



Enter and View report

Multiple providers

March 2017

healthwatch
Swindon



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1 Introduction

1.1 Details of visit

Details of visit:	
Service address:	Eldene Health Centre , Colingsmead, Swindon SN3 3RZ West Swindon Health Centre , Link Avenue, Swindon, SN5 7DL
Service Provider:	Multiple including: NHS Property, Great Western Hospitals NHS Foundation Trust, Swindon Borough Council, Virgin Care, Avon and Wiltshire Mental Health Partnership NHS Trust, Smile Dental Care, Dr Guilding GP practice
Date and Time:	15 and 16 February 2017 from 11am-1pm
Authorised Representatives:	Viv Marsh and Jo Osorio
Contact details (Healthwatch Swindon):	Healthwatch Swindon, Sanford House, Sanford Street, Swindon, SN1 1HE

1.2 Acknowledgements

Healthwatch Swindon thanks patients, service users and staff from the providing organisations for their contribution to the visits and this report.

1.3 Disclaimer

Please note that this report relates to findings observed on the date and time of the visits. It is not a representative portrayal of the experience of service users, patients and staff, only an account of what was observed and contributed at the time.

2 What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

Enter and 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 they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

2.1 Purpose of the Visits

- To find out more about the range of services provided at both Health Centres
- To compare the experience of users, patients and staff at both Centres
- To make practical recommendations about physical aspects of the premises which may have an impact on the experience of users.

2.2 Methodology

These were announced Enter and View visits. We arranged dates through the local health centre manager from NHS Property Services Ltd who was based at a third



health centre in Swindon. We asked her to advise us when visits would be most practicable and then confirmed details. Because of the multi-use nature of both health centres we specifically asked her to advise staff about our visits:

“As you know, an Enter and View visit can include the public areas of premises where health and social care services are provided but it would be helpful, where possible, to see consulting rooms.

We would like to take the opportunity briefly to talk with some staff of the organisations providing services on the day at both centres - including Dr Guilding’s practice at Eldene; and we will also want to talk with patients or group participants - always where appropriate and convenient and absolutely not to disrupt the work of the centres or individual practitioners.

We will form an overall view of the facilities and services based on what we see and hear and will draft a report which we will send to you (and/or others that you nominate) to check for accuracy. We will then finalise the report with any recommendations which we will publish and send to all the service providers and commissioners and, if appropriate, to the Care Quality Commission. We will subsequently follow up any recommendations.

Because of the range of services provided in both centres, I would be grateful if you could confirm the best contact person for us at each centre when we arrive. I understand that Sue West and Helen Sims may both be at West Swindon Health Centre but that Barbara Telling may not be at Eldene during the week of our visit.

Additionally, because of the multi-purpose use of the centres including the dental access service, footcare, dietetics, diabetes, various therapies and diabetic retinopathy screening - as well as general practice at Eldene, I would be grateful if you will alert the different providers of our intended visits.

Please reassure people that this is not an inspection and that our intention is not to disrupt work. And should the need arise, because of any emergency, we would withdraw.”

Although the reception team at both centres were aware of our visit, most providers’ staff had not seen the email with the full information and purpose of the visit.

We handed out a briefing sheet (appendix 1) and Healthwatch leaflets to staff and patients and explained what we were doing - and how we would be reporting.



2.4 Summary of findings

- We were courteously received by staff at both centres who went out of their way to show us around and introduce us to colleagues from different services on the premises at the time.
- Eldene health centre was busier than West Swindon when we visited. The dental service and GP practice had a constant flow of patients and a pain management group was meeting in one room which we did not visit.
- We received only positive comments from the small number of patients we spoke to about the services provided. We also received two positive comments in writing in response to our bulletin and social media requests.
- We have made recommendations about access and signage at both centres.
- We have made recommendations about the general appearance, upkeep and display of information - more particularly at West Swindon Health Centre.
- We have made recommendations about the provision of public information *about* both centres. This recommendation may apply to Wroughton Health Centre and to the new Swindon Health Centre - the opening of which in May 2017 could be an opportunity to explain and promote all the services provided in all Swindon health centres.

