

Enter and View Visit Report

Date of Visit: 24 February 2015

Place of Visit: Gem Centre.

Address of Visit: Neachells Lane, Wednesfield,
Wolverhampton. WV11 3PG.

Service Provided: Children, young people and family services provided by Royal Wolverhampton Trust, Wolverhampton City Council and Black Country Partnership NHS Foundation Trust,

**Healthwatch Authorised
Representatives Involved**

**Navin Foolchand
Dana Tooby
Sheila Gill**

Is there difficulty parking or getting access the premises?

There are ample parking spaces but this can be a challenge. One of the Healthwatch Enter and View - team member had to wait for a space to become available. There are regular complaints about parking but only on an informal basis. There is some additional parking services at the rear of the building but this is not signposted

There is a bus stop directly outside the entrance to the Gem Centre, however on the Gem centre's website the information about which bus goes there is not accurate. This needs to be addressed.

Access by phone is through a recorded message that provides 9 options. The Child and Adolescent Mental Health Service (CAMHS) is under Children and Family Services.

We were not able to contact any of the CAMHS staff as a member of the Enter and View team contacted the CAMHS team and were told they were on a training day.

Are reception/patient/caller conversations confidential?

The reception area is of an "open plan" and it is possible to hear the conversation between the receptionist and the members of the public. Signage around the reception area requests that people keep back and "respect the privacy" of those at reception. The receptionist was pleasant and welcoming.

On the day of the visit there were not many people around the centre.

Do you think the premises have sufficient room for patients to sit comfortably?

The centre was very clean, bright and spacious. There were several seating areas, some near the reception area itself and other further into the building. There are lifts and they are well signposted. Other units or departments were all well signposted.

Do you think the premises gives appropriate access for disabled patients?

The building provides easy access for disabled individuals. There is access for wheelchair users and other units have their separate entrances and are equipped with ramps and other forms of mobility aids. In one of the departments downstairs there is a trolley which can be used to evacuate children in an emergency. There are toilets and wider doors that facilitate access to those in wheel chairs. The building provides easy access to all its units and departments.

Is the premises easy to navigate, signage (different languages, accessible) etc.?

- There is adequate signage to various departments/ units. There are good 'Pull up' displays explaining what is Children's Hearing Services on First Floor and excellent photo board of 'Who's who in Audiology'?
- Good 'Pull up' display explaining what is Speech and Language – however phone number shows out of use number and temporary 01902 number stuck over the top of it. There is a 0845 number and it is not clear as to what this number entails.
- Include Me 2 Charter displayed on wall by the Reception
- There were no indications of what the Gem centre offers or the key staff of the centre.
- There is limited information in the forms of leaflets and a Healthwatch member had difficulty finding a stand to leave some information about Healthwatch.
- Information on contacting PALS is available on the wall next to the clinical suite reception and there is a stand on the reception desk advising visitors what to do in case of complaint. Complaint forms are also available from reception, however this information needs to be more visible around various parts of the centre and needs to be more explicit about the complaint system.

Is the premises clean (smell, touch, see)?

All the units visited were very clean and very well maintained. There were not many clients in the centre that day.

Are the facilities in working order and appropriate?

- Visited Child Development Centre (which is run by the Local Education Authority) and helped by a multidisciplinary team) – educational Early Years’ Service that works with under 3 year olds with complex disabilities e.g. Downs Syndrome in small groups. Separate entrance with swipe card access available to relevant staff only. Separate entrance for children/parents to aid familiarity. Supported by a range of specialists including Teachers. Sensory Room, kitchen used to prepare food to help assess feeding needs. Have Quiet Room used for meetings with families. Up to 12 children use centre at any one time. We visited around 2.30pm and there the children had left by then.
- Visited Physiotherapy and Occupational Health Unit, met the Clinical Lead. We were not able to visit this department as they were recording a film. There are different rooms used depending on age of child. Have soft play area. Hold orthotic clinic and specialist footwear and cast-making facilities and equipment resources for patients. They see all urgent cases within 2 weeks and sometimes these cases are seen on the same day. They work closely with New Cross and follow up with other services and education, nursing service, teachers and therapists.
- There is a specialist hearing service, a visual impairment and dressing and v blood clinic.

What is the working environment like, are there sufficient people to ask for assistance, how do patients and staff interact, does the environment feel calm and organised?

- Referrals are via GP’s, Health Visitors, other paediatric professionals – no self-referrals
- Paediatric team currently have 5 consultants linked to the Multiagency support teams. Some teams are sectorised and there are follow up appointments at various locations across the city.
- Different waiting lists for different services – data kept shows compliance to 18 weeks Referral to Treatment and urgent cases seen within 2 weeks
- Services re-direct to other services as required
- All services come together at monthly Referral meeting
- No funding issues for Gem Centre – funding increases year on year. Activity has increased which garners additional money where Cost and Volume or PBR are in place but not for activity on block contract.
- CAMHS staff attend the patient referral meetings.
- It is not clear as to who is in overall charge of the centre
- There is ongoing staff support and monthly supervision and there is Stress at Work analysis.
- Staff turn- over is minimal. Medical Staff 8-12% and 6-7% for administrative staff.
- There is use of face to face interpretation (rather than the use of Language Line) and there is a growing use of Mandarin language of late.

