

**Enter and View visit
Jubilee Health Centre (West)
2016**



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Background

Shortly after the Jubilee Health Centre was opened, Sutton Local Involvement Network (LINK) carried out a monitoring visit, in January 2013, to gauge people's first impressions of the Centre and the services provided and to obtain feedback on the patient experience of using the Centre. A number of issues were identified by LINK and recommendations for change or improvement were made.

Healthwatch Sutton (HWS) identified the need for a further follow-up visit to look at progress with regard to the LINK recommendations, and to re-evaluate the patient experience, once all the proposed services had been introduced or relocated to the Centre. This follow up 'enter and view' was carried out in November 2013. The subsequent report identified a number of ongoing concerns and some key recommendations.

Sutton Clinical Commissioning Group (SCCG) held an open event, in January 2014, where staff working at the Centre were invited to share ideas on how they thought the patient experience could be improved. The staff feedback, which was shared with Healthwatch Sutton, identified a number of similar and reoccurring themes with those in the LINK and Healthwatch reports.

Whilst overall, the feedback from patients about the building and the services was positive there were a number of issues which were commonly reported in the patient feedback, identified by HWS and by staff during their open event and by the GP Patient Participation Groups.

Sutton Councils Scrutiny Committee also took a keen interest in the development and opening of the Jubilee Health Centre. On receiving a report and update from Healthwatch Sutton, members of the committee expressed concern that a large number of the recommendations from both the initial LINK report and the subsequent Healthwatch report have not been progressed.

In order to progress issues raised, a roundtable discussion was arranged in March 2015, with HWS (Pam Howe), NHS Property Services (Mike Parker), Landlords agent (Peter Fox), Chair of OSC (Alan Salter) and LBS support staff (David Olney and Jisa Prasannan). Essentia/Chair of Tenants Committee failed to attend. A number of issues that have impacted on progress with the development were reported and Healthwatch Sutton recommendations were discussed. An action plan was drawn up, to work towards solutions to key issues raised by Healthwatch Sutton.

In February 2016 a follow up 'enter and view' visit was carried out, a year on from a roundtable discussion, to see what progress has been made.

Enter and view by Healthwatch Sutton

Key Findings

- Indications are that some progress has been made on actions agreed following the roundtable discussions; it is good to see that interim landscaping has been completed which now ensures that there is a 'one door' access to all services in Jubilee Health Centre West and Jubilee Health Centre East.
- It remains something of a challenge to find out how to contact the Jubilee Health Centre (rather than the GP surgeries) and way finder signage remains inadequate for some services/facilities.
- The Centre has supported information stands, in the waiting area, from voluntary sector groups and worked with Sutton Citizens Advice Bureau (CABx) to install a telephone to give direct access to a debt advice line.
- Overall patients spoken to find the JHC more convenient and appreciate being able to access services that are closer to home in an environment that is not a hospital.
- Many of the recommendations made by LINK and Healthwatch, which were not included in the action plan, have been addressed, e.g. the introduction of a yellow line to encourage people to stand away from the GP reception desks, to protect privacy, installation of air curtains, to help mitigate temperature issues in the main waiting area, provision of signage on the exterior of the building indicating opening times, the GP practices available and what to do 'Out of Hours' and the patient calling system appears fully operational.

The Jubilee Health Centre would benefit from;

1. Further improvements to signage/way finding.
2. Clear, consistent and readily available information for patients on the services available in the centre and how to contact the centre.
3. Developing further links with local voluntary and community groups who can provide specialist advice, information or support, for people with specific health conditions. (e.g. stroke, diabetes, sight impairment, Dementia) including literature and outreach stands.
4. Sutton Clinical Commissioning Group considering options to address the underutilisation of the Jubilee Health Centre space and resources.
5. GP practice Patient Participation Groups to monitor and address any issues relating to their respective patients experience.

