

Hangleton Manor – Patient View Snapshot around The Practice PLC’s notice on their contract – The Hangleton and Knoll Project

Background

The Practice Group, a healthcare provider which manages services at five local surgeries in Brighton and Hove, has informed NHS England that they wish to bring these current arrangements to an end.

- The healthcare group currently manages services at the following GP surgeries:
 - The Practice Whitehawk Road, Wellsbourne Health Centre (around 3,969 patients)
 - **The Practice Hangleton Manor, Northease Drive, Hove (recently placed into special measures (around 1,986 patients))**
 - The Practice North Street, c/o Boots, North Street, Brighton (around 2,134 patients)
 - The Practice Willow House, Heath Hill Avenue, Lower Bevendean (around 1,977 patients)
 - Brighton Homeless Healthcare, Morley Street, Brighton (around 1,354 patients)
- In response to the provider’s decision, NHS England is now working alongside NHS Brighton and Hove CCG to identify alternative options to guarantee ongoing care for all affected patients before the current arrangements end.

Purpose

- To find out more about patient’s views on the surgery itself
- To gather a snapshot of patient’s views about The Practice giving notice on their contract
- To gather patient views about the possibility of moving surgery
- Outreach to patients to engage them in existing forums and networks including gathering contact details of patients who want to be kept informed about developments

What we did

- We developed our questionnaire based on the briefing
- We visited the surgery over three days and spoke to patients in the waiting area
- We visited the Get Together Older Peoples Group and spoke to their members who were registered at the surgery
- We collected views and concerns from our local health representatives
- We conducted the questionnaire with 53 patients
- We gathered contact details from 27 patients and promoted the opportunity to attend the Hangleton and Knoll Health Forum in addition to promoting other local support groups and services
- The report below captures the comments, conversations and key concerns of the patients we spoke with.

Patient Views on their surgery – Hangleton Manor	
Positive	Negative
<p>Happy with practice, I have been here nearly 30 years.</p> <p>A good surgery, happy with it.</p> <p>No Complaints</p> <p>Happy with surgery, I have been here 8 years</p> <p>I find the surgery very good, if you need to be seen urgently you are always seen that day, the receptionists are first class, very helpful.</p> <p>Generally a very good surgery, reception staff are always friendly and helpful.</p> <p>The practice location is excellent.</p> <p>The practice nurses are good.</p> <p>Very good surgery that always see you that day if possible.</p> <p>I've been here 50 years, always able to get an appointment, just wish we had a regular doctor.</p>	<p>Hard to get appointments, had to wait 2 weeks and sometimes appointments are cancelled. This is difficult with young children. I have concerns about the quality of care and about diagnosis over the phone. Things would improve with a regular GP.</p> <p>It was better before, now a GP is not always there and you get seen by a locum so you see a different GP each time. Not happy with the service, always delays with GP call backs.</p> <p>We were happy but now its locums there is no continuity of care. Disagreement between doctors about treatment and medication and appointments are often changed.</p> <p>Difficult to get an appointment generally that fits in with work commitments.</p> <p>Surgery has gone downhill, main issue is not being able to get appointments, not happy with call backs, and we should be able to book an appointment in advance.</p> <p>Not happy with surgery, difficult to get appointments, not happy</p>

