



**Dr Maria Coutinho, Trinity Medical  
Centre: Enter and View Report 2017**



# Executive summary

## Details

<i>Service Provider:</i>	Dr Maria Coutinho
<i>Surgery address</i>	Trinity Medical Centre, 2 Garland Road, Plumstead, London SE18 2AE
<i>Date(s) and Time(s):</i>	15.06.2017 10:00am-12:00pm

Dr Maria Coutinho, Trinity Medical Centre<sup>1</sup> has recently moved from Burrage Road to Garland Road Health Centre. Garland Road Clinic is in the same building and therefore some facilities are shared. A planned and announced Enter and View visit was agreed to enable Healthwatch Greenwich to gather patients experience and feedback as well as enable the Authorised Representatives to observe the service from a patient perspective.

Over all the feedback we received from patients on the new premises was extremely positive.

## Premises

- **Recommendation 1:** Trinity Medical Centre signage is needed externally and clearer signage needed internally to indicate where to find the reception desk.
- **Recommendation 2:** Ensure light bulbs are replaced regularly to ensure the waiting area remains well lit.
- **Recommendation 3:** The installation of a notice board in the waiting area, would be beneficial to display information regarding the Trinity Medical Centre but also brighten the up the area.

## Appointment booking & punctuality

- **Recommendation 4:** Include information in the surgery about online booking services.

## Treatment received by surgery staff

- **Recommendation 5:** Names and photos of staff members could be displayed.

## Patient Participation Group (PPG) awareness

- **Recommendation 6:** Poster or flyer available at reception or in the waiting area would be useful.

## Overall service satisfaction

- **Recommendation 7:** A comments or complaints box would be good to regularly gather patient feedback.



## Details of the service

### Surgery information \* Information received from the practice manager

<b>Service Provider:</b>	Dr Maria Coutinho - Trinity Medical Centre
<b>Service address</b>	Trinity Medical Centre, 2 Garland Road, Plumstead, London SE18 2AE
<b>Contact telephone:</b>	020 8319 7640

<b>Number of GPs:</b>	3
<b>Practice nurses:</b>	1
<b>Healthcare assistants:</b>	0
<b>Receptionists:</b>	5
<b>Registered patients:</b>	3681

### Opening hours

<b>Monday:</b>	08:30-20:00
<b>Tuesday:</b>	08:00-18:30
<b>Wednesday:</b>	08:00-18:30
<b>Thursday:</b>	08:00-18:30
<b>Friday:</b>	08:00-18:30
<b>Saturday:</b>	Closed
<b>Sunday:</b>	Closed

### Services & clinics available:

BP monitoring, HRT, Contraception, Ear syringing, Stitch removal, Asthma/COPD checks, Foreign travel advice, advice on diet/weight loss, Smoking cessation, Heart/cholesterol advice, new patient checks

## Details of the visit

### Details

<i>Date(s) and Time(s):</i>	15.06.2017 10:00am-12:00pm
<i>Authorised Representatives:</i>	Jane Hopkins - Authorised Representative, Healthwatch Greenwich Daphne Barnett - Authorised Representative, Healthwatch Greenwich Clive Mardner - Volunteer Development and Outreach Officer, Healthwatch Greenwich Sophie Patterson - Community Research Officer, Healthwatch Greenwich
<i>Contact details:</i>	Healthwatch Greenwich Gunnery House, 9-11 Gunnery Terrace, Woolwich, London SE18 6SW Tel: 020 8301 8340 Email: <a href="mailto:info@healthwatchgreenwich.co.uk">info@healthwatchgreenwich.co.uk</a> Website: <a href="http://www.healthwatchgreenwich.co.uk">www.healthwatchgreenwich.co.uk</a>

## Acknowledgements

Healthwatch Greenwich would like to thank the service provider, service users, visitors, and staff for their contribution to the Enter and View programme. Healthwatch Greenwich would also like to thank the Healthwatch volunteers and representatives who assisted with the visits.

## Disclaimer

Please note that this report relates to findings observed on the specific dates set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

## What is an Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families, and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is

a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC, where they are protected by legislation, if they raise a concern.

