

Trinity Medical Centre

Service address: Trinity Medical Centre, 1 Goldstone Villas, Hove

Date of surgery visit: 28th 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

	Trinity Medical Centre	Brighton & Hove	
Satisfaction			
Overall surgery rating (1-10)	7.6	7.9	
Would recommend surgery to friend/family member	89%	87%	
Quality of care			
No. patients per doctor	2894	2394	
Overall quality of care - GP	85%	85%	
Overall quality of care - nurse	94%	90%	
Booking appointments			
Wait between booking and attending routine GP appointment	8.8 days	5.4 days	
Wait between booking and attending urgent appointment	0.6 days	0.9 days	
Opening hours			
Satisfaction with opening hours	59%	72%	

Trinity Medical Centre has 18523 registered patients and has 6.40 FTE doctors, making a ratio of one doctor per 2894 patients. This ratio of doctors to patients was higher than the city average of one doctor per 2394 patients.¹

Patients rated the surgery at 7.6 out of 10, which was slightly lower than the city average of 7.9.

Surgery patients reported getting test results and ordering prescriptions online and waiting times in the surgery before seeing a doctor or nurse as areas of strong performance.

Nurses in Trinity Medical Centre were rated especially highly in listening to patients and involving them in making decisions.

However, patients in the practice cited difficulties in making routine GP and nurse appointments, problems in booking appointments in person and over the telephone, and issues over access to relevant medical information at consultations.

In spite of the extended opening hours offered by the surgery, patients were still dissatisfied with the hours the surgery was open.

Our visit rated the surgery as 'good' in providing an environment for patients, giving it a score of 6.8 out of 10.

Healthwatch representatives found the surgery provided a modern, clean, spacious, hygienic, accessible, and well-lit environment for patients.

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

We did not observe any leaflets providing topical health information for patients to take away.

We witnessed long queues of patients waiting to speak to a receptionist.

No Friends and Family Test box or any safeguarding information were visible.

Healthwatch was concerned about the presence of banners advertising a pharmaceutical company wrapped around columns in the waiting area.

Overall, taking all factors into account, the surgery was found to be performing about as well as 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 41 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 two Healthwatch volunteers. The volunteers used an observation checklist to evaluate key issues relevant to the patient experience at the surgery.

About the surgery

The surgery has been in operation since April 2017 and was formed from a merger between Sackville Medical Centre and Central Hove Surgery.

Trinity Medical Centre has 18523 registered patients and has 6.40 FTE doctors, making a ratio of one doctor per 2894 patients.

At the date of research the surgery was accepting new patients.

The surgery has a PPG.

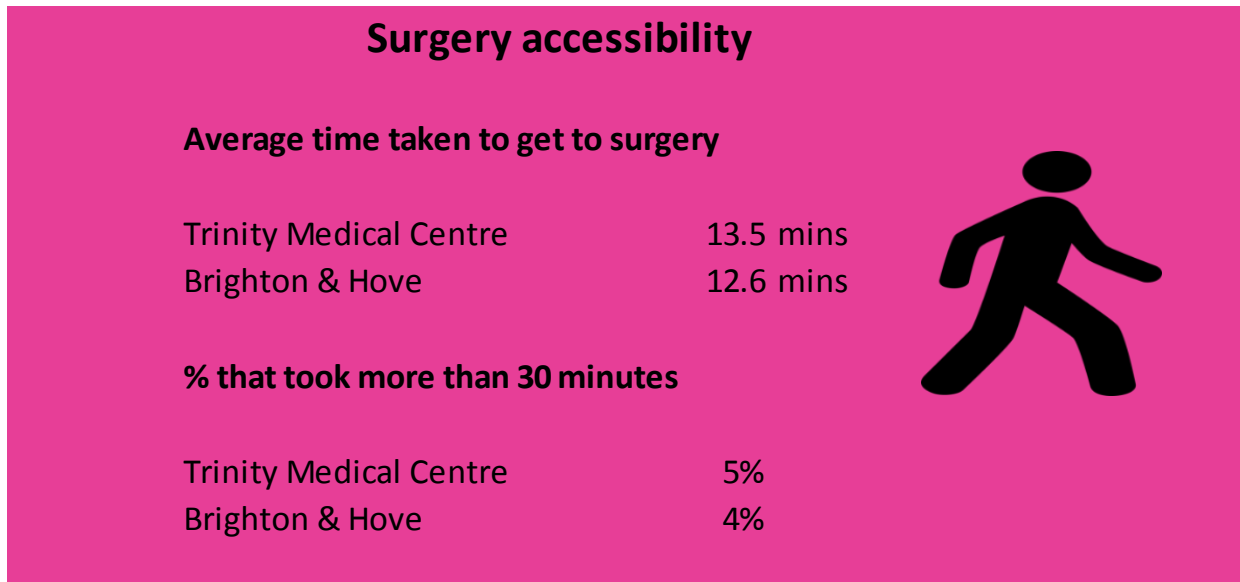
The surgery was part of Cluster Six which included Hove Park Villas Surgery, Charter Medical Centre, Brighton and Hove Wellbeing Centre, Matlock Road Surgery and Benfield Valley Healthcare Hub.

Findings

Accessibility

Time taken to reach surgery

Trinity Medical Centre patients took about 13.5 minutes to get to the surgery. Five percent took more than 30 minutes. The time getting to the practice was slightly longer than the time patients took to get to other surgeries in the city.



Transport options.

There was a bus stop and train station within three minutes' walk to the surgery.

Disabled accessibility.

The surgery had good wheelchair access on the ground floor and there was a lift to the second floor.

Booking appointments

Booking options.