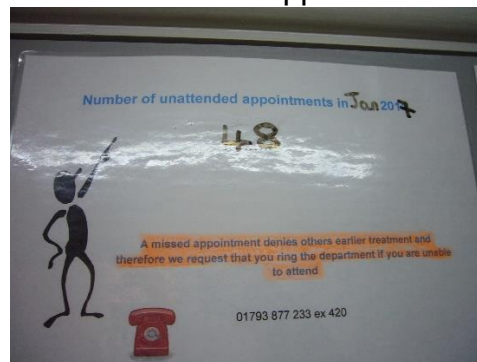
2.5 Results of visits

- One patient at the NHS dentist at Eldene told us what an excellent service she received as a double amputee wheelchair user.
- At Dr Guilding's Eldene Surgery patients were keen to tell us that service delivery was exceptional - they had no concept of having to wait long periods of time for an appointment and gave 3 days as a maximum period of waiting time.
- One patient wrote: 'I would like to send in my positive comments about the West Swindon Health Centre as I have used several services there. The reception staff are always very pleasant and helpful. They never rush any patient and make them feel welcome and deal with any questions or concerns in a helpful way....I have been referred by Oral Surgery several years ago for a tooth extraction and regularly attend for Podiatry and Physiotherapy appointments. The waiting room is always comfortable and at a reasonable temperature. There are toilets always looking hygienic and clean and easily accessible. There are information leaflets about the different services which are useful to collect and also support services and groups. There are also magazines to read although your appointment times are usually close to the correct time. However these are nice for anyone to read who comes to help patients and may wait for them during their appointment. It can also help people to relax.'

I have seen several professionals for each service for which I have been referred and each has made a huge difference to my information on my problem and how I deal with it and cope with it. The person has improved my confidence to cope and with physiotherapy I would never have dreamed that regular specific exercises could make such a huge difference in relieving chronic pain as well as pacing yourself between rest and activity. Their advice has made a huge difference to the quality of my life and therefore that of my family and friends too. The training type was given in an informative and encouraging way by each therapist.

The podiatrists were also very helpful and pleasant and never made you feel that you would be belittled for how your feet were formed or how you had cared for them. They were there to help and advise you and treat your feet with their skill. They also chatted in a pleasant manner while dealing with your feet and that made you feel relaxed”

- At the children's audiology clinic at West Swindon staff reported an exceptionally high number of missed appointments which concerned us.



Signage

- External signage to Eldene Health Centre is clear from Colingsmead. There is, however, confusion in the public mind between the nearby Eldene Surgery and Eldene health centre. This results in patients going to the wrong building and having to be redirected. The position is exacerbated because diabetic retinopathy screening takes place at Eldene Health Centre but Great Western Hospital holds eye care clinics at Eldene Surgery.



- Signage to West Swindon Health Centre is limited.



Access

- Parking for disabled drivers is available within a reasonable distance of both centres. Both are accessible from nearby bus stops.
- Both centres have sets of self-opening sliding doors.
- Neither centre has an induction loop on reception. We were told “we had one but it broke”. Neither the physiotherapy service reception on the ground floor nor the dental access service reception upstairs at West Swindon have an induction loop either.



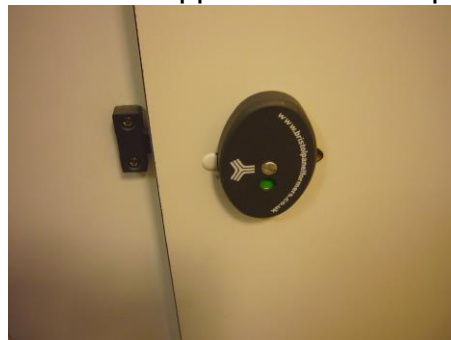
- Both centres have reception desks with low access for people using wheelchairs. At West Swindon the low access general reception has been sealed up and is not used.



- At Eldene the low desk on the left is signed as being for Dr Guilding's practice reception. The higher level is signed for general reception.



- Both centres have accessible toilets though at West Swindon this is via a self-opening door which is released on request by the receptionist. The toilet cubicle doors at West Swindon appear to have no proper external handles.



Information

- Unless people attend as patients or are referred for a specific service, it is unclear to the general public what services are provided at either centre.