### Purpose of visit and strategic drivers

Dr Maria Coutinho, Trinity Medical Centre<sup>1</sup> has recently moved from Burrage Road to Garland Road in the health centre. Garland Road Clinic is in the same building and therefore some facilities are shared.

The last CQC report for Dr Maria Coutinho was published on 14 December 2016<sup>2</sup> and gave an overall rating of requires improvement. This inspection was carried out while at the previous address on Burrage Road.

### Overview and CQC Inspections

<p><b>Overall Requires improvement</b></p> <p>Read overall summary</p>	Safe	Inadequate ●
	Effective	Good ●
	Caring	Good ●
	Responsive	Good ●
	Well-led	Requires improvement ●

A planned and announced Enter and View visit was agreed to enable Healthwatch Greenwich to gather patients experience and feedback as well as enable the Authorised Representatives to observe the service from a patient perspective.

### Methodology

To collect information, we produced a patient questionnaire which included transparent explanations on who we are and why we were carrying out these visits, making it clear to any member of the public that talks to us that they can walk away at any time.

During this visit our Authorised Representatives spoke to/collected feedback from twelve individuals. We also created an observation form for Authorised Representatives to complete, which gathered their view of the service from a patient's point of view.

We made sure to check with the staff if there were individuals we shouldn't approach or who are unable to give informed consent. As a Healthwatch Greenwich Authorised Representatives, we are lay persons, and are not considered to have the expertise to know whether a patient has the capacity to give informed consent to having their views presented.

# Summary of findings

- Premises
- Appointment booking & punctuality
- Treatment received by surgery staff
- Involvement in decision making & information received
- Medication & prescriptions
- Patient Participation Group (PPG) awareness
- Overall service satisfaction

## Results of visit

### Premises

<b>Observation Criteria</b>	<b>Comment</b>		
<i>External Building Condition</i>	<ul style="list-style-type: none"> <li>- New building shared between two GP Practices; Garland Road Clinic &amp; Trinity Medical Centre (moved in March 2017)</li> <li>- Pleasant garden/patio area alongside the building but access gate locked. The building handyman also acts as the gardener so no chance of patient gardening group.</li> <li>- Small bench outside by the parking bay.</li> <li>- Difficult to immediately identify that the building was Trinity Medical Centre as all the signage externally was for Garland Road Clinic</li> <li>- Sign with opening hours, contact numbers and various clinical services all for Garland Road Clinic only.</li> </ul>		
<i>Internal Decoration</i>	<ul style="list-style-type: none"> <li>- Fresh and clean but waiting area is quite cramped for Trinity Medical Centre.</li> </ul>		
<i>Parking arrangements, Including Provision for Disabled Visitors</i>	<ul style="list-style-type: none"> <li>- 2x dedicated disabled Parking bays immediately by the front entrance</li> <li>- Bicycle racks for use of patients</li> <li>- Unrestricted parking in the immediate vicinity</li> </ul>		
<b>Observation Criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
<i>Wheelchair/ Pushchair accessible?</i>	X		<ul style="list-style-type: none"> <li>- Door control at wheelchair level</li> <li>- Accessible toilet available.</li> <li>- Didn't seem to be area to store pushchairs/prams</li> </ul>

<b>Observation Criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
			- Baby changing room. - The reception desk has a lower section which is suitable for wheelchair users.
<i>Clear guidance on how to inform the surgery of your arrival?</i>		X	- Not really, several counters but unable to clearly distinguish which belonged to which practice. It is written under the desk but as the reception desk is located quite a bit further down the waiting room this is not immediately clear.
<i>Electronic check-in available in the waiting room?</i>		X	- There was an electronic check-in screen but is only for Garland Road Clinic and was 'out of working order' the day of our E&V.
<i>Is there confidentiality/privacy at reception?</i>		X	Not really- Separate Trinity reception desk but located quite close to the sitting area of the waiting room.
<i>Are Reception Staff approachable and friendly?</i>	X		The receptionist appeared very welcoming and helpful not to just to us as the Healthwatch team but all the patients who were checking in
<i>Is there a call system for appointments?</i>		X	Not electronic - staff came out to get patients from the small separate waiting area.
<i>Are waiting times displayed/patients informed?</i>		X	Not seen
<i>Is online booking advertised/available?</i>		X	Available but not advertised
<i>Is the waiting room child friendly?</i>		X	Not really - quite small and devoid of any toys
<i>Is a hearing loop installed?</i>		X	Not advertised
<i>Toilets Available?</i>	X		Male, female and accessible - clearly marked and very clean
<i>Hand sanitisers available?</i>	X		
<i>Are there clear notice boards with up to date information displayed?</i>		X	- Not in the dedicated Trinity Medical Centre waiting area just blank walls



