

# TRINITY MEDICAL CENTRE

Your *named GP* is:

1 Goldstone Villas, Hove, BN3 3AT

Telephone - 01273 736030

Email – [sxibc-bh.thetrinitymedicalcentre@nhs.net](mailto:sxibc-bh.thetrinitymedicalcentre@nhs.net)

## **Urgent - Out of Hours**

Dial NHS 111

FOR SERIOUS EMERGENCIES or ACCIDENTS DIAL 999

## **Visit our website and Facebook page:**

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

**Facebook:** [Trinity Medical Centre Hove](#)

## **The GP Partners**

- Dr Nadeem Ahmad BSc (Hons) MB BS MRCP MRCGP
- Dr Chloe Barter BM MRCGP DFRH
- Dr Charlotte Beecham MBBS MRCGP
- Dr Charlotte Hall MBBS DRCOG MRCGP
- Dr Jonathan Howard BSc MBBS MRCGP DRCOG DFFP
- Dr Chloe Jagger BMBS, DRCOG, DFRH, MRCGP
- Dr Joanna Mackinnon BSc(Hons) MBBS MRCP DRCOG MRCGP PGCert Med Ed
- Dr Michael Rushton BSc (Joint Hons) MBBS DRCOG MRCGP

## **Salaried GPs**

- Dr Barbara Nagy MBChB, DRCOG, MRCGP, DFFP
- Dr Johanna Ratcliffe BM MRCGP (Maternity Leave)
- Dr Lily Apaydin
- Dr Rebecca Hollington
- Dr Anna Brown
- Dr Dominic Hart
- Dr Charlotte O’Kane
- Dr R Coddington
- Dr F Bellringer

**For all up to date information and changes made to any of the below services please visit our website and Facebook page – these are updated regularly.**

## **Website**

Please visit our website at [www.trinitymedicalcentrehove.co.uk](http://www.trinitymedicalcentrehove.co.uk) for lots of useful information about our practice and the services offered. We offer online access to make GP appointments and order repeat prescriptions (you will need to come into the practice, in person, with ID to sign up for this service.) We also offer E-consult booking where you complete an online form and will receive a response by the end of the next working day. You can also do this on the NHS app; on our website, you will find a section with information on the NHS app.

### **Practice Area Boundaries**

The sea to the South.

Eastern boundary is Holland road, continuing into Silverdale Road up to the Old Shoreham Road, eastwards towards the junction of the Old Shoreham Road and Dyke Road and then Northwards up to the roundabout at the top of Dyke Road Avenue.

Then southwards down King George VI Drive until junction with Neville Road and then following Neville Road down to the Old Shoreham Road.

Westwards along the Old Shoreham Road until the Eastern boundary comprising of a straight line of Bolsover Rd, Coleman Avenue and Wish Rd down to the sea which extends up to the Old Shoreham Road.

### **Opening Hours**

Our doors will be open to patients Monday to Friday 8.30am until 6.00pm and our phone lines are open Monday – Friday 8.30 – 18.00. We do **not** close at lunchtime.

**Extended hours service (IAS) is available please ask for further information and clinic dates and times differ.**

**We are closed at weekends and on bank holidays – for any other closures they will be announced on our website and Facebook page- see page 1.**

### **Medical Services – Please contact us for more details**

We offer all core General Medical Services plus certain enhanced medical services. These include:-

- Alcohol Screening
- Blood Taking
- Care of Patients with HIV
- Cervical Smears
- Child health surveillance
- Child Protection
- Chronic Disease Management
- Contraception Services
- Cryotherapy
- NHS Health Checks
- Palliative care/care of the terminally ill
- Smoking Cessation
- Travel Advice
- Vaccinations and Immunisations
- Minor Surgery

### **How to Register**

We are accepting registrations online, via email or in person – please visit our website (page1, select new patients) for more information.

Any person residing within the “Practice Area” (as described above) is eligible for registration at the Practice, depending on vacancies. If we are unable to accommodate you, we will direct you to an alternative local Practice or you can visit <http://www.nhs.uk>

You will be asked to declare whether you hold a non-UK issued EHIC or an S1 Form

### **How to Make an Appointment**

**APPOINTMENTS:** We will continue to have contact with our patients through both e consults, telephone appointments and face to face. We would encourage all enquiries and communication to come via e consult but know there will be some who may not be able to use the internet. For those patients we will still be able to help when you call the surgery.