Action Plan

Follow up on action plan

ISSUE	ACTION AGREED	FOLLOW UP
<p>ISSUE 1 Signage - HWS <i>reported feedback from patients and staff that overall signage/wayfinding is poor (including signage to toilets on the ground floor)</i></p>	<p>Landlords agent - Peter Fox</p> <ul style="list-style-type: none"> • Agreed to look into signage issue. • Noted that feedback from patients / visitors is that way finder signage is still inadequate / confusing. • Agreed that toilets are not well signed on the ground floor and that additional wayfinding information would be sourced, where wall / ceiling space permits. • Advised that the building manager would draw up a simple plan for each floor to include the room numbers and colour coding. This will be given to patients so they have a piece of paper that they can have with them to ensure they don't get lost in the building. 	<p>Some improvements have been made since the last visit but it is “still a work in progress”.</p> <p>There are now more signs, detailing services throughout the building. There is no signage on the ground floor indicating the location of the phlebotomy clinic, anyone attending for the first time would need to ask at the help desk.</p> <p>There was a baby clinic on the 1st floor, no sign for this seen. Paper plans did not appear to be available. A ‘Services and Telephone numbers list’ is now available at reception but does not show where clinics are located.</p> <p>Whilst there is signage from the West building to the East there is no signage from the East building indicating what services are in the West building.</p>

ISSUE	ACTION AGREED	FOLLOW UP
<p>ISSUE 2 - Calling the Centre - <i>A general enquiry telephone number is not readily available to the public</i></p>	<p>Landlords agent -Peter Fox</p> <ul style="list-style-type: none"> • Noted that there is a general enquiries telephone number (that is answered by Essentia staff at the front desk) but it is not well publicised. • Agreed to investigate how the general enquiries number could be better communicated to the general public. • Questioned whether the GPs, based at JHC could add the telephone number to their websites, if there could be a JHC website and if the contact details could be added to a leaflet. • Updated; “This continues to be a real issue as people search “Shotfield” or “Jubilee” and usually seem to get one of the GP Practices and then ring them, they then and who then have to refer them on which is not ideal for all concerned but at present everything that can reasonably be done is being done. “ 	<p>A search on the internet identified a contact number for JHC (no practice mentioned) but it is the number for Shotfield Medical Practice.</p> <p>A Sutton CCG leaflet for the Jubilee Health Centre advises “The Centre does not have a main contact number.”</p> <p>Shotfield Medical Practice provides, on its answer phone message and on its website, a contact number for the Jubilee Health Centre Information desk - 020 3458 5733.</p> <p>Wallington Family Practice does not provide, on its website (answerphone not checked) a number for the help desk but does provide a list of “contact numbers” for other services in the building” e.g. X ray, podiatry and services at Jubilee Health Centre East.</p> <p>A ‘facebook’ page for the JHC was found but it doesn’t offer any information on the centre and contained some wholly inappropriate comments from patients and staff.</p>

ISSUE	ACTION AGREED	FOLLOW UP
<p>ISSUE 3 - <i>Temperature throughout the building</i></p>	<p>Pete Fox - landlords agent</p> <ul style="list-style-type: none"> • Reported warm air curtains installed above 2 entrance doors on the ground floor • To look into problem with automatic doors, near lift opening when people stand by the lift. 	<p>On the ground floor the main reception /waiting area is warmer.</p> <p>On the first floor it was reported that it was warm with some patients saying they found it too warm. A baby clinic was running so this may have been deliberate.</p>
<p>ISSUE 4 - <i>Garden incomplete</i> <i>No single door access to services operating from the west building and the east building</i></p>	<p>Landlords agent - Pete Fox</p> <ul style="list-style-type: none"> • Advised that work is being carried out incrementally due to gradual release of funds, so a completion date cannot be provided.. Next stage of works (turfing) is imminent. • There will then be the final phase of works which includes planting shrubbery. 	<p>Interim turfing is now complete and doors between the 2 buildings are operational.</p> <p>3 and a half years after the building was opened (October 2012) the garden remains incomplete</p>
<p>ISSUE 5 - <i>Bus information is not available on information screen on ground floor because the system (Tribal) is not functioning correctly.</i></p>	<p>Landlords agent - Peter Fox</p> <ul style="list-style-type: none"> • Reported that the system (Tribal) is not functioning correctly. • Agreed to find out the latest position on the live bus information system display and communicate this. • Updated to say there have been problems with linking the system, installed to provide transport information, to TFL and the installers have failed to rectify • 	<p>The system was not working on the day of the visit.</p>