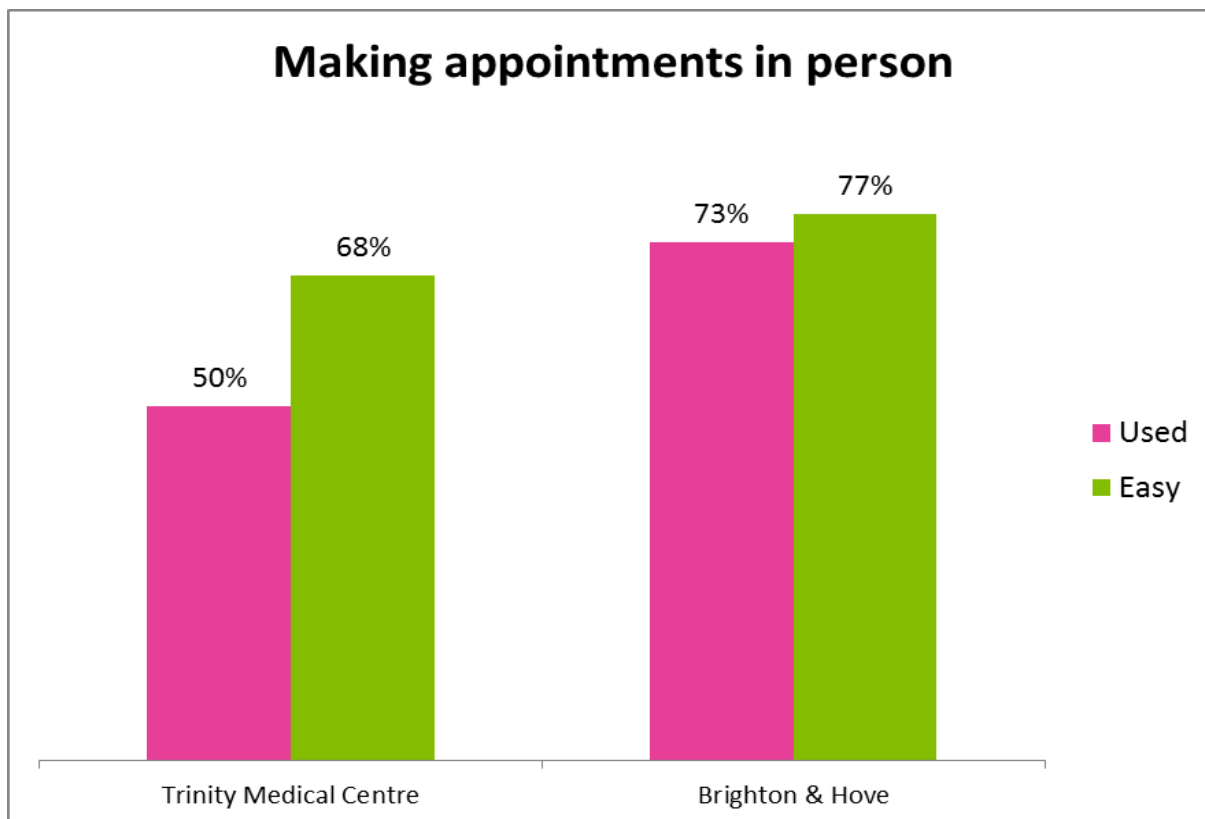
The surgery had all of the standard methods of booking appointments—in person, over the telephone, and online. Use of online services for appointment booking and repeat prescriptions by patients was relatively low.

	✓	used
Online appointment booking	✓	13%
Online repeat prescription	✓	13%
Electronic prescriptions (sent to pharmacy)	✓	70%
Integrated pharmacy	✓	

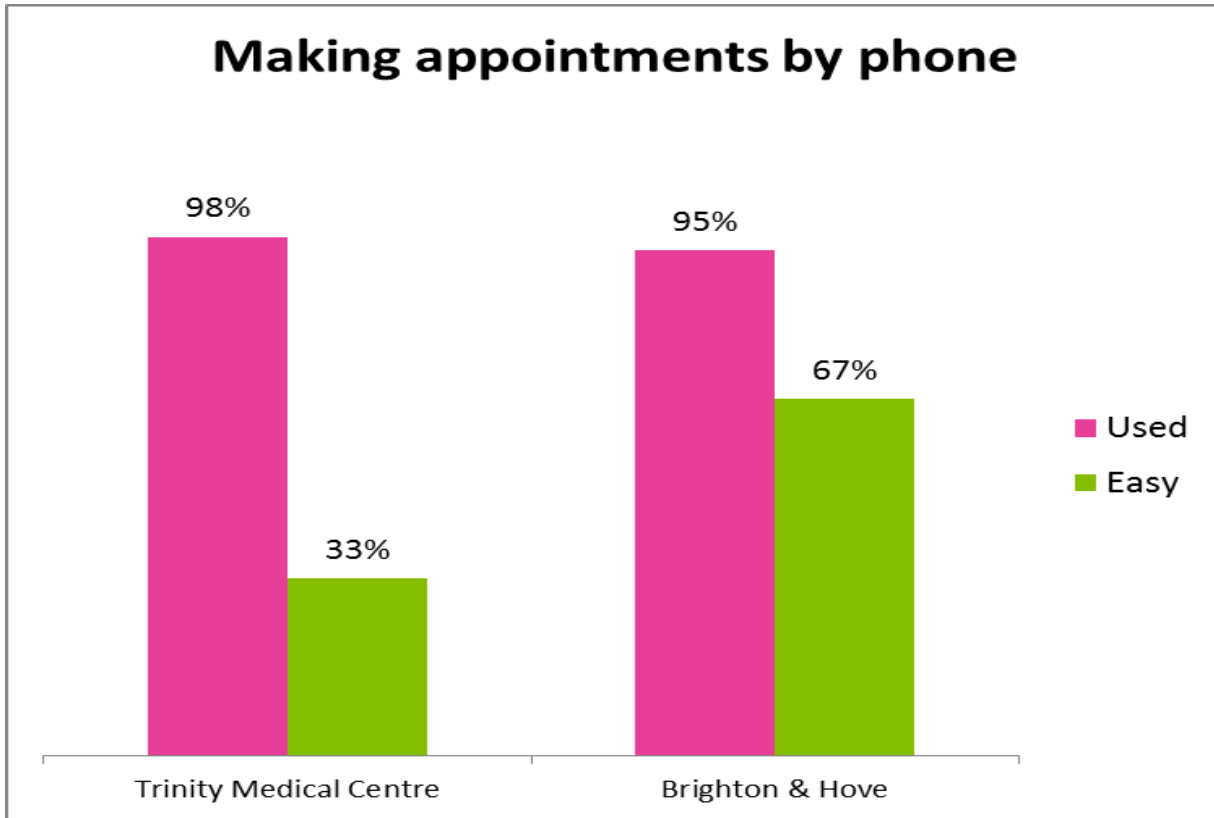
Ease of booking appointments using different methods

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.