**E-CONSULT:** Before you pick up the phone or take time out to come to the practice, please consider the use of e-consult. This can be used for most enquiries you may have, prescription queries, medical advice, requests for fit notes and if required access to your GP for telephone or face-to-face appointments. Simply click on the Contact Us online banner link on our home page of the website and complete the simple questionnaire. This will then be sent to the practice and will be processed by the admin team and passed to the most appropriate member of the team. We aim to respond within 48 hours. If the GP wants to see you or talk to you further about your medical condition, they will contact you with an appointment time or advice.

**TELEPHONE:** Our telephone lines are open 8.30- 6.00. Monday- Friday. In order for our patient care co-ordinators to provide you with the best and most suitable appointment, they may ask you a number of

questions. The reasons for this is to ensure that you are booked with the most appropriate clinician or given the most appropriate advice. During the call, the doctor will assess the clinical situation and whether you will indeed need to be seen. If so, they will arrange for you to come to the surgery and undertake a risk assessment. If it is felt that the matter can be effectively dealt with on the telephone, then this will be done during the call back from a doctor. If the calling clinician feels that it is necessary and safe for you to do so they will arrange an appointment where you can be seen in person.

#### **FACE TO FACE:**

We offer face to face appointments at the surgery, in order for the receptionist to make sure a face to face is the best and most suitable appointment type, they will ask you a number of questions. They are trained to ask you appropriate questions helping to ensure you are provided with the most appropriate advice and help. A member of staff will take your details and pass these onto the clinician. You will be informed by the member of staff what time and day your appointment has been booked for. Before/during your appointment you can ask for a Chaperone

We would kindly request and remind our patients that please in the first instance follow the guidance we have provided on our website and within this alert and those on the NHS websites. Do try self-help where possible. Do use our e-consultation service where possible. You can also register for our online services, which will allow you to book/cancel appointments and order repeat medication without having to call us. **Please ask for an application form if you wish to be able to book or cancel appointments on-line.**

#### **The System**

Appointments are bookable up to 2 weeks in advance, Monday to Friday, depending on individual doctor's availability. They are scheduled to last ten minutes. If you have multiple problems or if more than, one person in the family needs to be seen, please book a double appointment. We offer telephone consultation appointments with the doctors for convenience.

**PLEASE LET US KNOW IF YOU ARE UNABLE TO ATTEND.**

**PATIENTS WHO CONSISTENTLY FAIL TO KEEP APPOINTMENTS MAY BE ASKED TO REGISTER ELSEWHERE**

**The Trinity Medical Centre** is committed to the principle of continuity of care. Patients are registered with a named doctor. Routine appointments will be made with that doctor. If you wish to see a doctor other than your registered GP, please ask.

#### **Consent Form**

Should you wish to nominate another person to act on your behalf and have permission to discuss and access to your medical records and medical history, please ask at Reception for a form. This applies to test results, collection of prescriptions and any other information. Without your prior, written consent, we cannot share your information with a third party.

#### **Repeat Prescriptions**

We do **not** accept medication requests over the telephone. Where possible, please use the repeat order side of your prescription. Alternatively, put your name, address, date of birth and the **EXACT** name of the medication you require in writing, and place in the Prescription Box located by the entrance gate or email to [sxicb-bh.trinitymedicalcentreprescriptions@nhs.net](mailto:sxicb-bh.trinitymedicalcentreprescriptions@nhs.net) **Please allow TWO COMPLETE WORKING DAYS for prescription requests to be processed** e.g. if you put in a request on Monday we aim to have this ready for collection on Thursday. We also offer on-line ordering of repeat medications – please fill in an application form for on-line access, which once set up, will allow you to request your medication on-line. This can also be done through the NHS app, for information on how to download and have this access please visit our website.

#### **Electronic Prescription Service (EPS)**

The Electronic Prescription Service is a convenient way to obtain your medicines and appliances. It is an NHS service that gives you the chance to change how your prescription is sent. With EPS, your GP sends your prescription to the place you choose to get your medicines or appliances from.

What does this mean for you?

- If you collect your repeat prescriptions from your GP, you will not have to visit your GP to pick up your prescription. Instead, your GP will send it electronically to the place you choose.