ISSUE	ACTION AGREED	FOLLOW UP
<p>ISSUE 6 - <i>Car parking still being mis-used on occasions and not for intended purposes, despite barrier being installed.</i></p>	<p>Landlords agent - Peter Fox</p> <ul style="list-style-type: none"> • At the time of the roundtable discussion barriers had been introduced. • Update - there was a period when parking was monitored and shortage of spaces for people with disability/mobility problems was not noted. • Options are still being explored for effectiveness and cost to ensure that the limited spaces available for the Jubilee Health Centre are used appropriately. 	<p>The barrier system was in use and entry to the car parking required use of an intercom to the information desk to gain access.</p> <p>There were paper notices at the Information Desk explaining the rules for parking. This explains that disabled drivers with a blue badge are permitted 1 hour, which is of concern when some patients reported waiting over 1 hour for blood tests.</p> <p>Paper warning notices were on the desk to be given to people who are seen to have driven over the pavement or the wrong way in.</p> <p>Disabled drivers spoken to reported that they can usually get a parking space. Drop off spaces were being used appropriately.</p>
<p>ISSUE 7 - <i>Infection control -no antibacterial hand gel for people to use.</i></p>	<p>Landlords agent - Peter Fox</p> <ul style="list-style-type: none"> • Agreed to provide some anti-bacterial hand gel in corridors, ensuring they are not near the touch screens. 	<p>Hand gel dispensers were observed throughout the building.</p>

ISSUE	ACTION AGREED	FOLLOW UP
<p>ISSUE 8 - Lack of information no leaflets about support services delivered by voluntary and community groups.</p>	<p>Healthwatch Sutton - Pam Howe</p> <ul style="list-style-type: none"> To co-ordinate and liaise with tenants, voluntary sector and community groups on number and type of leaflets and pass these requests to Peter Fox. Peter Fox can then decide how these requests can be accommodated. <p>Landlords agent- Peter Fox</p> <ul style="list-style-type: none"> Agreed to be approached if voluntary sector organisations wished to set up a temporary desk to communicate appropriate and useful information for patients passing through the building. Peter Fox would need to check with tenants about any such requests. 	<p>In the downstairs reception area there were posters for 2 voluntary sector groups and 2 mental health services but no leaflets for local support services. It was not clear where any leaflets could be placed aside from a display area which was being used for a give up smoking campaign.</p> <p>It was reported that the GP notice board for Shotfield Medical Centre had plenty of information but there was a lack of information on Wallington Family Practice notice board.</p> <p>Healthwatch has successfully liaised with Peter Fox resulting in SCILL Information and Advice outreach team in reception twice per month and the installation of a free debt advice line to the CAB.</p>
<p>ISSUE 9 - Management of patients arriving for blood tests.</p>	<p>Pam Howe - to take up this issue with the provider tenant.</p>	<p>Still some concerns regarding waiting times, process of calling through patients and lack of privacy. To be reported to provider (Epsom and St Helier Hospital)</p>
<p>ISSUE 10 - Hearing loop on ground floor - feedback requested by Peter Fox from Healthwatch.</p>	<p>Pam Howe - to arrange for mystery shopper to attend premises to check how well the hearing loop works.</p> <p>Landlord agent- Peter Fox</p> <ul style="list-style-type: none"> Updated The hearing loop is on order. Briefing for staff in its use will take place to ensure reception staff are confident to support visitors who use it. 	<p>It was not possible to identify a volunteer with a hearing impairment, to carry out a test but requests for feedback from Healthwatch networks did not identify any concerns.</p> <p>Further update required and display of symbol advising loop is available.</p>

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