<b>Observation Criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
			- Waiting area is very cramped and the light bulb was out so was also quite dim. -Small stand near front door in the waiting area with flyers/leaflets on various conditions.
<i>Are translation services available? Are they advertised?</i>		X	They are available but not clearly advertised
<i>Is the information provided available in other formats?</i>		X	Upon request but not advertised
<i>Is signage clear and up to date?</i>		X	Much more information available for Garland Road Clinic and the reception desk for Trinity Medical Centre is not very well signed.
<i>Is there a comments/complaints box available?</i>		X	Could not see one available
<i>Is there a Patient Participation Group? Is it advertised?</i>		X	No information shown around the Trinity Medical Centre reception desk or waiting area
<i>Are the names/photographs of staff at the service displayed?</i>		X	
<b>Other:</b>			
- No water fountain in waiting area but water can be requested from the receptionists.			

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## Premises (cont.)

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How would you rate the access to the surgery? E.g. parking, public transport links



Good = 5 | Very good = 3 | Excellent = 1

*“Bus stop on the corner with choice of routes (Not stopping outside today because of road works).”*

*“I drive and can always get a parking space.”*

*“Lots of buses serve the area. Although new practice further from home, there are more places for me to park my car in the vicinity.”*

*“Within walking distance from my home.”*

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How would you rate the cleanliness of the surgery?



Good = 1 | Very good = 3 | Excellent = 5

*“How nice, clean and fresh it is in comparison to Burrage Road Surgery. Last surgery was like someone’s front room.”*

*“Excellent especially in comparison to Burrage Road which a bit shabby and grimy in forgotten corners.”*

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## Appointment booking & punctuality

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How would you rate the appointment booking system at the surgery?



Poor = 2 | Good = 1 | Very good = 2 | Excellent = 5

*“Can ring up and usually get an appointment the same day or the next one.”*

*“No trouble getting appointments, especially for children. I always call at 8:00am.*

*“Rang up this morning and immediately offered an appointment. Often a same day service.*

*“Takes a long time to get through. Once you get through you are then placed in a queue. You really must call before 8am. Calling on phone not helpful because of my disability.*

*“Can be difficult. Phone line always engaged. Call early and get an appointment by queueing.”*

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How would you rate the surgery opening hours?



Good = 4 | Very good = 4 | Excellent = 1

*“Always available when I need them.”*

*“They are now opening later which is great.”*

*“Don't have Saturday morning opening for blood pressure etc like they did before.”*

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How would you rate the punctuality of the appointments?



Poor = 1 | Good = 3 | Very good = 4 | Excellent = 1

*“Always on time.”*

*“Don't mind the wait specially to see Dr Coutinho.”*

*“Never seen on time but that doesn't bother me as it is never too long.”*

*“Never wait long, only been waiting for five mins so far.”*

*“Only ever had to wait at the most ten minutes from when the appointment is due.”*

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## Treatment received by surgery staff

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How would you rate the treatment you receive from the receptionists?



Good = 2 | Very good = 3 | Excellent = 4

*“All of them are friendly and approachable and go the extra mile.”*

*“Always friendly and helpful both over the phone and face to face.”*

*“Always treated with respect and helpful.”*

*“Empathetic on the phone.”*

*“Never had any problems.”*

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How would you rate the treatment you receive from the GPs?



