



Enter and View visit to the Westcotes Health Centre

Report on the Enter and View visit to the GP services based in the Westcotes Health Centre

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Enter and View visit details

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| Address | Westcotes Health Centre Fosse Road South Leicester LE3 0LP |
| Service Providers | Millennium Federation - Health Care Hub Westcotes Medical Practice Dr Hazeldine and Partners |
| Date and Time of visit | 20 th February 9am - Full visit to all services 23 rd February 6pm - Health Hub 26 th February 1pm - Health Hub |
| Type of visit | Announced |
| Authorised representatives undertaking the visit | 1 - Visit Leader 2 - Authorised Representatives 1 - Staff Lead |
| Contact details | Healthwatch Leicester City, Clarence House, 46 Humberstone Gate, Leicester. LE1 3PJ |
| Report sent for factual check and response to | Gez Stokes - Practice Manager (Hazeldine & Partner) Clare Sherman - Senior Strategy and Implementation Manager (Leicester City Clinical Commissioning Group) |
| Date sent for check | 13 th April 2017 |

Acknowledgements

Healthwatch Leicester City would like to thank the service providers, patients, visitors and staff for their contribution to the Enter and View visit.

Disclaimer

Please note that this report relates to findings observed and through discussion on the days attending the service. Our report is not a representative portrayal of the experiences of all patients, their family/carer and staff, and is only an account of what was observed and contributed at the time.

What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter & View visits. Enter & View visits are conducted by a small team of trained volunteers, who are prepared as 'Authorised Representatives' to conduct visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvements or capture best practice which can be shared.

Enter and view is the opportunity for Healthwatch Leicester to:

- Enter publicly funded health and social care premises to see and hear first-hand experiences about the service.
- Observe how the service is delivered, often by using a themed approach.
- Collect the views of service users (patients and residents) at the point of service delivery.
- Collect the views of carers and relatives.
- Observe the nature and quality of services.
- Collect evidence-based feedback.
- Report to providers, the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners.

Enter & View visits are carried out as 'announced visits' where arrangements are made between the Healthwatch team and the service provider, or if certain circumstances dictate as 'unannounced' visits.

Enter & 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 services do well from the perspective of people with first-hand experience.

Purpose for the visit

The patient experience at their local GP practice is one of the most commonly raised issues when engaging with the public. It is the first point of contact for the majority of the public when health concerns arise and is the first part of the NHS where reassurance is sought.

No specific information has been received by Healthwatch which prompted our visit.

An Enter and View visit to a GP practice was identified during the development of the 2016-17 visit programmes. Also Healthwatch were keen to speak to patients who were using the Healthcare Hub service as it is moving out of the pilot phase and becoming a substantive service. It was therefore decided to visit Westcotes Health Centre as the building had a number of GP Services and a Healthcare Hub. The aims of the visit were to

- Observe the use of GP services by patients.
- Capture feedback from patients and those with them about their GP service.
- Observe the interaction with patients and staff.
- Observe and capture feedback from staff about the different GP services on site.
- Capture the experience of patients using GP services at different times.
- Observe and capture feedback relating to the use of the Healthcare Hub by patients.

Strategic drivers

To understand how this visit is relevant to the local priorities of Healthwatch and regional/national stakeholder priorities, the following strategic drivers apply:

- NHS England - Five Year Forward Plan
- Leicester City CCG Primary Care Strategy (2014-19)
- Better Care Together - Leicester, Leicestershire and Rutland Health and Social Care

Westcotes Health Centre

The Westcotes Health Centre is located on Fosse Road South and was built as part of the LIFT programme (Local Improvement Finance Trust), intending to bring together primary care providers and private companies in the same building.

At the Centre as well as the GP services, there is a Chemist, Community Dental Service and many clinics. The building was built to house 5 GP practices but currently only Dr Hazeldine & Partner, Westcotes Medical Practice and the Healthcare Hub are in the centre.



Methodology

This was an announced visit.

For the planning of the visit, the lead Authorised Representative (Lynn Pearson) and the Staff Lead (Micheal Smith) met to discuss and agree on the format of the visit and key areas of focus.

As part of the planning process contact was made with Leicester City CCG through their Engagement Manager, as commissioner, to advise of the planned visit to the Healthcare Hub.