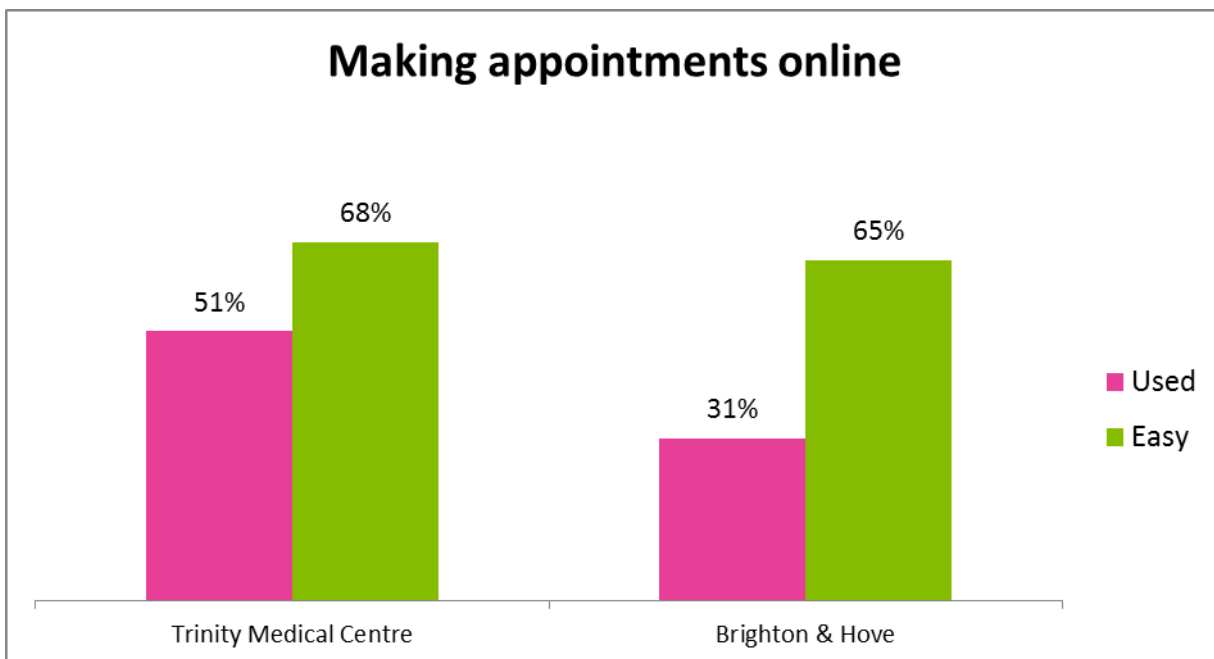
It was more difficult to make appointments in person and over the telephone for Trinity Medical Centre than it was for other practices in Brighton and Hove. The difference was particularly significant for telephone bookings—only 33% of patients in the practice found it easy compared with 67% of patients in the citywide sample. However, 68% said it was easy to make appointments online, which was marginally better than for other practices in the city (65%).



Making appointments by phone

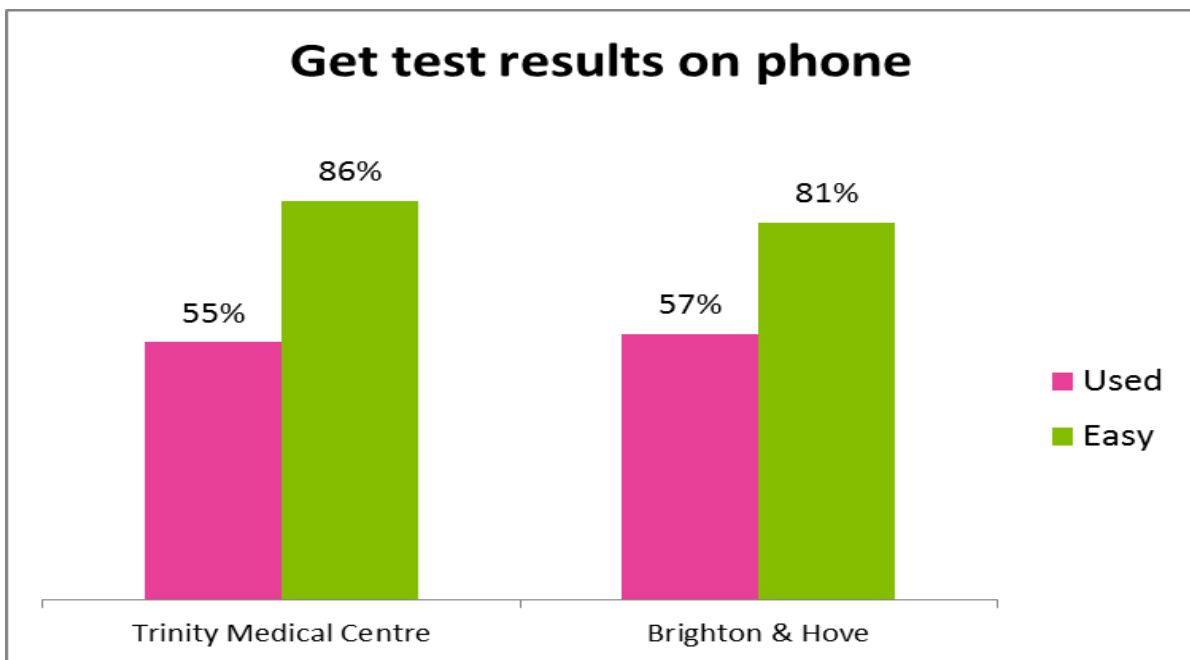
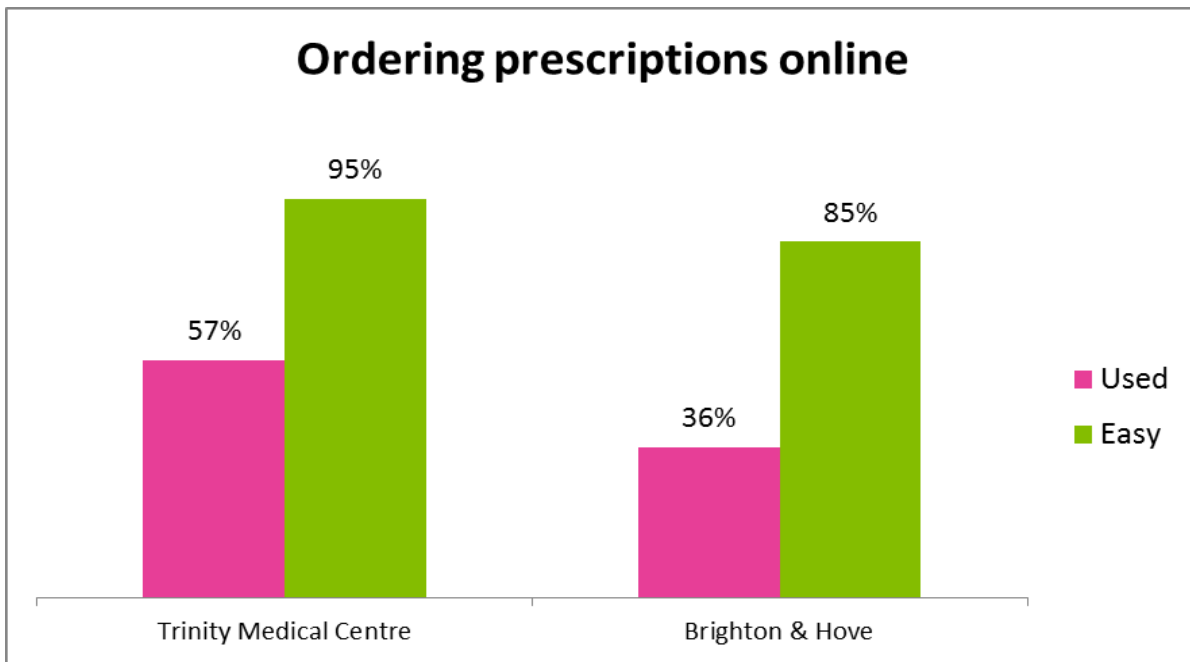


