



Visits to the Crawley Urgent Treatment Centre

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Introduction

Visits to Crawley Urgent Treatment Centre.

The Crawley Urgent Treatment Centre (UTC) is based at Crawley Hospital. The UTC provides same-day urgent care for minor conditions, ailments, and injuries. The service is not an emergency service for life-threatening conditions. The UTC sees patients of all ages.

Healthwatch West Sussex Engagement team visited the UTC on Monday 27th November between 10.30 and 12.30pm and Thursday 7th December between 1:45 and 3pm. For Both visits, the UTC was busy with a wait time of 2 hours when we arrived, which increased to 3 hours by the time we left.

During these visits we spoke to 72 people.

This short report is to share the information we captured from patients in the waiting room.

I spoke with my pharmacist, and he told me to go to my GP or the UTC if I am not better in a week.

I have been unwell for the past week and not able to get through to my GP, so have come to the Urgent Treatment Centre.

Thank you

We would like to **thank** the staff of the UTC for their welcome and support during these visits.

Crawley Urgent Treatment Centre



72 people spoken with



18 different GP surgeries

Not registered with a GP (n3)

Visit to change dressings (n2)

Referred by East Surrey hospital (n2)

Contacted 111 before UTC (n3)

Impact of not having a SMART phone

Living outside of West Sussex area (n2)

Car parking issues (n4)

What we heard

From speaking with 72 people waiting at the Urgent Treatment Centre, the main reason people were attending was due to not being able to access their GP for an appointment or unable to gain an appointment in a suitable timeframe, or they had decided, due to previous experience to come direct to the UTC.

Think I have a broken wrist. I went to East Surrey ED and was told that they are only dealing with emergencies and a non-clinical, Patient Navigator referred me here. I had to take two buses to get here, it was a long journey, it took over an hour and I'm in a lot of pain.

- 3 people stated they were not registered with a GP surgery; one person had just moved back to the Crawley area.
- 2 people were waiting for dressing changes.
- 2 people had been referred from East Surrey hospital.
- 2 people lived outside of West Sussex and visiting family when taken unwell.
- 3 people had been in contact with the 111 service and told to visit the UTC.

GP Practices stated

Billingshurst GP surgery	Brighton Medical Centre
Coachman's Medical Practice (n2)	Cowfold GP Surgery
Cuckfield Medical Practice	Gossops Green Surgery (n1)
Langley Green (n4)	Leacroft Medical Group
Lingfield Surgery	Park GP Surgery (n2)
Poundhill GP Surgery (n3)	Riverside Medical Practice
Rudgwick GP Surgery	Saxonbrook GP Surgery (n3)
Ship Street GP Surgery	Southgate GP Surgery (n2)
Southgate Medical Practice (n2)	Woodlands Surgery Tilgate (n3)

Staff training

Whilst at the UTC, a gentleman came into the UTC -without the patient -to ask for advice. He spoke to the reception staff who were unable to give specific advice on this occasion as the patient was not present.

However, learning has taken place to ensure that carers, family members, friends who attend without the patient have access to the right information leaflet with relevant contact details of who might be able to support.

Parking

Other issues were due to car parking in and around the hospital.

Patient thinks that it should be 'pay on exit' due to not knowing the amount of time needed. This led to the person:

"..Spending time worrying and checking the time when I should be worrying about my child. There is also no change machine, and the machines don't accept cards!

Parking on the road near the hospital is an issue as it is £5 for 3 hours.

Appointments

Needing flexible appointments due to working and caring responsibilities.

Langley Green - I have difficulty booking an appointment with my GP. I was told to use the internet, but I do not have internet access. My other option is to have an appointment with Livi which would cost £59 which I cannot afford.

Came here straight from my night shift. I would have missed the window for booking into my GP surgery anyway so opted to come to the UTC.

I tried to get a GP appointment but cannot get through to them and my friend drove me here today.

My mum lives in London and has no GP in this area. She felt unwell so brought her here.

I need a flexible appointment as I am a carer.

Ship Street GP Surgery East Grinstead - I called the GP surgery and was told that the hub GP only works on a Saturday and that the GP will do a telephone call late on Wednesday. So have come to the UTC. Ship Street GP Surgery was very good about a year ago, now not so good.

The e-consult box told me I could have a conversation on Friday morning, but I will be at work then.

Thank you to the Staff

During our visit, the son of one patient stated how the staff had looked after his mother who had a fall.

The son left the Centre and returned to the reception with a box of biscuits and said that all the staff had been amazing. He wanted to say thank you and particularly to a named staff member.

The staff at the UTC have been fantastic 10/10.

Possible next steps



Changes to dressings

What these two visits have identified is that there is a need to find out why the UTC are having to do the dressing changes for patients. Is this part of the UTC specification? We were told that dressing changes are filling 60 hours of the UTC clinical time each week.



GP Surgeries

Discussion with the system to ask GP's (receptionists) not to refer patients direct to the UTC. The aim being to stop it being the automatic default because of not having enough appointments.



Support from Healthwatch

Perhaps Healthwatch completes early evening and weekend visits to see if the reasons are different on why people are attending.



Crawley Development Project

To share this update with the lead for the Crawley Development work.

Note This update has been shared with the UTC manager to add any comment.



Talk to us

If you have questions about the content of this report, please either call 0300 012 0122 or email cheryl.berry@healthwatchwestsussex.co.uk

How this insight will be used?

We recognise that all health and care services are under pressure at this time and have had to adapt their ways of working. We will share this report with the local NHS, Local Government, and other providers to help them understand where things are working well and services are adapting to meet peoples' needs, and to help them identify any gaps. We see this as a continuation of discussions taking place and will continue to use this fresh insight and the solutions presented to challenge for a better future.

For help, advice, and information or to share your experience

We also help people find the information they need about health, care and community and voluntary health and care support services in West Sussex.

Here to help you on the next step of your health and social care journey



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