During the final stages of planning an initial meeting was held with the Practice Manager of the Dr Hazeldine GP practice- Gez Stokes, however due to annual leave the Practice Manager of Westcotes Medical Practice was unable to attend. A tour of the centre was made to better understand the layout and consider areas of further exploration during subsequent visits.

The visit was conducted over three days with the main part of the visit taking place on a Monday morning (9am - 1pm) with three Authorised Representatives and two shorter visits by the Staff Lead on Thursday (6pm-7pm) week and on Sunday (1pm-2pm) of the same week.

The additional shorter visits had been added to speak to users of the Healthcare Hub services outside of normal GP working hours.

Summary of the findings

From speaking to the patients for each GP practice the patients were generally satisfied with the service they were receiving, with only minor issues raised about continuity of care and lack of privacy at the reception desk. Feedback from the patients of the Healthcare Hub was very positive however there was significant frustration with their own GP practices over problems getting appointments and even getting through on the phone.

Due to no permanent signage for the Hub service at the Centre there were significant problems with patient flow which impacted on the other services based in the Centre. Clear and obvious signage should be a priority for the Hub service.

Public awareness of the services was also surprisingly low, even from patients who use the same building. Information given to patients through other NHS services is not always as comprehensive or accurate as it should be.

Whilst staff from the different services felt there were obvious advantages of being co-located with the hub, lack of appropriate signage and/or accurate information was severely impacting on the reception staff of these services.

Full Results of the Visit

Initial observations

When arriving at the Centre the team encountered a patient car park which was already full at 9am. A4 posters advertising the Healthcare Hub were observed on the automatic front door, but as the door opened on approach the text became unreadable.

Entering the main reception area for the Centre the main focal point for patients is the Information desk, which is manned by a member of staff for the non GP clinics based in the Centre.

On the main reception desk the team observed another A4 poster about the Hub and where it was located. To the far left is the reception for Dr. Hazeldine and to the far right is the reception for Westcotes Medical Practice. Patients wait for their appointments in the sub-wait area to the rear of reception.

The team observed two empty reception desks and no patients using the seats in the main reception. The reception desks for each practice were open with no separation screens and afforded little privacy.

Patient experience

Over the three days the team spoke to 23 patients using services based within the Centre.

Patients from the GP services based within the Centre were very happy with the service they received from the GP or the nurse they saw. When asked, patients told us they had had no problems getting appointments on that day, but advised that this is not always the case.

When asked about parking at the Centre all the patients advised that they were able to park. Those not able to park at the Centre had parked on the road near the Centre for a small fee (between 20p and £1).

Most patients from the resident GP practices had not heard of the Hub and the appointments it can offer if their own GP is busy.

In discussion with patients from the Westcotes Medical Practice two said they did feel it was frustrating that they were unable to see the same GP each time, at their own practice.

Speaking to a parent whose child was attending the Phlebotomy Clinic, they were very impressed with the service and the building and advised it was the best they had used so far.

Using the Healthcare Hubs

In discussion with patients at the Healthcare Hub, during normal GP opening hours, the main reason for attending was not being able to access their own GP practice. This was due to appointments being offered too far into the future, or that they had not even been able to get through to their GP.

Whilst in the Hub the team was able to observe the receptionist answering the Hub phone line. Although there were quiet periods when the phone did not ring, this appeared to be in contradiction to comments from both patients and staff who complained that the line was constantly engaged, making it difficult to make contact. The team was advised that there was only one line in use and the main number did not automatically divert on 'busy' to the additional unused line in a consulting room

Patients at the Hub were seen promptly by the GP

The inconsistency of communication between the Healthcare Hubs and other NHS services was highlighted by one patient at the hub who had been seen by their GP and by an Ambulance, but they only knew about the Hub due to their wife having used the service.

Speaking to a patient who was referred to the Hub from the Maternity Assessment Unit, they were upset as they had been booked into see the nurse when they

should have seen the GP. This only came to light after their appointment with the nurse. As they had a young family with them, this was particularly frustrating.

A large number of the patients using the Hub for the first time informed the team that they had approached the receptionist desk in the main reception, as they were not aware of where the Hub was located.

During our visit the hearing loop in the Hub or the main reception was not working.

On the Thursday evening (23rd February) there had been 8 appointments not used as patients had not turned up. The weather was very bad that day, which could explain the high level of DNAs (Did Not Attend).

With one exception the patients rated the service from the Hub as very good with one patient saying the service was “First Class”. Patients using the service outside of normal GP opening hours felt the service offered a better option for them due to work commitments.