Making appointments online



Ordering prescriptions online and getting test results by phone

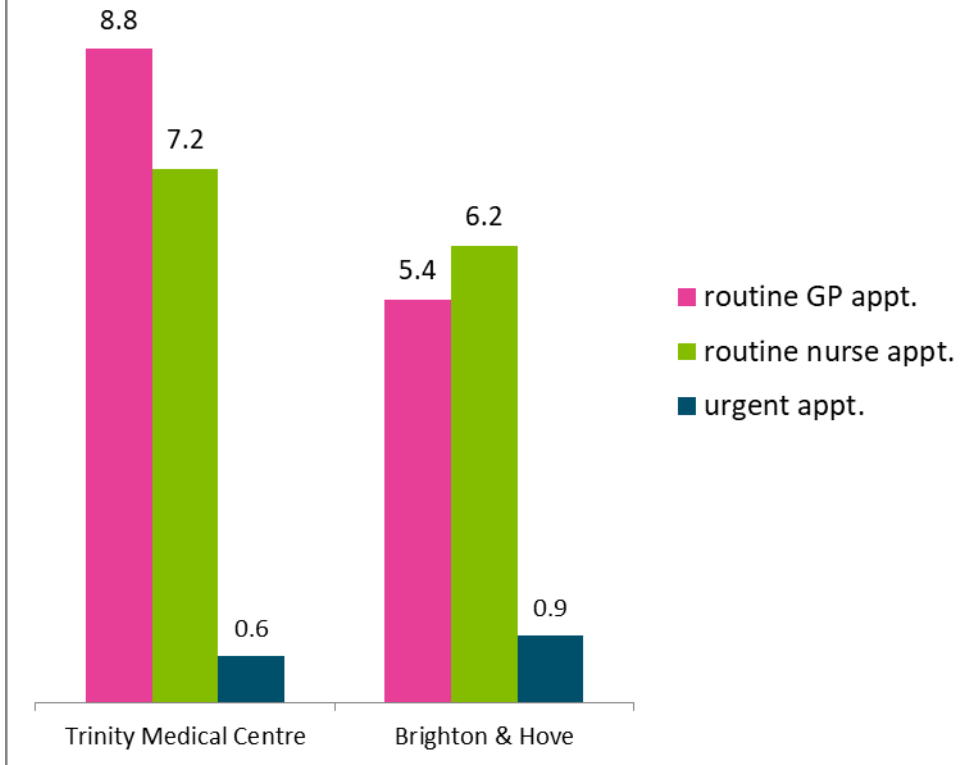
A larger proportion of patients found it easy to get test results (86%) and order prescriptions online (95%) which was slightly higher than in other practices in Brighton and Hove.



Wait between booking and attending appointments

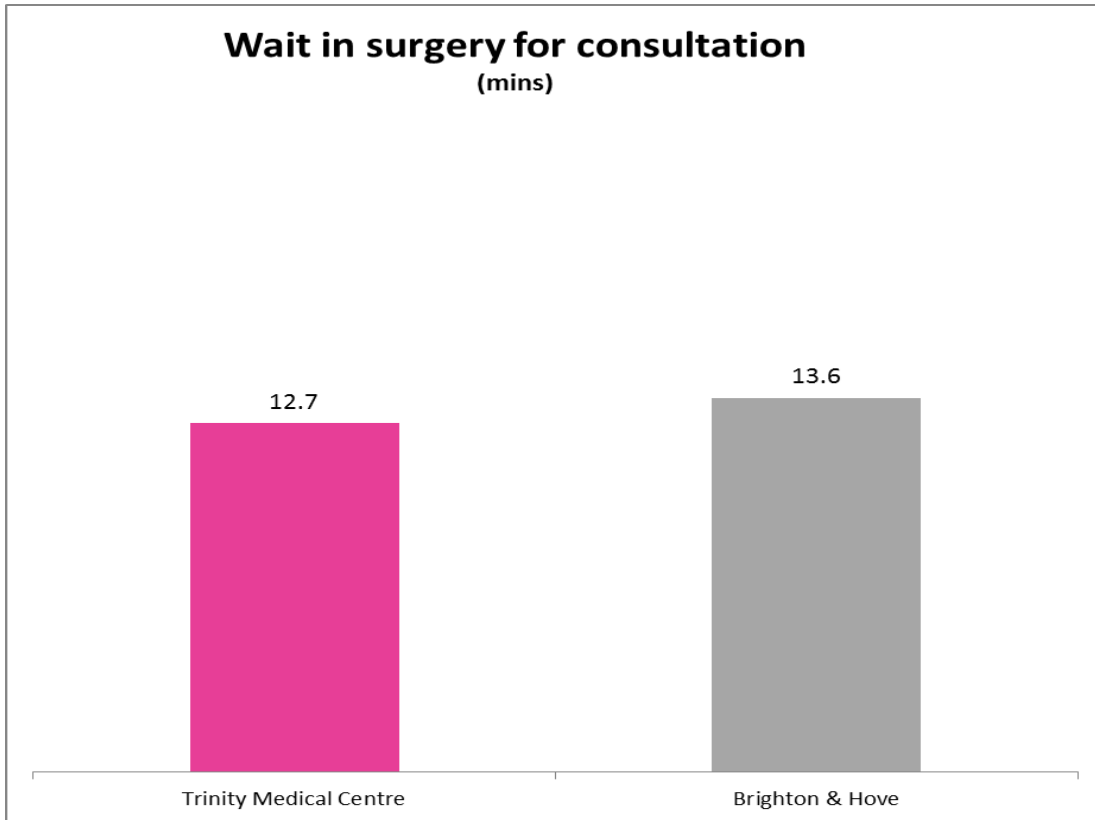
Trinity Medical Centre patients waited longer for their routine appointments than patients in other Brighton and Hove practices—8.8 days for routine GP appointments and 7.2 days for routine Nurse appointments compared with 5.4 days and 6.2 days respectively for the city. Average waits for urgent appointments were slightly shorter than the city average.