Very good = 4 | Excellent = 5

*“Dr Coutinho is excellent.”*

*“Dr Liu and Dr Coutinho listen to me.”*

*“Dr Liu is excellent - clear and decisive.”*

*“Dr Liu is excellent. Always gets things done, doesn't hang around and very much on the ball.”*

*“Dr Liu is good although consultations could be longer. However not a criticism of him but the system under which they are labouring.”*

*“I like to see Dr Coutinho but she only works three days per week so I haven't seen her for two years as I would have to wait three weeks to book an appointment with her.”*

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How would you rate the treatment you receive from the nurses?



Good = 3 | Very good = 2 | Excellent = 1 | N/A = 3

*“Three people did not give an answer as they had never seen a nurse.”*

*“But very busy because of the limited resources they have available to work with.”*

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## Involvement in decision making and information

How would you rate the information you receive during your appointments?



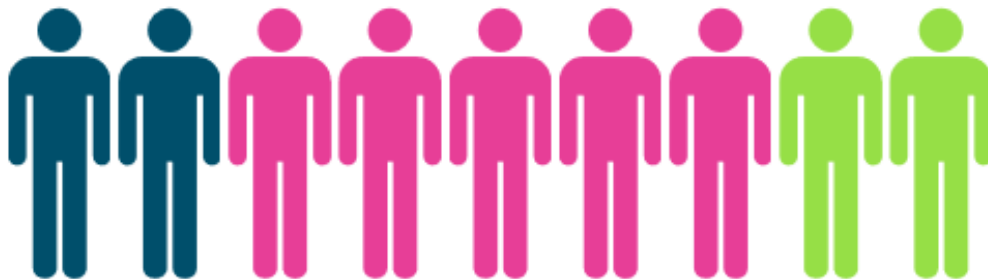
Good = 2 | Very good = 5 | Excellent = 5 | N/A = 1

*“Depends who you see - sometimes they don’t take time to explain.”*

*“I always write everything down because I forget and I make sure to ask a lot of questions.”*

*“Trust my GP [Dr Liu] 100%- follow his advice and whatever he says/suggests.”*

How would you rate the involvement you feel in the decision making around your care and treatments?



Good = 2 | Very good = 5 | Excellent = 2

*“Dr Liu always explains all the implications in detail and the steps that will need to be undertaken in the process.”*

*“Dr Liu always explains the procedures and the kind of treatment that would be needed and possible outcomes.”*

*“Dr Liu is excellent at arriving at a diagnosis - if there is a discussion around different treatment options he will suggest that I go away and undertake further research (online) or ask around and then return to discuss it further.”*

*“Dr Liu and Dr Coutinho really listen to me.”*

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## Medication & prescriptions

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How would you rate the ease of getting your prescriptions?



Good = 1 | Very good = 5 | Excellent = 3

*"I have mine delivered - normally monthly."*

*"Prescriptions goes electronically to the pharmacy who then phone me when ready to collect."*

*"Very good for me and my repeat prescriptions. When I am running out I call my pharmacist who says, 'leave it to me'. She then rings the GP and calls me when its ready to collect."*

*"Will be sent directly to the pharmacy who then deliver it."*

*Would just take the prescriptions to the chemist nearby to get it filled."*

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## PPG awareness

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Are you aware of the PPG at this surgery?



No = 8 | Yes = 1

*"Not heard of them before but would be interested in joining one."*

*"I have seen the notice advertising the PPG."*

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## Overall satisfaction

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Overall how would you rate your overall satisfaction of this GP surgery?



Good = 8 | Very good = 3 | Excellent = 4

*“Excellent - been attending this surgery (when based at Burrage Road) for over 15 years. GPs are good and the rest of the staff are friendly and informative.”*

*“Family have been attending the same practice for many years when it was based at Burrage Road - prefer the new building.”*

*“Very happy with the level of service and wouldn't change if offered an alternative.”*

*“I am very pleased. Everyone is so nice and helpful.”*

*“One of the best GP surgeries- Dr Coutinho has a good team. It was a very good idea to move to these new premises.”*

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# Conclusion and recommendations

## Premises

Over all the feedback we received from patients on the new premises was extremely positive. Especially compared to the previous premises on Burrage Road. Good public transport links and parking is available. The reception space is open, bright, clean, and fresh. The building is fully accessible and has good facilities. However, all the external signage is for Garland Medical Centre and not Trinity Medical Centre which can be confusing when approaching the health centre. Inside there is signage indicating where the reception desk is but it is not overly clear. The waiting area is quite small and when we attended the bulb had gone which made it quite dull and uninviting.