- The Assistant Directorate Manager (Children’s Community Services) to send to Healthwatch an organisational chart and identify the key managers/ clinicians that are leading various specialisms at the Gem centre.
- The CAHMS services although is based at the Gem is very much a separate service and is under the managements of Black Country Partnership Trust.

Is there information available for patients; is there any evidence that the patient voice is heard (suggestions, notices about patient groups etc.)? Issues to include diet, toilets, activities etc.

General Information.

It is recognised that various departments of the centre have their own “Patient Groups”. However, there is no information as to how join these focus groups. It is not clear as to how often these groups meet, if records are kept of issues raised and what mechanism are used to feedback to the groups about how the issues raised have been discussed or resolved.

There is a lack of clarity as to how the issues raised by various groups are fed into the wider organisations like the RWHT, LA and BCPFT.

It is not clear as to how the centre links with other external groups or agencies. Some leaflets stand had very little information leaflets. We were informed that reception staff open “Suggestion Boxes” and used their discretion as to who to refer them to.

Complaints.

There are some information around various sections of the centre however, there is very little by way of informing the public about the complaints system. Information on contacting PALS is on every single piece of correspondence sent out and on the website. There is no explicit information about PALS and how to contact them at the Centre.

Reception staff forward complaints to PALS and managers in the case of informal complaints.

There has been 2 formal complaints over the last 18 months, most are dealt with informally or through the MDT.

Patient Experience - the journey

<p>There is no single care Pathway to access services at the Gem. There are various routes for patients/ carers to access the services provided by the centre. All assessments are discussed at weekly Multi-disciplinary teams and patients are directed to appropriate services.</p>
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<p>Conversations take place in clinic and patients are sent copy of outcome letter to GP. If they are being referred to another part of the service they know to whom and why – PALS information also provided in letter.</p>

<p>Follow-up appointments are made at Reception if applicable or later by the admin team. Appointments are sent out by letter if not made on-site.</p>
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<p>Assessments undertaken take into account wider factors e.g. social – ‘Early Help Assessment’ information held in schools and MAST Teams are received with the referral.</p>
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<p>Paediatricians support outreach clinics based in community settings e.g. Bilston.</p>
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<p>During assessments, referrals are made to community and voluntary services if appropriate and information given about Parent Partnership newsletter and Disability Team.</p>

Further Patient Experience

<p>No patients were around on the day of the visit.</p>

General Comments

CONCLUSION

<p>This is the first announced visit that Healthwatch has conducted at the Gem centre. We were shown around the centre and spoke to the Assistant Directorate manager and a the Divisional Medical Director and various staff at the centre.</p>
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<p>Unfortunately, we were not able to talk to any patients/ carer or parent.</p>
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RECOMMENDATIONS

At the end of the visit the Assistant Directorate manager agreed to send to Healthwatch the following:-

1. An outline of the pathway of the centre.
2. The names of staff who are Head of various departments.
3. And to provide a timeline from GP referral to the actual appointment, treatment and details of discharge/ review.

In our view the following actions should be considered in the short term:

There need to be much more notices and information to patients/ carers and significant other about how to lodge complaints and about the role and function of PALS.

There should be more information as to how individuals/carers and significant others can join focus groups and more information as to aims and frequency of meetings.

There needs to be more clarity as to how the issues raised in the various groups are taken up by management, how the issues raised are discussed and resolved by managers and communicated back to the various focus groups.

It may be useful to place some of the information provided on the "pull ups" to be transferred to the ground floor. The notice of the staff (leads / heads of department could also be on the ground floor.

Are there any links to the third sector apart for the Parent Partnership?

The suggestion boxes need to be much more visible and place on more prominent areas. Information stands need to be frequently updated.

SUPPLEMENTARY FEEDBACK FROM THE PROVIDER



In recognition of the work undertaken during a enter and view, we provide the opportunity and welcome any additional comments from the Provider post visit.

Supplementary information received in relation to Gem Centre can be seen below:

All contained within the body of the report.

After which,

- Healthwatch will submit the report to the Provider.
- Healthwatch will submit the report to CQC.
- Healthwatch will submit the report to the Health & Wellbeing Board.
- Healthwatch will publish the report on its website and submit to Healthwatch England in the public interest.

And where applicable a report will also be shared directly with:

- Local Authority
- Other Local Healthwatch
- Quality Surveillance Group (QSG)
- Health Overview and Scrutiny Committee (HOSC)
- Partners in the Third Sector

Healthwatch Wolverhampton
16 Temple Street
Wolverhampton
WV2 4AN
01902 426271