Days wait between booking and attending appointments



Wait at surgery

Patients at Trinity experienced a similar wait than the average in Brighton and Hove, waiting just over 12 minutes beyond their appointment time to be seen.



Phone system.

The practice operated a menu phone system with options for different services.

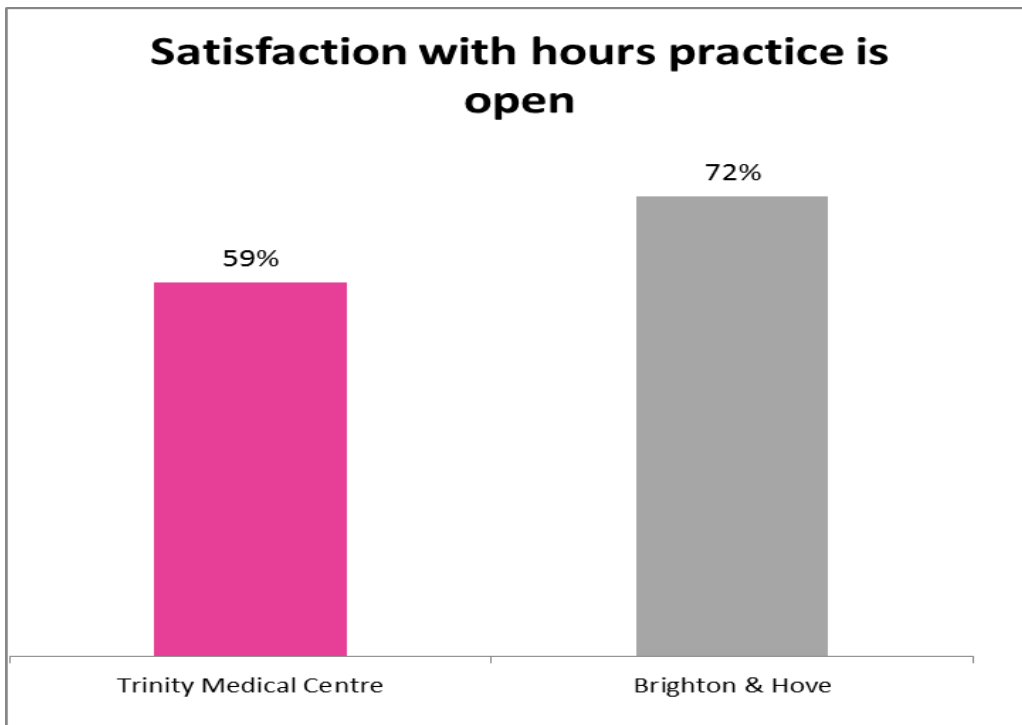
Opening hours

Hours

The practice was open from 8:30 to 18:00 hours weekdays. It offered extended hours for pre-booked appointments Wednesdays and Fridays from 7:20 to 8:00 am, and Mondays and Thursdays from 18:30 to 19:00 hours. The surgery participated in the HERE extended hours system on Saturdays and Sundays.

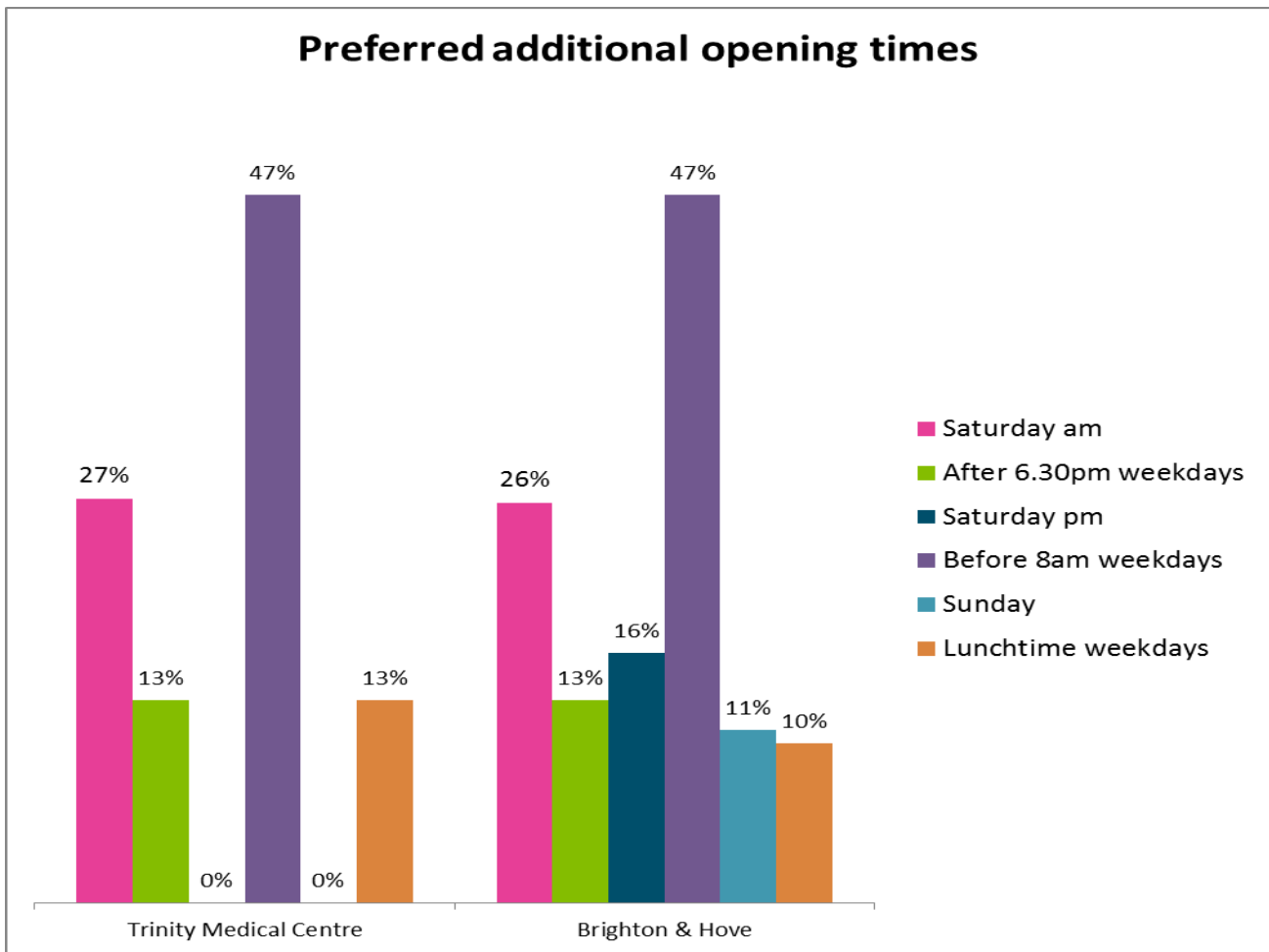
Satisfaction with current opening hours

Despite having four slots of extended opening hours, Trinity Medical Centre patients were less satisfied with the hours the surgery was open than patients in other Brighton and Hove surgeries: 59% versus 72% satisfaction respectively.



