

## Enter and View Report



**North Somerset Community Hospital**

**Minor Injury Unit**

**8<sup>th</sup> November 2017**

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# Visit Overview

**Service Name and Address:** North Somerset Community Hospital, Minor Injury Unit (MIU), Old Street, Clevedon BS21 6BS

**Registered Provider:** North Somerset Community Partnership (NSCP)

**Type of Service:** Minor Injury Unit

**Specialisms:** Outpatient Departments

**Registered Manager:** Karen Cole

**Date and Time of Visit:** 3 sessions: 9am to 10.30am; 2.30pm to 4pm; 5.30pm to 7pm

## **Enter and View Team:**

Team 1. Vicky Marriot and Gill Auden

Team 2. Karen MacVean and David Campbell

Team 3. Tricia Godfrey and Sue Stone



## About Healthwatch North Somerset

Healthwatch North Somerset is the local independent voice for health and social care services. We work with local people to improve services for people who live, or access services in North Somerset, gathering local views and experiences and acting on them to make local services better, now and in the future.

Healthwatch North Somerset's statutory function and remit, which is laid out in The Health and Social Care Act 2012, is to provide a voice for people who use health and adult social care services, by:

### Influencing

- Giving people an opportunity to have a say about their local health and social care services, including those whose voice isn't usually heard
- Taking public views to the people who make decisions - including having a representative on the Health and Wellbeing Board (People and Communities Board in North Somerset)
- Feeding issues back to government via Healthwatch England and the Care Quality Commission (CQC).

### Signposting

- Providing information about health and social care services in the local area
- Advising people on where to go for specialist help or information (signposting)
- Helping people make choices and decisions about their care
- Working closely with other groups and organisations in the local area.

## Enter & View

In order to enable Healthwatch North Somerset to gather the information it needs about services, there are times when it is appropriate for Healthwatch North Somerset staff and volunteers to see and hear for themselves how those services are provided. That is why the government has introduced duties on commissioners and providers of health and social care services (with some exceptions) to allow authorised Healthwatch North Somerset representatives to enter premises that service providers own or control to observe the nature and quality of those services.

Healthwatch North Somerset Enter and Views are not part of a formal inspection process, neither are they any form of audit. Rather, they are a way for Healthwatch North Somerset to gain a better understanding of local health and social care services by seeing them in

operation. Healthwatch North Somerset Enter and View Authorised Representatives are not required to have any prior in-depth knowledge about a service before they visit. Their role is to observe the service, talk to service users and staff if appropriate, and make comments and recommendations based on their subjective observations and impressions in the form of a report.

This Enter and View report is aimed at outlining what Healthwatch North Somerset Enter and View Authorised Representatives saw and based on observations, making any suitable suggestions for improvement to the service concerned. The report may also make recommendations for commissioners, regulators or for Healthwatch North Somerset to explore particular issues in more detail. Unless stated otherwise, Enter and View visits are not designed to pursue the rectification of issues previously identified by other regulatory agencies. Any serious issues that are identified during a Healthwatch Enter and View visit are referred to the service provider and appropriate regulatory agencies for their rectification.

Legislation allows ‘Enter and View’ activity to be undertaken with regard to the following organisations or persons:

- NHS Trusts
- NHS Foundation Trusts
- Local Authorities
- a person providing primary medical services (e.g. GPs)
- a person providing primary dental services (i.e. dentists)
- a person providing primary ophthalmic services (i.e. opticians)
- a person providing pharmaceutical services (e.g. community pharmacists)
- a person who owns or controls premises where ophthalmic and pharmaceutical services are provided
- Bodies or institutions which are contracted by Local Authorities or the NHS to provide health or care services (e.g. adult social care homes and day-care centres).

## Key Benefits of Enter & View

To encourage, support, recommend and influence service improvement by:

- Capturing and reflecting the views of service users who often go unheard, e.g. care home residents
- Offering service users an independent, trusted party (lay person) with whom they feel comfortable sharing experiences
- Engaging carers and relatives
- Identifying and sharing ‘best practice’, e.g. activities that work well
- Keeping ‘quality of life’ matters firmly on the agenda
- Encouraging providers to engage with local Healthwatch as a ‘critical friend’, outside of formal inspection
- Gathering evidence at the point of service delivery, to add to a wider understanding of how services are delivered to local people
- Supporting the local Healthwatch remit to help ensure that the views and feedback from service users and carers play an integral part in local commissioning

## Purpose of the Enter and View Visit

Healthwatch North Somerset carries out a series of visits to Social Care and NHS funded accommodation and services in North Somerset to ascertain the quality of life and experience and opinions of service users and patients.

Clevedon Minor Injury Unit (MIU) was selected by Healthwatch North Somerset Prioritisation Panel because of the high-level of positive feedback received from the local public. The focus of the visit was to understand how and why people chose to attend the MIU in the first instance but also to find out more about patient's overall experience.

This report relates only to this specific visit and feedback received by Healthwatch North Somerset during this period. It is not representative of all service users, only those who contributed within the restricted time available through interviews or other feedback.