- You will have more choice where to get your medicines from, because they can be collected from a pharmacy near to where you live, work or shop.

**Please contact reception for more details**

### **Home Visits**

Home Visits are intended solely for the housebound or for those too ill to attend the Practice. Where possible please telephone 01273 736030 **BEFORE 12.00pm** if you require a home visit. The receptionist will require as much information as possible.

### **Test Results**

Test results are available by telephone on **01273 736030** any time after 2pm Monday – Friday. You may be asked to telephone again, or later, if the doctor needs to speak to you. Test results will not be disclosed to anyone other than the patient, or the parent or guardian of the patient (if under the age of 13), to whom the result relates unless we have a signed consent form from the patient naming a specific person. Test results may also be sent to you over SMS so please make sure we have a valid number for you on our system.

### **Clinics and Services available at the Surgery**

For a full list please visit our website, see page 1.

### **Practice Nurses and Health Care Assistants and Phlebotomists**

We have four Practice Nurses who are qualified to run various clinics amongst those listed above. We also have three HCA's. We have one Phlebotomist.

### **Advanced nurse practitioners (ANP)**

An advanced nurse practitioner is an experienced registered nurse who has completed advanced education and training. They are able to diagnose and manage common, acute minor illnesses, for example, sore throats, chesty coughs, urinary tract infections, ear infections etc. including the prescribing of medicines where appropriate.

Our team:

- Julie Lord – Advanced nurse practitioner
- Cathy Carr – Advance nurse practitioner
- Thomas Buckley – Advanced nurse practitioner

### **Paramedic Practitioner**

Joe Hogan and Dan Warner have joined Trinity as our First Paramedic Practitioner. Joe and Dan are already working as Paramedic Practitioners in a local practice and will support our acute care team.

### **Physician Associate**

Physician Associates are medically trained, generalist healthcare professionals. Alastair Martindale will be working alongside our doctors and able to make full medical assessments helping to provide medical care as part of the multidisciplinary team. Physician Associates work with medical support; Alastair is as of yet unable to prescribe but should medication be felt to be needed would seek this from the GP at the time of the assessment.

### **First Contact Practitioner**

A first contact practitioner is an experienced physiotherapist who has expertise and the advanced skills necessary to assess, diagnose and recommend appropriate treatment or referral for musculoskeletal (MSK) problems on a patient's first contact, instead of a GP, when they visit their GP surgery.

Patients with MSK complaints can be booked in to see an FCP by a GP receptionist, GP or online. An FCP offers expert MSK assessment and diagnosis, however, is also integrated within the multi-disciplinary team in each GP practice. If appropriate, an FCP may prescribe a programme of exercises, refer for blood tests or X-ray, or refer a patient to an appropriate secondary health service e.g. rheumatology or orthopaedics. All FCP's are trained to identify 'red flag' symptoms, which may require medical attention.

### **Health and Wellbeing Coaches**

Lucy Francis has joined Trinity as Health and Wellbeing Coaches. They provide the opportunity for patients living with long term conditions to consider the lifestyle changes that can help. They work with you to find small steps that fit into your life and build on these for long term sustainable improvements in health.

**District Nurses** are available to provide care for those who are housebound and can be contacted on **01273 728281**

**Health Visitors** are based at the Conway Court Clinic, and can be contacted on **01273 728281** for advice.

### **Patient Chaperones**

The Surgery has trained chaperones to support patients during personal examinations. Please ask at reception if you feel that you need to make use of this service.

### **Non-NHS Work**

The cost of completing some forms and certificates is not covered by the NHS and can take up to 8 weeks to process. A non-refundable deposit may be required prior to work being done. Our receptionists can give further details or please visit our website for more details.

### **Violent and Abusive Patients**

We support the Government's NHS Zero Tolerance Policy with regard to anyone who is physically or verbally abusive or threatening to any staff member, or other patients at the Practice. Offenders will be removed from the practice list and police action may be taken.

### **Patients' Comments/Positive Feedback/Complaints/Suggestions**

We welcome patient feedback on the services that we provide. Special forms are available at reception. Should you wish to complain about the service that you have received, please see our Complaints Policy. You can also leave feedback on the NHS choices website.

### **Access to Patient Records**

We operate confidentiality policies in line with the General Data Protection Act. Patients have a right to access their notes further to completing a practice application form. There may be a charge for duplicate copies.