<p>The receptionists are brilliant, more like a family.</p> <p>Good Service, we use it a lot as we have 3 children.</p> <p>Happy as not far from where I live.</p> <p>We came here from Goodwood Court, it's practical and local.</p> <p>Generally happy, be nice to have a long term GP.</p> <p>Fine – good service</p> <p>Happy with service</p> <p>We want it to stay, we live just round the corner and we are happy with the service.</p> <p>It has always been ok, lovely receptionist.</p> <p>We really like it here, my son has autism so change would be really difficult.</p> <p>Good surgery</p> <p>Great Surgery</p> <p>I would like to stay here, it is the only one in this part of Hangleton and it's close to where I live.</p> <p>Had good experiences over many years from the surgery, my wife had cancer.</p> <p>Receptionists and nurses are very good. Locums have been very helpful,</p>	<p>with call back service, not able to book in advance. Better to focus on patients they have than getting new patients.</p> <p>Whilst the doctors are usually good they have been through changes which can be a problem when dealing with long term or progressing ailments.</p> <p>Some routine checks like diabetic monitoring can be sporadic.</p> <p>It does not portray confidence when there is a continual change of doctors. It is not as caring as some surgeries I have heard about.</p> <p>Because the surgery is run by a company the doctors do not get involved in the community or have the same caring attitude as someone who has commitment.</p> <p>Gone downhill, concept of diagnosis over the phone is ridiculous and it takes too much time to get an appointment.</p> <p>Not easy to get an appointment, need a solution, Can they work weekends and be more flexible?</p> <p>Not easy to get an appointment and locums not great.</p> <p>Always changing GP</p> <p>Hard to get an appointment, doctors keep changing, long term GP would be much better to understand the long term needs and circumstances of patients.</p> <p>One GP phones me and another GP sees me – no consistency</p> <p>Burwash is not a good alternative as it has limited opening hours.</p> <p>Because it is a one GP Surgery there have been issues seeing</p>
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<p>Spot on service. Call backs have been good recently.</p> <p>Always get an appointment when I need one, local, close to home, convenient.</p> <p>Generally pretty good.</p> <p>Very convenient location, I like that it's a small surgery, fairly easy to get an appointment.</p> <p>20 out 10, always good here, very caring, good service, been here 30 years.</p> <p>Happy here, convenient as live close by.</p> <p>Receptionists are outstanding</p> <p>I'm a new patient, it's the closest surgery to me, no problems with the surgery.</p> <p>Good surgery, been coming here for 40 years.</p> <p>Staff are lovely</p> <p>Locums are very good</p> <p>Been coming for a long time, not had many problems.</p> <p>The surgery has a small family practice feel, we left Hove Medical Centre to come here, receptionists are so friendly.</p> <p>All ok, friendly and local.</p>	<p>locums who don't know your history.</p> <p>It's a problem if a GP is off sick</p> <p>Getting an appointment now is a challenge now because of the telephone consultation, you wait for a call back with no guarantee of an appointment and it can mean you are talking about your health problems in a public place.</p> <p>Locum doctors – no continuity of care.</p> <p>Not happy with locums, not a good service. Hard to get an appointment because of booking system.</p> <p>Advanced appointments blocked up with old people wasting the doctor's time.</p> <p>Telephone consult system is frustrating, it puts you off ringing.</p> <p>So many changes of GP's over the years, not good.</p> <p>Not able to get an appointment when needed, frustrating.</p> <p>No continuity of care as doctors keep changing.</p> <p>I am a carer for my two adult children, we need continuity of care.</p> <p>Don't like the telephone consult system, we need permanent doctors here.</p> <p>Up and down, been here 7 years, generally good.</p> <p>Good and local for us.</p>
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Conclusion	Key concerns
<p>We received a clear mix of opinion from patients relating to general views on their surgery, however the majority of views were positive and were from patients who have been registered with the surgery long term. It was apparent that patients are happy with the surgery due to its accessibility and locality in addition to receiving a good service. The negative views were consistent issues throughout discussion →</p>	<ul style="list-style-type: none"> • Locums – Patients want a permanent GP and continuity of care at the surgery. • Telephone Consultation - is not working, in some cases patients were being called by one doctor and seen by another, no confidence in diagnosis over the phone. • Appointments – patients are not happy with the current appointment system and struggle to get an appointment
<p>Thoughts about the Practice PLC notice on the contract – Hangleton Manor Concerns / No Concerns</p>	
<p>Very important to have this surgery in the local community especially for older and retired people and those with mobility issues. The fact it's in the community gives them more independence.</p> <p>Distance is a worry, there are a lot of older people in this area who have mobility issues and might not be able to access a surgery further away.</p> <p>I think it will close, it would be difficult to change to another surgery and I have mobility issues and have a low income, How will I pay for travel?</p> <p>I have no concerns about moving to another surgery if it does close as long as it's close by.</p> <p>I saw it in the newspaper, at 92 I am concerned anyone will take me as a patient.</p> <p>I read it online, I am concerned that with health problems I have at the moment I will not be accepted at another surgery.</p> <p>Unfortunately it is beyond our control, I see no reason why a private company should not provide this service if it valuable.</p> <p>I saw it in the newspaper. I am concerned about finding a new surgery at</p>	<p>No concerns about moving surgery at the moment because I am not happy always being seen by a locum.</p> <p>I have no concerns at all, I have no accessibility issues and will travel to another surgery.</p> <p>It's important to have a surgery locally that's easy to access.</p> <p>Not happy with the idea that the surgery might close, I need a surgery close to home.</p> <p>I am aware and am very concerned.</p> <p>This is not a good thing if it does close as the only other surgery is West Way which is already too busy to accommodate any more patients and it's not a good surgery anyway. People feel comfortable at the surgery they have been coming to for years.</p> <p>I am very concerned, we need a doctor here, travel would be a problem for me due to my health issues and the bus is only once an hour.</p> <p>It would be difficult for me to get to another surgery, I have pain in</p>

