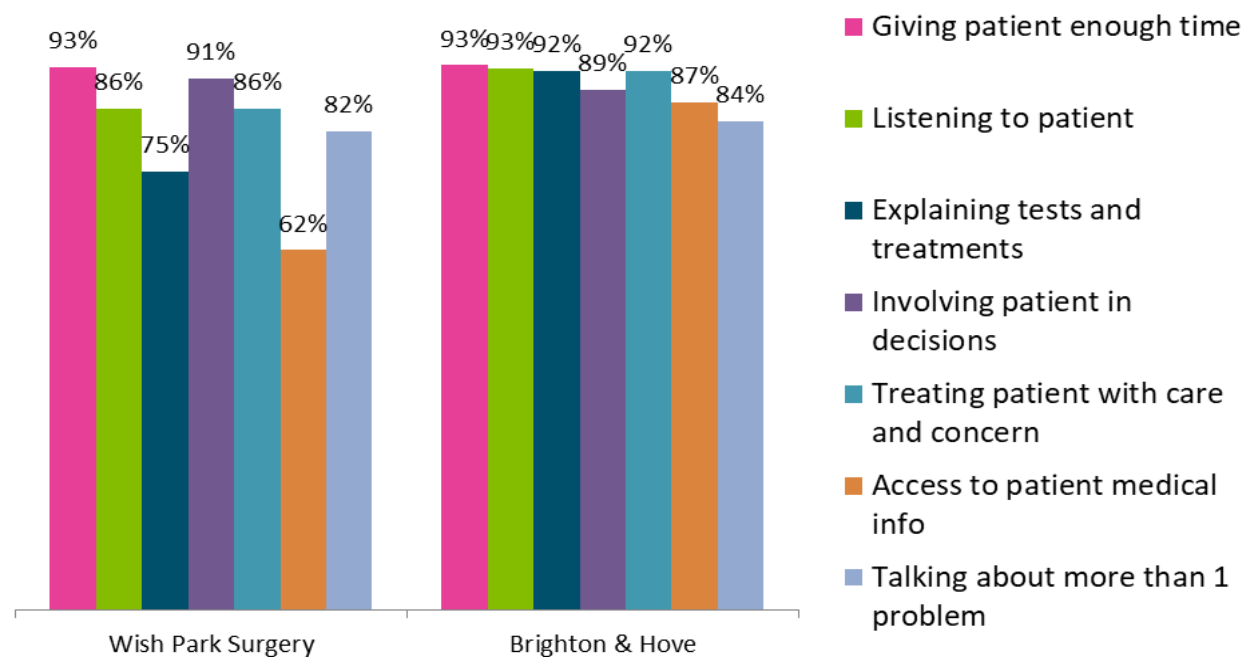
#### Care provided at consultation

A majority of patients reported 'good' quality of care across seven standard criteria. The average quality score was 74% for GP consultations and 82% for nurse consultations. Both of these scores, though, were lower than the averages for the city (which were 85% and 90% respectively). Scores for GP consultations were lower than the averages for Brighton and Hove on every criterion. Scores for nurse consultations were lower than the city average on five criteria and higher on only one (involving patients in decisions). The score was especially low for nurses having access to patients' medical information.

## Quality of care in GP consultation



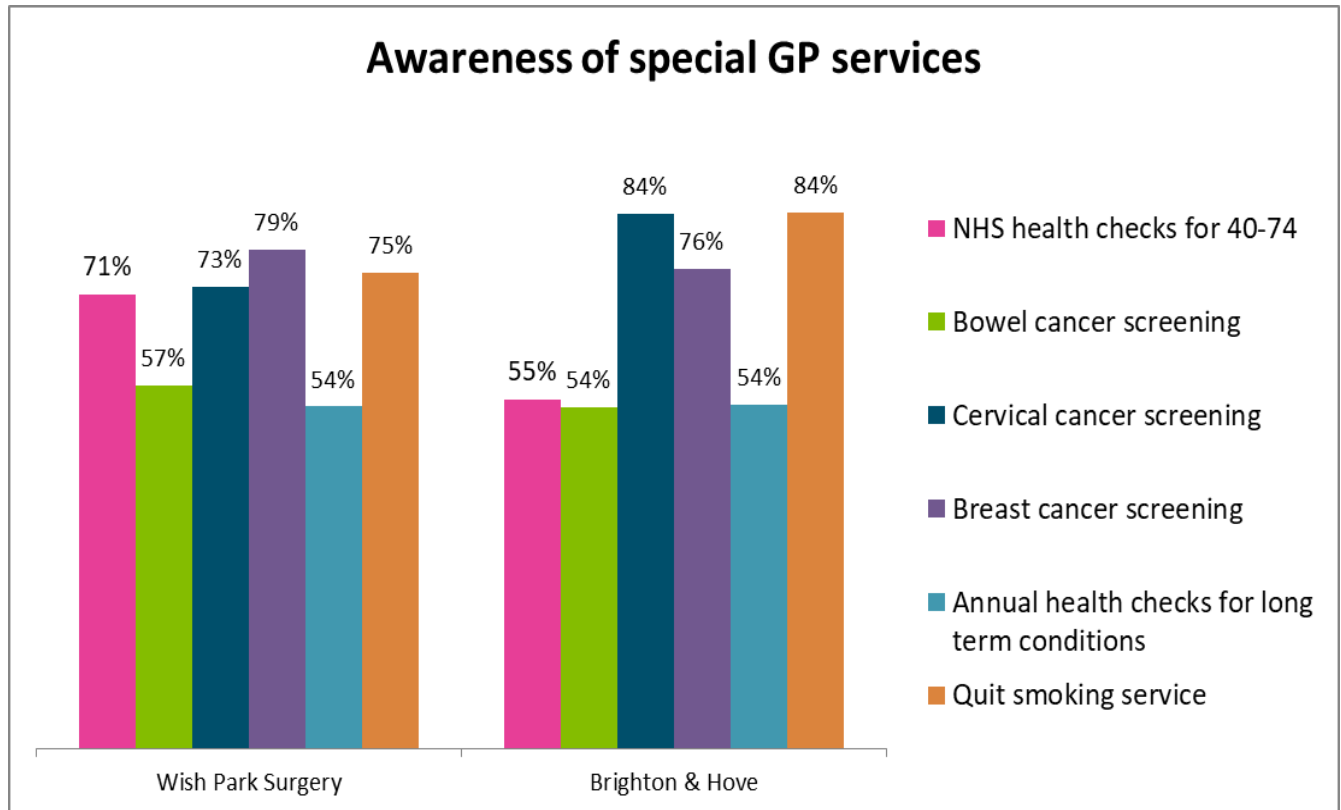
## Quality of care in nurse consultation