Preferred additional hours if not satisfied

Patients who were dissatisfied with current opening hours most commonly requested additional opening on Saturday mornings and before 8am on weekdays. These requests were similar to the pattern across the city.



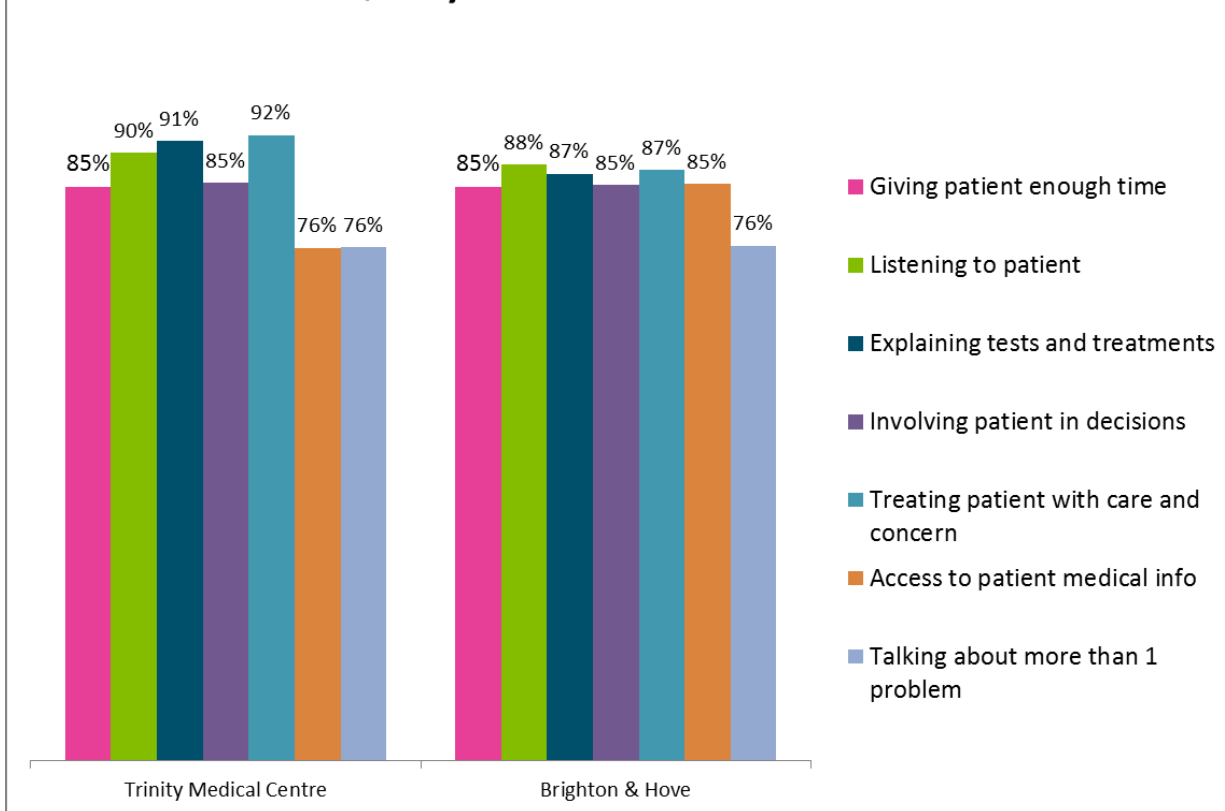
Quality of care

Care provided at consultation

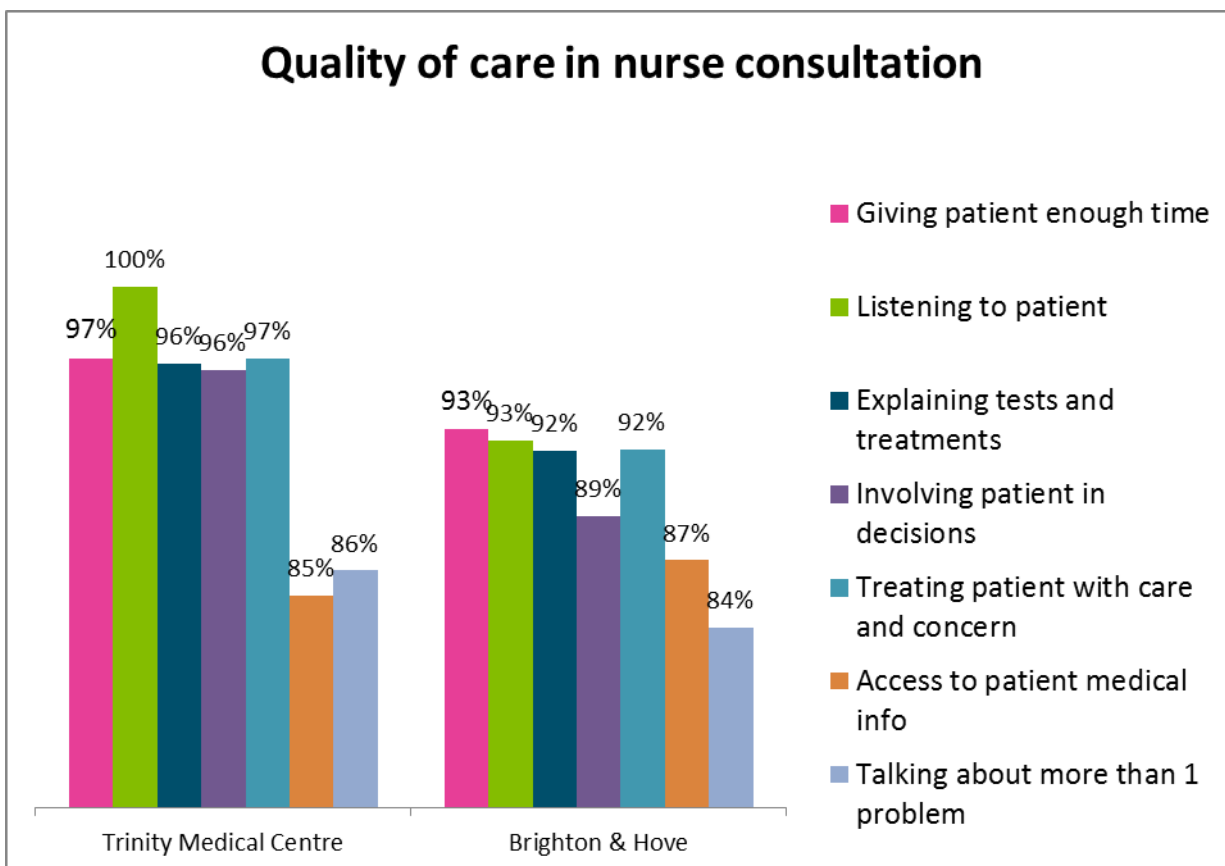
Patients' average satisfaction with the quality of care they received in their GP consultation (85%) was virtually identical to patients' satisfaction with quality of care in Brighton and Hove (85%) with the exception of access to their medical information. Trinity Medical Centre patients were less satisfied with their access to medical information (76%) than were patients in other city practices (85%).