<p>my age.</p> <p>If it closes where will we go, the surgery know us as a family. We have already enquired about moving to Mile Oak Surgery. I want to know how and when decisions will be made.</p> <p>If it does close and the new surgery is further away how will I get there, I can't use the bus due to health issues and I can't afford a taxi, I am on a pension.</p> <p>It would not be convenient to move, its local and I can get here in 5 minutes.</p> <p>Finding somewhere else to go if it does close is fine as long as it's local.</p> <p>I am not happy, I have been with the practice since 1985 as have my wife and four children.</p> <p>Most people are assuming the surgery will close, will the NHS really work to keep it going, is there the money available, I am fearful about being left without a GP, I want to see it through at this surgery, we need to save the practice.</p> <p>It would be a hassle to change somewhere new and unfamiliar, if there is no space in local surgeries I would have to travel, would I still get a home visit If I live further away from the new surgery?</p> <p>I am panicking, I will be devastated if it closes, my husband is very ill and is applying for a blue badge, and it's easy to park here. Hove Medical Centre is not so accessible, no car park, would have to walk to the surgery and it's difficult to park nearby.</p> <p>Very bad, my mother has Alzheimer's I am concerned about the continuity of care for her. Also the fact we are hearing different things in the press, we need regular contact letters/emails not drip feeding from the Argus.</p>	<p>my legs and find it difficult to walk, the surgery should not be closed.</p> <p>Please keep it open and get a permanent GP who can build relationships with patients.</p> <p>I thought it was closing down, where would I go, my family come here. Do we have a choice, the NHS need a coordinated approach.</p> <p>As long as the service stays the same I have no concerns about moving.</p> <p>If it closed I would have to get a bus whereas I currently walk to the surgery, this would really impact on my finances.</p> <p>They are wrong to pull the contract in a local area where there are lots of older people who can't get to other surgeries.</p> <p>The priority is to ensure the continuation of good permanent GP's locally!</p> <p>The letter I received was cryptic, I was not really sure what it meant, closing, going private what exactly. Where will we go, all patients will be displaced and looking for other surgeries putting further strains on them.</p> <p>I would like the practice to stay, what will happen, will be allocated to another GP Surgery or will we have to find our own if it closes, Do we even have a choice? Can other practices cope with this demand?</p> <p>Very concerned, don't like change.</p> <p>Really apprehensive about it, been here 25 years.</p>
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<p>I did not receive a letter and I am concerned.</p> <p>It is a pain, very inconvenient if we had to change as it's so local, If not broke why fix it!</p> <p>They said it might close before and it didn't, I will wait until I receive more information from the NHS.</p> <p>My concern is where will all the patients go, the surgery is the ideal location for people in the valley. Hove Medical Centre won't cope and there are transport costs to get to Benfield Hub and Portslade Medical Centre.</p> <p>We need to get this sorted by having a permanent GP at the surgery.</p> <p>This is my first visit, I have just moved to the area, I am very worried.</p> <p>I am not happy about it, it should not be about profit, it should be about caring for people. It's also not good for the elderly or people with mobility issues. I think people would just use the Ambulance Service more.</p>	<p>I just don't understand it, bad for the community and difficult for the elderly and families if they have to go elsewhere.</p> <p>They should not shut the GP Surgeries, we need them local especially for kids and the elderly.</p> <p>It is a worry, there will be increased demand for other GP Surgeries and it will be rushed.</p> <p>Dreading the idea of moving if it does happen, life is difficult, any changes are stressful especially for my son. I have emailed NHS England already with my concerns.</p> <p>Yes I am aware, not really thought about it</p> <p>It is inevitable, we are moving out of the area anyway.</p> <p>It would be inconvenient for the whole family if it closed.</p> <p>I need wheelchair access and am concerned other surgeries might not have this,</p>
<p>Conclusion</p>	<p>Key concerns</p>
<p>Overall patients have serious concerns about the practice plc pulling the contract. Many patients felt the letter they received was not clear and some had panicked and started enquiring about registering at other surgeries. Some patients had read conflicting stories in the press and were concerned that no options were being considered and the surgery would definitely close and leave them stranded. One patient did not receive a letter and one patient had already contacted NHS England to raise her concerns.</p> <p>Concerns were raised from many patients around not physically being able to get to another surgery and wheelchair access. Financial barriers were identified by many patients' especially older people not able to</p>	<ul style="list-style-type: none"> • Communication – Patients want clearer more regular communication with updates and options available to them. • Accessibility – the majority of patients we spoke to had concerns about physically getting to another surgery including parking, disability access and the cost of using buses and taxis, especially relevant for Older People. • Strains on other practices – Patients concerned about the effect this could have on other surgeries taking on Hangleton Manor patients, can they cope and could this