The Practice may share information about you, in the strictest confidence, with other health professionals who work with us to ensure that care services are coordinated to meet your needs. If you would prefer that we did not share information in this way, please speak to the receptionist.

### **Medical Training**

Trinity Medical Centre is an approved training practice. We host trainees from Brighton & Hove Medical School, as well as Foundation Year doctors and Specialty Trainees who are specializing in General Practice. They will always be working under close supervision of our trainer Dr Jo Mackinnon, and other partners.

### **Medical Research**

Trinity Medical Centre is a "Research Active" practice. This means that you may be asked to participate in research studies via a letter in the post or directly from your GP during a consultation. You do not have to take part and if you decline your normal care will not be affected.

If you have any queries please contact the practice on 01273 736030

### **Text Reminder Service**

Please let us have your up to date mobile number so that we can text you appointment and health check reminders.

### **Carers**

Please let us know if you are a carer for someone or if you have a carer yourself.

### **Confidentiality of Patient Information**

All health professionals must follow their professional codes of practice and the law. This means that they must make every effort to protect confidentiality. It also means that no identifiable information about a patient is passed to anyone or any agency without the express permission of that patient, except when this is essential for providing care or is necessary to protect somebody's health, safety or well-being. Privacy notices are also available from reception in relation to GDPR.

### **Accessibility of premises**

Trinity Medical Centre is a fully accessible building. If you have any special requirements or need assistance when attending, please contact reception to arrange this.

### **Accessibility of information**

The Accessible Information Standard (AIS) is an NHS England information standard, which must be implemented by all organisations that provide NHS or adult social care.

The AIS aims to ensure that people who have a disability, impairment or sensory loss receive information that they can access and understand, for example in large print, Braille or via email, and professional communication support if they need it, for example from a British Sign Language (BSL) interpreter.

If you would like information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01273 736030 or email [sxicb-bh.TheTrinityMedicalCentre@nhs.net](mailto:sxicb-bh.TheTrinityMedicalCentre@nhs.net)

If necessary, an **interpreting service** can usually be arranged if you ask the receptionist when booking your appointment. If you need help with explaining your needs, you are welcome to bring a friend or family member to your appointment. A **British Sign Language interpreting** service is also available through Action Deafness Communications (website: [www.adcommunications.org.uk](http://www.adcommunications.org.uk)) on 0844 593 8443 or by email to [elainecarnie@actiondeafness.co.uk](mailto:elainecarnie@actiondeafness.co.uk)

### **Patient Participation Group - Members Needed**

Trinity is pleased to announce that our Goldstone Primary Care Network Community Patient Group (PPG) is now up and running. Trinity are working together on this community initiative with Charter Medical Centre and WellBN (Brighton Health & Wellbeing Centre and Benfield Valley Healthcare hub) and we are all members of Goldstone Primary Care Network. The purpose of our group is to:

- To give patients and practice staff the opportunity to meet and discuss topics of mutual interest.
- To provide a means for patients to make suggestions about the healthcare services they receive.
- To explore issues from patient complaints and patient surveys, contribute to actions plans and help monitor improvements.
- To contribute feedback to the practice on National Patient Survey results and Friends and Family Test feedback to propose developments or change.
- To support health awareness and patient education.

If you are interested in finding out more or would like to join the group, please the Trinity mailbox at [sxicb-bh.thetrinitymedicalcentre@nhs.net](mailto:sxicb-bh.thetrinitymedicalcentre@nhs.net) with the subject PPG.

There are no membership requirements except you must be registered with the practice. All Communities, groups, genders, ages, ethnicities and disabilities representing the patient list are encouraged to join.

### **Patient responsibilities**

- Let us know if you intend to cancel an appointment in good time, to enable others who have needs to make use of it. You can use our 24 hours service patient partner to do this.
- Request your medications in a timely fashion to maximise efficiency, and avoid last minute requests.
- Inform the practice staff of any change in your circumstances, such as change of surname, address or telephone number (especially mobile number). If you move outside the Practice area (as described), you may be asked to register with a more local Practice. Each adult registered with us at the address will need to complete a separate change of address form.

**Accuracy** -This leaflet has been developed with the intention of providing information only. Whilst all attempts will be made to maintain accuracy and validity, the Practice accepts no responsibility for events arising from use of the information provided.