## Special GP services

### Awareness of special services

Patient awareness of special services was similar overall to the averages for the city. There was higher than average awareness of NHS Health checks for 40-74 year olds and somewhat lower awareness of cervical cancer screening and the Quit smoking service



### Environment

The practice was relatively new, purpose built and was all on the ground floor (making accessibility good). The surgery was very clean, spacious and uncluttered, with large consulting rooms, and a conference room and shower for staff. Toilets were all accessible and very clean and well signed from the waiting area. The waiting area was fairly comfortable and neat and tidy. The chairs were modern and clean. There was space for about 26 people, which could be insufficient if all GP positions were filled and all holding surgeries.

Information on safeguarding, identifying and reporting abuse was on display. Information appeared to be up to date and relatively easy to read although some were not health-related. There was no indication that any leaflets were available in languages other than English. The TV in the waiting area was dominated by commercial adverts, with only a few

health advice slots shown while we were there. A suggestion is to put key leaflets in folders so that less mobile patients could read without having to move around the waiting area.

There were hand gel dispensers at the entrance door and next to the reception desk. We recommend that the dispenser from the entrance door be moved next to the touch screen check-in screen.

The patient-facing staff that representatives met were pleasant and welcoming. Although there is a screen separating the reception desk from the waiting area it was still possible to hear some of the conversations fairly clearly. When there was a queue of patients at the reception desk there was little or no privacy for patients talking to reception staff

When patients were called to consulting rooms this was done by the doctor or nurse coming to the waiting room and calling out the patients' names. Sometimes patients seemed unsure as to who was calling them. It might be better for the doctor/nurse to come further into the waiting area to make themselves known to the patient.

The drinking water dispenser was out of service and had been for some time. Although water was available from the reception staff there was no sign indicating that this was the case. The water dispenser should be replaced.

There were no Friends and Family Test forms visible. The practice manager pointed out that the Friends and Family Test was on the surgery website. Only the second page of a "How to make a complaint" note was pinned to the board in the waiting area. This page did not actually make it clear that it related to making a complaint. The practice manager said that the practice website explained how to make a complaint which it does although the page is entitled "Complaints Policy" rather than "How to make a complaint" There was no suggestions box in the public areas of the surgery.

## Overall evaluation of practice

The average ratings, overall level of satisfaction and willingness to recommend the practice to family and friends were all lower than the average for Brighton and Hove. In particular only 69% said they would recommend the practice to family and friends compared with the city average of 86%.

Overall rating of surgery	
Rating on 1-10 scale	
Wish Park Surgery	7.0
Brighton and Hove	7.9
Satisfaction with GP practice	
Wish Park Surgery	68%
Brighton and Hove	79%
Recommend practice to family and friends (FFT)	
Wish Park Surgery	69%
Brighton and Hove	86%

- The staff on reception are always pleasant and the GPs you see are usually good but the appointment system is terrible
- Getting appointments not always easy but on the whole a good practice
- Lack of privacy as reception is a completely open area in the waiting room. Not a welcoming surgery
- They are willing to listen to our criticisms and do endeavour to help sort out these problems

## Our Recommendations



Response from practice manager:

*The report appears factually accurate, though the data is a little old so in our opinion reflects much of the period when we were dealing with a relocation and increase in patient numbers, with the issue of struggling to recruit further staff.*

## Key recommendations

### 1. Make it easier for patients to book appointments

Response from practice manager:

*We have opened more appointments online, to make it easier to book without using the telephone or calling in at the surgery.*

*We have improved our telephone system, adding a queueing system.*

### 2. Reduce the waiting time for routine GP appointments

Response from practice manager:

*We have managed to recruit a new GP who will start in February 2018. This will increase GP capacity by 2 full days, or 15%.*

*We have increased the number of junior doctors that are training with us. This increases capacity and supports GP recruitment for the future*

### 3. Improve the effectiveness of telephone consultations

Response from practice manager:

*We discuss patient feedback in practice meetings and will continue to do so, helping us to improve both face to face & telephone appointments.*

### 4. Provide more patient-centred care in consultations

Response from practice manager:

*As above.*

## Suggested facility improvements

1. Make information about the Friends and Family test and how to make complaints more visible in the Surgery

Response from practice manager:

*Since August 2017, we have made FFT available by text. Results to date, are encouraging. We have had exactly 200(as at 15/12/17) with 168 saying they would recommend. That's 84%.*

2. Replace the water dispenser

Response from practice manager:

*The water dispenser is now working having been replaced.*

3. Move the hand gel dispenser from the entrance door to next to the touch screen check-in screen

4. Put key leaflets in folders so that less mobile patients could read without having to move around the waiting area

Response from practice manager:

*We have added more leaflets, though still a little work to do to improve this.*