<p>access public transport saying they would have to pay for taxis which they simply cannot afford. Patients were also concerned about other local surgeries taking on patients and not being able to cope and that in turn would affect the level of service they receive. Patients also raised concerns around home visits and if they did move to another surgery would they still receive this service. Patients were clear they wanted to be consulted with at every stage and they wanted to know when decisions were being made and what options were available to them.</p>	<p>result in a poor service.</p> <ul style="list-style-type: none"> • Home Visits – Many patients currently receive home visits, there were concerns raised that if patients do move to a surgery further away would they still receive this service.
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Thoughts on possibility of moving to another Surgery – Hangleton Manor Concerns/ No Concerns	
<p>There will be too much pressure on other surgeries, it would not be a good thing for older people as they won't be motivated to go if it's further away. This will affect their Health and Wellbeing.</p> <p>My only concern is receiving health care and getting an appointment.</p> <p>I don't mind moving to another surgery so long as its local, I don't drive so would have to use the bus.</p> <p>I am very happy with this surgery and I don't want it to close, I don't drive, how will I get to another surgery.</p> <p>The problem with other surgeries is access, most other surgeries are further away making it difficult for elderly and disabled patients. There are no bus services to any of the alternative surgeries and very little parking if any.</p> <p>Hopefully this won't happen as people in Hangleton would have to travel on foot if they don't drive.</p> <p>Concerned with my health problems that another surgery won't take me on and how far would I have to travel.</p>	<p>I would be very unhappy to move to another surgery.</p> <p>I have heard Benfield Valley is better.</p> <p>I am not able to get to another surgery and I cannot afford taxis, there are no direct buses to other surgeries.</p> <p>If we are to move it has to be local, I have 4 children so it's difficult and costly to travel.</p> <p>I would find it difficult to move surgery, this one is the closest and there is no public transport to other surgeries. I t would be better to build a new larger practice and accommodation, maybe West Way and Hangleton Manor.</p> <p>Concerned about having to travel further, distance and cost as we have no regular bus service and will have to go by taxi.</p> <p>Fortunately I drive but I am concerned that my mother 85 and father 92 will not have easy access to another surgery.</p> <p>Concerned about the overloading of patients at other surgeries which will affect the service we receive.</p>