Trinity Medical Centre nurses received slightly higher average ratings of quality of care (95%) than nurses received in other city surgeries (90%). Nurses at the practice were rated extremely highly in listening to patients (100%) and involving patients in decisions about their care (96%).

Quality of care in GP consultation

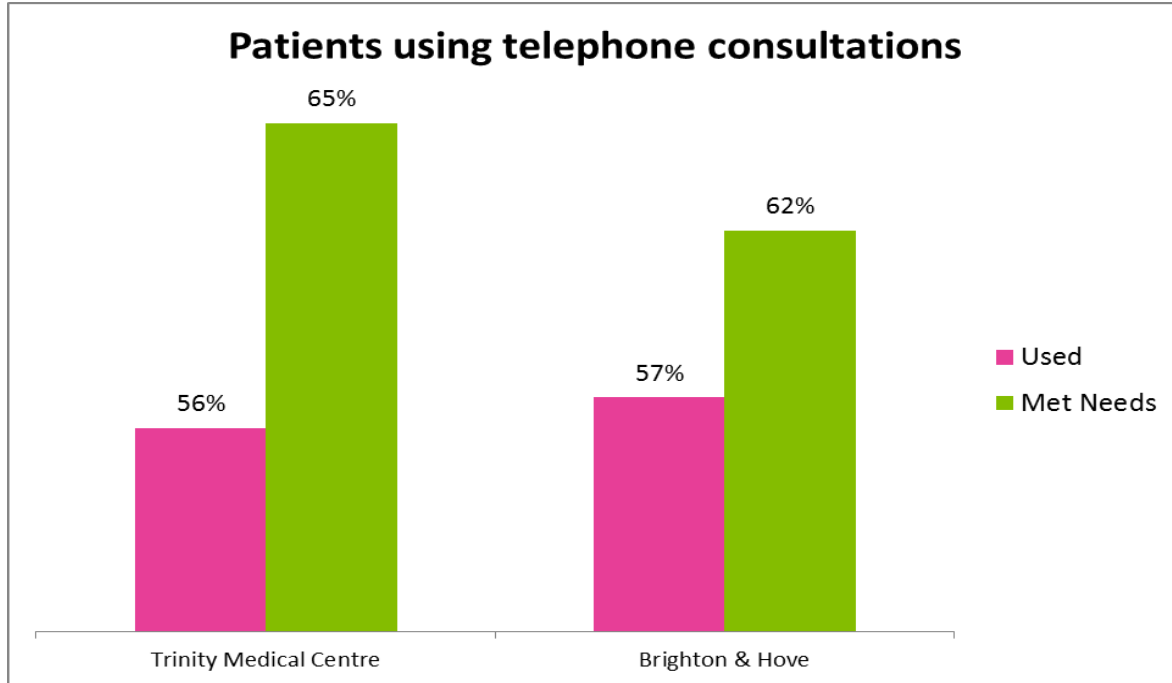


Quality of care in nurse consultation



Telephone consultations

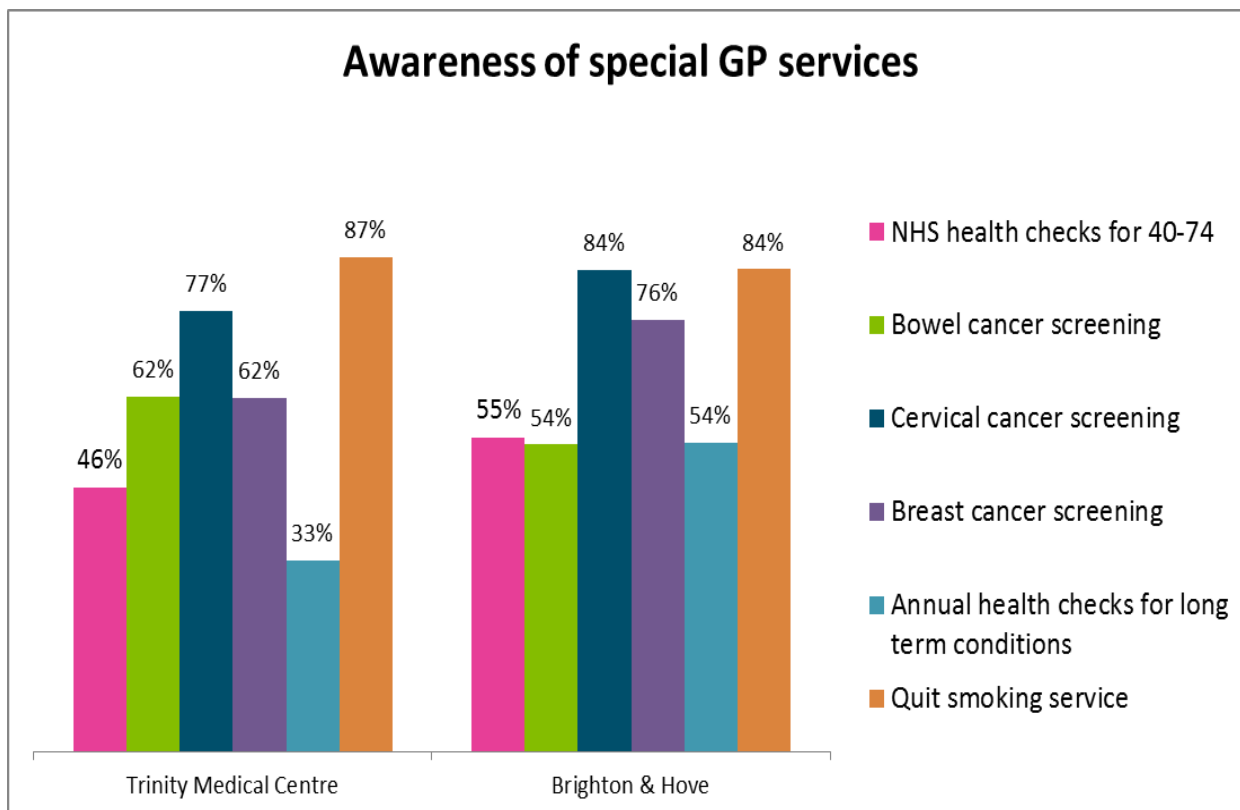
Sixty-five percent of patients at Trinity Medical Centre found telephone consultations with their GP met their needs, which is slightly better than other practices in the city (62%).