- **Recommendation 1:** Trinity Medical Centre signage is needed externally and clearer signage needed internally to indicate where to find the reception desk.
- **Recommendation 2:** Ensure light bulbs are replaced regularly to ensure the waiting area remains well lit.
- **Recommendation 3:** The installation of a notice board in the waiting area, would be beneficial to display information regarding the Trinity Medical Centre but also brighten the up the area.

## Appointment booking & punctuality

Mostly people were impressed with how easy it is to get appointments especially if patients call at 8am and do not have a preference to which GP they see. It was noted that when you do call you may have to wait a while before getting through to someone to speak to. Also, not everyone is either comfortable or able to make phone calls and therefore more information about online booking would be useful.

- **Recommendation 4:** Include information in the surgery about online booking services.

Overall most people were impressed by the punctuality of the appointment times and said they don't have to wait too long or expressed they didn't mind the wait. They also were happy with the surgery opening hours except for the closure of the Saturday morning blood pressure clinic. This service is still available with an appointment with the practice nurse from Mon-Thurs.

## Treatment received by surgery staff

Treatment from all staff was commended and patients were highly complementary. Patients noted personal touches, like clinical staff coming to get the patients when they were ready for their appointments, were really appreciated. Reception staff were described as friendly and approachable. This was observed by Healthwatch Greenwich authorised representatives during our visit as well.

- **Recommendation 5:** Names and photos of staff members could be displayed.

### **Involvement in decision making & information received**

It is vital for patients to be involved but also empowered with the information necessary to make decisions. Patients expressed their feelings of being involved in their care. They felt informed and able to make decisions.

### **Medication & prescriptions**

Patients noted that receiving prescriptions was very convenient and there were different options which ensured that it is suitable for individuals.

### **PPG awareness**

Awareness of the PPG was low with the patients we spoke to and no information was displayed in the waiting area or around the reception desk.

- **Recommendation 6:** Poster or flyer available at reception or in the waiting area would be useful.

### **Overall satisfaction**

Overall the feedback from patients we spoke to was very positive. Also from the observations we received from Healthwatch Greenwich Authorised Representatives.

- **Recommendation 7:** A comments or complaints box would be good to regularly gather patient feedback.

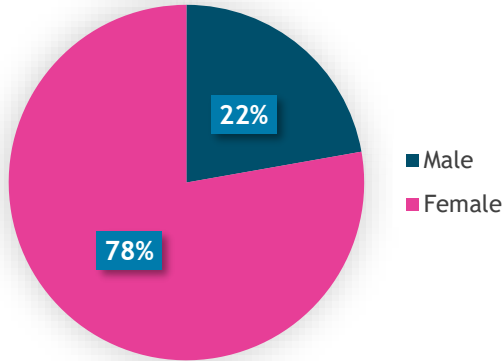
## **Service provider response**

All visited services are sent a draft copy of the report to check for accuracy and the opportunity to respond. Responses received are detailed below:

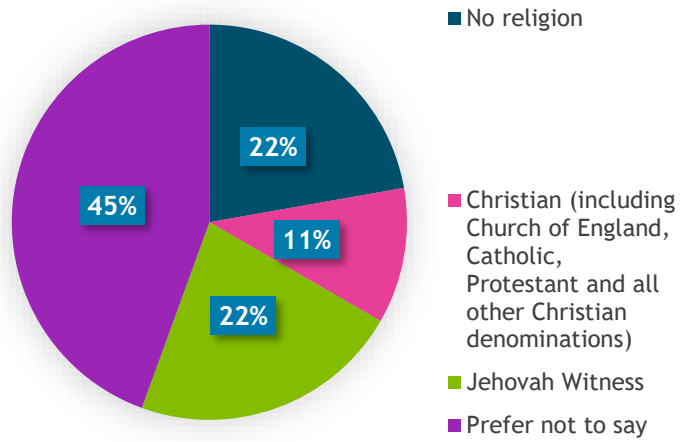
Trinity Medical Centre did not provide a response to this Enter and View report.