<p>I am happy to move to another surgery but unfortunately the surgeries with good reputations are already full.</p> <p>We both drive so have no issue moving to another surgery, we just want to ensure we get a good service like we receive here.</p> <p>It would be a problem for my partner and son as we have no car, we would like to be sent options if we have to move.</p> <p>I am not worried about moving surgery as long as I can get there, I have problems with my legs.</p> <p>If its local and I can walk there it's ok.</p> <p>We don't want to move, concerns about my son who has anxiety and autism.</p> <p>I have a fear of being moved to Benfield Healthcare Hub, extremely inconvenient for myself and my wife. There is no direct bus.</p> <p>Concerned I will have to go somewhere less convenient without easy parking, I am worried what will happen to the lovely staff here.</p> <p>Would like to try and go to Hove Medical Centre.</p> <p>I do drive but this is extra hassle I don't need with three children.</p> <p>If we are to move it needs to be local, Hove Medical Centre would be ideal but I want to have a choice.</p> <p>I would hate it, my partner is agoraphobic, and change would be very challenging.</p> <p>I am concerned there is no space at other surgeries to take on all these patients. The communication is poor.</p>	<p>I do not want to move surgery, we need a consistent GP here to build relationships with patients.</p> <p>It should not be closed.</p> <p>We have already been moved once, it's not practical, and we need some consistency.</p> <p>I would prefer a long term GP here but if we have to move it needs to be local.</p> <p>We see on television people in other countries walking 10 miles to get a bucket of water, we are lucky and should not see this as an issue.</p> <p>Not a problem as the Grenadier is closer to where I live.</p> <p>Thinking of moving anyway as I have moved to Mile Oak.</p> <p>Would be happy to move to another local surgery if there is free parking.</p> <p>I will just Google alternatives.</p> <p>Mile Oak would be my preference.</p> <p>I could try Burwash or Hove Medical Centre, no issues for me personally but its rubbish for other residents who need a surgery close by.</p> <p>It would not be a problem if it is still local, my son can sometimes give me a lift but I do have mobility issues.</p> <p>I have only just found this surgery after coming from Sackville Road, it will be chaos with everyone looking elsewhere.</p>
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<p>No good, do not want to drive it needs to be local.</p> <p>It all depends on how close the surgery is.</p> <p>I cannot drive, I rely on a lift to get to the doctors. Hove Medical Centre is the next closest but I've not heard good reports about it so I am concerned.</p> <p>I am concerned about lots of people hunting for another surgery at the same time and finding it difficult to register elsewhere.</p>	<p>If I can get to another surgery it is fine i.e. Hove Medical Centre but we need enough notice and clear options.</p> <p>I don't drive, travel costs would be very expensive, and this area needs a local surgery. Burwash is only part time and would not cope with the demand.</p> <p>I feel I have no choice in the matter and would want to move to Mile Oak Medical Centre.</p> <p>I would like to attend a local surgery that is familiar.</p>
<p>Conclusion</p>	<p>Key Concerns</p>
<p>The majority of patients we spoke to had serious concerns relating to physically accessing another surgery as the main issue relating to moving surgery.</p> <p>Those who had no concerns about moving were patients without accessibility or mobility issues.</p> <p>Hove Medical Centre and Burwash surgeries are the closest surgeries to Hangleton Manor although depending on where the patient lives and their health issues even these surgeries will not be accessible for some patients. It was noted that Burwash and Hove Medical Centre don't have very good wheelchair access or car parking facilities. The Benfield Valley Hub Old Shoreham Road is not accessible for patients who use public transport.</p> <p>Many Older People said they couldn't afford to get taxis to another surgery and they were concerned they wouldn't receive home visits if they were registered with a practice to far from where they live.</p> <p>Patients were also concerned about the other surgeries being overloaded with patients and not being able to cope with the demand.</p> <p>One patient had tried to register with Mile Oak Medical Centre and was told they would not take any patients from the Hangleton area.</p>	<ul style="list-style-type: none"> • Accessibility - Buses – The main bus services which serve the Hangleton area are the 5, 5A and 5B. These services would enable access to the Burwash and Hove Medical Centre Surgeries although depending on where the patient lives this could mean a fair walk to the nearest bus stop. There is no direct bus to the Benfield Valley Hub in Old Shoreham Road from Hangleton. • Wheelchair access and car parking facilities were concerns for those with mobility issues in particular at Burwash and Hove Medical Centre. • Some patients had already tried to register or enquired about other surgeries because they felt they would be left behind if they didn't take action themselves. Would home visits still apply if registered with a surgery further away is a key concern. • Patients were concerned about not being in a financial position to pay for buses and taxis to get to another surgery.