Special GP services

Awareness of special services

In general, patients in the Trinity practice were less aware of special GP services—health checks for 40-74 year olds, cervical, and cancer screening, and annual health checks for long-term conditions—than patients in the city. However, they were slightly more aware of bowel cancer screening than the city sample of patients.



Self-monitoring.

The surgery has a blood pressure machine and a set of weighing scales for patient use in waiting area two.

Environment

Our visit rated the surgery as good in providing an environment for patients with some room for improvement, giving it a score of 6.8 out of 10.

We found the surgery premises were modern, clean, spacious, and well lit. The hygiene and toilet facilities in the surgery were outstanding. There was a wide range of toilets upstairs and down for male and female patients, handicapped patients, and patients with babies. All the toilets were well sign-posted. Hand gel was available by the touchscreen and on the reception desk.

There is good disabled access to the ground floor through the front door and on the lift to the second floor.

TVs in each waiting area provided some rolling health information. A useful notice board behind the reception desk provided details of the staff on duty in the building.

A pharmacy was adjacent to the surgery and accessible through an entrance off the ground floor waiting area.

We did not see the usual range of topical health information available for patients to read and

take away. There were no leaflets pertaining to medical conditions such as prostate/bowel/breast cancer, heart disease, stroke, diabetes, STI, mental health, and alcoholism. No safeguarding information was visible in the public waiting areas.

No notice was present about using the hand gel by the touchscreen and only one patient was observed using the gel during our entire afternoon visit.

At one stage during our visit, a queue of 15 patients formed extending outside the front door. Although patients stood back a distance, conversations at the desk could be heard in the queue and waiting area. One of the receptionists became quite frayed by the pressure she was experiencing.

Healthwatch visitors felt the waiting area was stark, barren, and impersonal. There were no tables, magazines, water, plants, or toys for children to play with in any of the waiting areas.

Patients were called for their consultation by a loud speaker broadcasting '*Next Patient*' which required patients to look up at one of the TV screens to see their name and the consulting room to go to. There were 24 numbered rooms in the surgery and we encountered several elderly patients wandering anxiously upstairs trying to locate the correct consulting room.

Finally, Healthwatch was concerned about advertising promoting the drug company Sanofi Pasteur on banners in the waiting area listing medical conditions eligible for a free flu vaccination.

Overall evaluation of practice

Patients' overall rating of Trinity Medical Centre was generally positive on balance and comparable to the average ratings given to other practices in Brighton and Hove. The practice was given a score of 7.6 out of 10 and 78% of patients registered at the surgery gave it a satisfactory rating. Eight-nine percent said they would recommend the practice to their family and friends.

Overall rating of surgery

Rating on 1-10 scale

Trinity Medical Centre	7.6
Brighton and Hove	7.9

Satisfaction with GP practice

Trinity Medical Centre	78%
Brighton and Hove	79%

Recommend practice to family and friends (FFT)

Trinity Medical Centre	89%
Brighton and Hove	86%

“ It can be hard to get an appointment. Sometimes the wait is weeks. ”

“ Would like to book appointment with my GP in advance not on the day as I don't like to say it's an emergency. ”

“ Once I get to see a GP/nurse, the service is very good. However getting an urgent appointment is very stressful, having either to phone on the dot of 8:30 am or queue outside the surgery before 8:30. ”

“ My own doctor is everything you could ask for in a GP. If I cannot see her, I have confidence in several other GPs in the practice and that does give me a certain peace of mind. ”



Key Recommendations

1. The telephone booking system should be improved and a more user-friendly system provided.

2. Reduced waiting times for routine GP and nurse appointments.

Response from practice manager:

We are reviewing how patients access the practice on a daily basis and as part of a wider project we have a working group looking at this in detail. We have put in a number of changes in order to improve the experience when trying to make an appointment whether it be by telephone, in person or on-line but still feel there is opportunity to improve things further and are discussing how we manage appointment availability on-going, the types of appointments available and when these are available to book. We use national guidelines for number of appointment versus numbers of patients and are meeting these targets but we do recognise that there are still issues and we are looking at how we can work on resolving these both in terms of appointment availability, booking ahead and being able to get through on the phone. We are treating this as a priority.

3. Increased patient awareness of special GP services such as breast and cervical cancer screening, health checks for patients 40-74 and for those with chronic conditions.

Response from practice manager:

We undertake regular health campaigns, by letter, telephone text and opportunistically to invite patients in for disease review across all domains

4. Consider introducing a Saturday afternoon service.

Response from practice manager:

We already offer a comprehensive range of appointments over every day of the week. If funding and resource is made available to support the practice in delivering this then we could consider this in the future. We often finds that weekend clinics are poorly attended with a high rate of “did not attend appointments”



Suggested facility improvements

1. Leaflets about topical health information in the waiting areas for patients to read and take away should be put in place. The information ought to include key health targets such as heart health, stroke and diabetes prevention, cancer awareness and screening, STI, mental health, alcoholism and drug addiction. In addition, safeguarding information and the Friends and Family Test should be prominently displayed.

Response from practice manager:

We are planning to dedicate one waiting area to become an “information point” with leaflets, advice and other relevant information for patients. We have a number of third sector representatives coming into our waiting areas to publicise their services and support to patients over the coming months.

2. The management of patient queues by reception staff needs attention and a notice about the availability of a confidential discussion with a receptionist should be displayed.

Response from practice manager:

This has been done.

3. The atmosphere of the waiting area could be made more homely and welcoming by the addition of tables, magazines, drinking water, plants,

and a play area for children.

4. The surgery might review the use of a loudspeaker system announcing 'Next Patient' and the use of TV screens to direct patients to their doctor's consulting room in favour of a more user friendly, personal approach where doctors come out into the waiting room and invite patients into their consulting room. Attention should also be given to helping elderly patients go to the correct waiting area for their consultation.

Response from practice manager:

Some doctors do chose to come out and call patients in personally. Any patient needing assistance is given as much help as they need to get to the right place.

5. Materials promoting pharmaceutical companies should not be displayed in the Centre's public waiting areas.