Discussion with staff

A big source of frustration for all reception staff of the Centre was patients ringing through to their individual numbers believing they are through to the Hub. This had led to complaints from the patients about being given the wrong number to call. They also receive calls from patients who have not been able to get through to the Hub on the Hub number.

To get a better understanding of the scale of the issue on the Monday visit (20th February) the Centre receptionist was asked to tally the number of patients for the Hub where they were approached or contacted by telephone. Whilst on site during the morning period, they received 14 calls and were approached by 17 patients.

This frustration was shared by the reception staff of the Hub, who felt that, with the exclusion of the NHS111 service, other services referring patients to the Hub should be better informing patients. All staff spoken to did think it would be better for patients to have a Hub receptionist based in the main reception area as is the practice in the evening when the other GP surgeries are closed.

Whilst talking to the Centre staff they advised us that the Centre is not physically opened until 8.30am each day. As the Healthcare service offers appointments from 8.00am this is a significant loss of appointment time.

This represents the loss of 32 appointment slots from Monday to Friday, as the team were informed that there are 4 clinicians working Monday, Tuesday and Friday, with 2 working on Wednesday and Thursday in the Healthcare Hub and each slot is 15 minutes in duration.

Recommendations

1. Clearer communication with the patients before they get to the Healthcare Hub, through other health services.
2. Better distinction between the Healthcare Hub and the other GP practices based in the centre.
3. Better signage at the Centre. This can utilise the external/external surfaces.
4. Consider rearranging the central waiting area seats to create a highlighted patient path to each service.
5. Open the Centre from 8.00am
6. Hub receptionist based in the vacant GP reception pod on the ground floor.
7. Route the spare Hub phone line from the GP room to the new Hub reception on the ground floor.
8. Phone system allowing messages to be left or divert on 'busy' to additional line
9. Fix hearing loop for the Hub.
10. Install confidentiality screens at the GP reception pods and mark on the floor a distance for other patients to wait at.

Next Steps

1. Publish the report and distribute to the list below.
2. Invite Senior Healthcare Hub Manager and Practice Managers to meet with visit team to discuss the recommendations and seek agreement on recommendations.
3. Re-visit the Centre 6 months after report publication to evaluate if recommendations have been implemented.

Service Provider/Commissioner Response

- **Permanent signage** - Unfortunately due to a number of clauses within the lease agreement the provider is unable to erect permanent signage, however, there is now a 6ft banner directing patients to the hub services on the 1st floor, this is visible upon entering the premises and is situated near the main reception desk. The provider is in discussion with LIFT Co regarding floor signage that directs the patient (similar to that used by UHL), there is a further 6ft banner advertising the hubs services across the City within the first floor waiting room. Additional posters and leaflets have been supplied to Westcotes to help direct patients appropriately.
- **Public Awareness** - A new targeted media campaign has been undertaken this includes use of local and regional radio advertising, which following its first airing saw an increase in patient demand over the weekend to the hubs. The CCG continues to promote the services using a method of communications routes such as social media, stakeholder events and press releases. All City practices have received new leaflets and posters, with advertising on all TV screens. Data shows that patients from all City practices have accessed the Hub services.

- Patients of the two resident practices are in the top 5 of service users for the Westcotes hub
- **Telephony** - At the time of the visit there were 2 incoming lines that took calls from patients dialling the central number (0116 3660560). Since the visit the providers have installed a new telephony Automatic Caller Distribution (ACD) system. This allows calls to be diverted automatically to the next available agent, and is accessed across the 3 sites. The providers are looking at increasing staffing at peak times to help ease patient wait times.
- Patient preference to see a GP is noted but the Advanced Nurse Practitioners possess the appropriate clinical skills to have dealt with the patient presenting condition. For example all bookings made by 111, UHL follow strict clinical disposition criteria to ensure patient safety is not put at risk.
- Westcotes is now fully open Monday to Sunday 8am - 8pm, with the 8am - 8.45 appointments being made available up to 48hrs in advance.
Faulty hearing loop - this will now be reported to Westcotes main desk and a service call logged.

Response received from Claire Sherman at Leicester City CCG

Distribution

Leicester City CCG

Westcotes Medical Practice

Dr Hazeldine and Partners

Leicester City CCG

Leicester City Health and Wellbeing Board

Leicester City Health and Wellbeing Scrutiny Commission

Healthwatch Leicestershire

Healthwatch England

CQC