Connections made with engagement activities

We promoted our Hangleton and Knoll Health Forum to every patient we spoke to and gave them a flyer, the concept of the forum and the themed meeting around the recent developments at Hangleton Manor was very well received and patients seemed keen on the idea of coming together to discuss this further. We collected 27 patients contact details who wanted to receive further information about the Health Forum and general community news and activities via our email database.

We referred two BME Women to the activities of the Multi Cultural Women's Group, we referred two parents who had children with additional needs to our parent/carer coffee morning group and we referred one carer to the Carers Centre support group in Hangleton. We also gave patients leaflets where appropriate for our HaKIT drop ins, Community Group Directory, 50+ activities and our upcoming Black History Event.

Possible next steps

- [Increase communication to patients](#) - It was clear throughout discussions that patients wanted increased and clearer communication from the NHS to include timeframes for key decisions in addition to options and choices of other surgeries they could consider for their future healthcare.
- [Increase communication to GP Surgeries](#) – Patients have already started to look into registering at other surgeries and have raised concerns about other surgeries being unable to cope with the demand. Coordinated communication with other local surgeries to enable them to respond to and manage queries, concerns and registration requests from Hangleton Manor patients could be useful and provide a streamlined approach to managing patient's expectations whilst options are being considered.

Key Considerations

- [Accessibility](#) – This was by far the biggest concern from patients and is especially relevant given the local bus services do not enable access to all of the surgeries. Consideration is also relevant for disability access, not all surgeries have good access for those with wheelchairs and parking facilities vary.
- [Financial Impact](#) – Many patients expressed concerns that if they were to move surgery they could not afford to pay for buses and taxis, this would severely impact patients on low incomes and reduce access to health services for the most vulnerable patients.

- **Home Visits** – Patients would like some clarity around the impact of moving to another surgery and if they would still receive the same services. Home visits were a particular concern as patients are worried if they did register at another surgery the GP may not want to offer them home visits if it was deemed they lived too far away.
- **Impact on other surgeries** – Patients were concerned about the potential impact of transferring almost 2000 patients to other surgeries which were already at capacity, They would like to know how the NHS can guarantee they will still get a good service if they have to move surgery.
- Patients identified common issues relating to the current service they receive at Hangleton Manor which need to be addressed if the surgery is to stay open –
- **Locums** – Patients were clear they needed continuity of care and a permanent GP at the surgery.
- **Appointments** – patients wanted better access to appointments
- **Telephone consultations** – patients were clear diagnosis over the phone is not working and that they want to be able to see a GP at the practice.

Claire Johnson

Community Development Coordinator

For and on behalf of The Hangleton and Knoll Project

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