- An internet search using the term [Eldene Health Centre](#) brings up details of Dr Guilding's practice but otherwise [scant and imprecise information](#) about other services.
- Similarly a search about West Swindon Health Centre produces [incomplete information](#) and the sign in the entrance lobby is of limited help.



- We recognise that it is difficult for staff to keep abreast of changes to services for which they are not directly responsible but regular management of displayed information to keep it accurate would benefit patients and staff that might be signposting them. For example Swindon Listening Line has closed and the Alzheimer's Society Memory Café has moved.





- In both centres there are notices in the public areas, meeting rooms and consulting rooms referring to NHS bodies and services which no longer exist.
- At West Swindon there is a notice about the PALS service provided, according to the phone number, by NHS Bath and North East Somerset clinical commissioning group together with the number of an NHS admin centre in Devizes.
- The number under the CCTV notice at West Swindon refers to Swindon Primary Care Trust (four years out of date) and a telephone number which is not recognised.



- Most of the public information displayed at Eldene Health Centre was being maintained by one or other of the service providers although some of it was out of date.



- The displays in the general waiting area at West Swindon were not being maintained as well.



- Both centres have notices apparently attached at random to walls and pillars.



Notices which could confuse



Others which intrigued us



Some which were absolutely clear



And one on a box at Eldene which no one could really explain



2.6 Additional findings

- We were told that maintenance of both buildings by NHS Property Services Ltd** was variable. Both centres had public areas which would benefit from care and attention. Damp in the ladies toilet at West Swindon was evident;



- And we were told that penetrating damp on the stairs at Eldene had not been dealt with despite reminders.

- Some seats in the waiting areas at both centres were damaged.



2.7 Recommendations

- Signage to and within both centres could be improved. Clear information about Eldene Health Centre as opposed to Eldene Surgery should be provided.
- Induction loops at both centres should be installed and maintained.
- Information leaflets, posters and general displays within both centres should be maintained and kept up to date.
- Information *about* the services and facilities at both centres should be coordinated and maintained. This includes printed as well as online information.
- This recommendation may apply to Wroughton Health Centre and to the new Swindon Health Centre - the opening of which in May 2017 could be an opportunity to explain and promote all the services provided in all Swindon health centres.

2.8 Service Provider Responses

The practice manager at Dr Guilding’s practice at Eldene Health Centre wrote “we agree with the accuracy of the report. I have spoken to the Practice Manager at the Dental practice and she would agree. She thinks, as do I, that some of the patient seating in the main waiting area is very worn and could do with replacing as mentioned in your report.

Just as a by the way, the box at the front of reception was used to store the bright yellow Fire Marshall jacket but unfortunately kept being misappropriated...”

***”NHS Property Services manages, maintains and improves 3,500 properties, working with NHS organisations to create safe, efficient, sustainable and modern healthcare and working environments. We are a limited company set up in April 2013, wholly owned by the Secretary of State for Health.”

Jo Osorio
Viv Marsh
Healthwatch Swindon
March 2017



We are carrying out an Enter and View* visit here today. We would be pleased to hear your views about the services provided at this Health Centre and anything about the facilities here, the building and access to it, the information displayed and anything else you would like to tell us about. Our leaflet tells you more about the work we do.

In due course we will publish a report about our findings with any recommendations. We send our report to the organisations providing services here, to NHS Swindon and NHS England, the borough council and the Care Quality Commission. You will be able to see our report on our website at www.healthwatchswindon.org.uk

If you don't want to talk to us today, you can write to us at this address: Healthwatch Swindon, Sanford House, Sanford Street, Swindon SN1 1HE or email us at info@healthwatchswindon.org.uk at any time.

For the purposes of our report about our visit to this health centre, please write or mail by 28 February 2017.

The logo for "My Care My Support", featuring a stylized figure with arms raised and the text "My Care My Support" in orange and blue.

the care forum

The Care Forum, The Vassall Centre, Gill Avenue, Fishponds, Bristol, BS16 2QQ.
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*Healthwatch Swindon is able to carry out these visits under the terms of the **Local Government and Public Involvement in Health Act 2007 (as amended by the Health and Social Care Act 2012)** and **National Health Service Act 2006/Local Government and Public Involvement in Health Act 2007 (as amended by the Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013.**

February 2017