**Demographics**

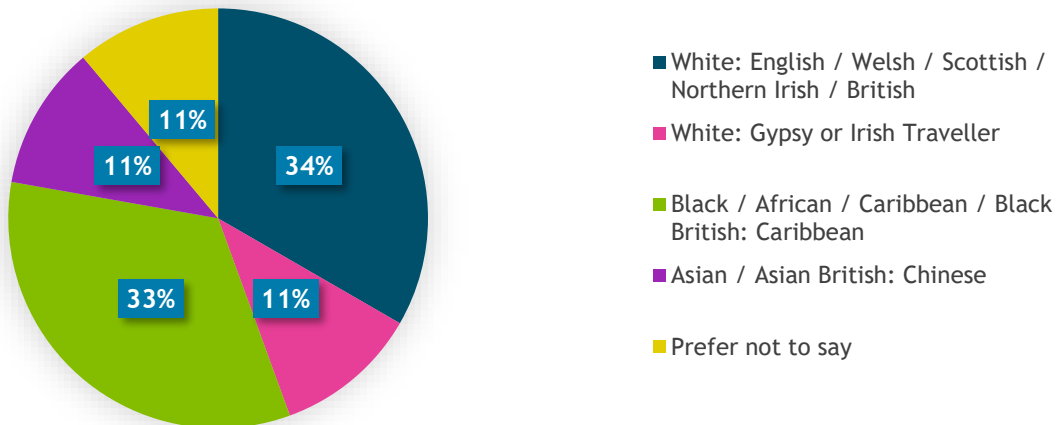
**Gender:**



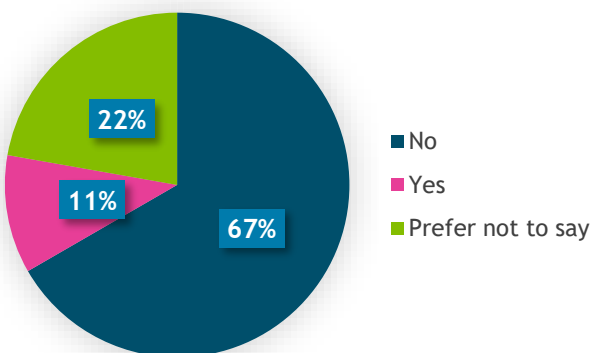
**Religion**



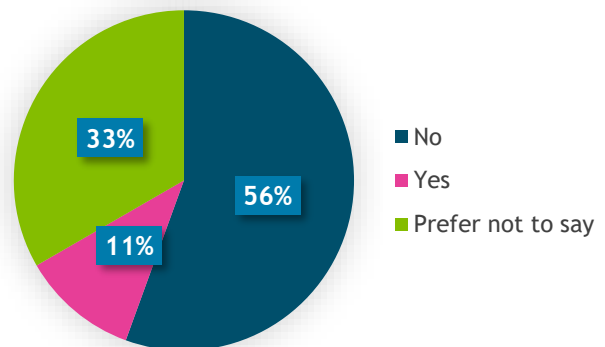
**Ethnicity**



**Do you consider yourself to have a disability?**



**Are you a carer?**



## References

<sup>1</sup> <http://www.thetrinitymedicalcentre.co.uk/>

<sup>2</sup> <https://www.cqc.org.uk/location/1-496237871>

## Contact us



Address: Gunnery House, Gunnery Terrace, Woolwich, London SE18 6SW

Telephone: 020 8301 8340

Email: [info@healthwatchgreenwich.co.uk](mailto:info@healthwatchgreenwich.co.uk)

Website: [www.healthwatchgreenwich.co.uk](http://www.healthwatchgreenwich.co.uk)

Twitter: @HWGreenwich

*If you require this report in an alternative format please contact us at the address above.*

**We know that you want local services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.**

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