## How was the Visit Conducted?

The Healthwatch North Somerset Enter and View (E&V) visit to North Somerset Community Hospital MIU was an announced visit. North Somerset Community Partnership (NSCP) were given seven weeks' notice of the intended visit. We sent out letters, posters and leaflets to the Hospital to inform patients, relatives, carers and staff about the visit and about the role of Healthwatch North Somerset. We also attended a meeting with Hannah Braine NSCP Divisional Lead for Urgent Care Professional Lead, Single Point of Access and Matt Croughan, Operational and Clinical Lead for the Minor Injury Unit and Outpatients Department, to arrange dates for the visit, discuss the Enter and View process and consider how best to conduct the visit on the day.

The Healthwatch North Somerset Enter and View Authorised Representatives worked in three teams of two; each attended a 1½ hour Enter and View session - 9am to 10.30am, 2.30pm to 4pm and 5.30pm to 7pm.

Throughout the visit, the Enter and View teams observed the environment and the patient's pathway through the MIU.

During the Enter and View visit the teams used prompt sheets of open-ended questions to ascertain patients overall experience of their visit to Clevedon MIU. When patients weren't explicit they were asked further questions to clarify any queries that had been raised.

## Context

NSCP advise that Clevedon MIU is:

*'A valuable facility which is open from 8am -8.30pm, 365 days a year except for Christmas day, Boxing Day and New Year's Day when it is open 10am-6pm'.*

*‘The MIU operates on a drop-in service for minor injuries with waiting times usually of less than one hour. This frees up the local A&E departments to deal with major trauma and emergency illness. At the MIU patients can be treated for wounds and grazes; cuts needing stiches; trips and falls; sprains and broken bones, minor burns, minor ear injuries, minor head injuries (no loss of consciousness) and eye injuries; bites; minor injuries in children over three years of age and much more’.*

## General Observations

During the Enter and View visit there were three pairs of Enter and View Authorised Representatives.

The first pair (9am - 10.30am) spoke to 11 patients and those accompanying them. The second pair (2.30pm - 4pm) spoke to 4 patients and those accompanying them and the final pair (5.30pm - 7pm) spoke to 2 patients and those accompanying them.

The overwhelming responses of those attending the MIU were very supportive. All informed that the service was good, very good or excellent. All patients were seen within the timeframes indicated on the whiteboard next to the reception desk. During the afternoon and evening visits patients were seen much more quickly than during the busier morning session.

## How did Patients know about or choose to come to the MIU?

Patients, and those accompanying them, informed the Enter and View Representatives that:

- They had used service before. This was the case with the majority of patients seen during the three Enter and View visits. One mother stated that she was happy to come to MIU as on previous visits with her children they had received such good treatment: ‘I’m very happy with the treatment here, I wouldn’t ever want to see it closed’
- They looked at the website
- They researched on-line
- They accessed the service after looking at the NHS Choices website
- They were advised about it by another health professional
- They were advised by family or friends. One patient stated that a family member had told her that the service was much quicker at Clevedon MIU
- They were referred by NHS 111

- Treatment time was quicker than other services. Patients stated that they would be seen more quickly at Clevedon MIU than they would have been at either Bristol or Weston super Mare A&E.

## Location and Parking

Most people advised the Enter and View Representatives they were aware of where the MIU was situated because they had used it before. One person said that the road signage was 'adequate'.

Most people said they found it easy to park at Clevedon Hospital, although during busy times spaces were at a premium. There appeared to be adequate Disabled Parking spaces. No staff are allowed to park on site.

Most people attending Clevedon MIU informed the Enter and View Representatives that they were very local, although one had travelled 8 miles and another, from Weston super Mare was advised to go to Clevedon MIU as it was considered the wait would be much shorter than Weston Hospital A&E.

The Enter and View Representatives observed that the path to the Unit from the car park was dimly lit and the canopy at the entrance to the building had no automatic or permanent light. The lighting was dependent on staff switching the lights on. In the dark/half-light there is a visible and defined break between the grass verge and path. However the step/ramp from the Unit into the car park had no markings.

## Reception and Waiting Area

### General impressions:

The Enter and View Representatives found the reception and waiting area to be clean, tidy, aesthetically pleasing and comfortable with drinking water and hand sanitiser available. Music was quietly playing in the background.

To aid privacy at the reception desk there was a red line on the floor and a sign asking patients to wait behind it.

The evening visit Enter and View Representatives noted that when both outside doors were open the waiting room very quickly became cold.

There were three bariatric chairs in the waiting room. All chairs in the waiting room had wipe clean surfaces and were in good condition. A number of chairs had arms which helped with patient's mobility.

In the designated children's area there were two small chairs, toys were clean and had been tidied away.



There was no hearing loop available in the reception area. There were two clocks visible to patients within waiting area.

The reception and treatment areas were all disabled buggy, wheelchair and pushchair friendly. It was noted that there was enough space to allow ease of movement around the chairs in the waiting room for a wheelchair, disabled buggy or pushchair.

There was one large treatment area which enabled access to all sides of the patient trolley.

There were two toilets available for patients. The one nearest the reception desk had an up to date cleaning schedule on the door. The one next to the radiology department had a waste bin which was full. Facilities for baby changing were available.

The Enter and View representatives observed is a door behind the reception desk which when opened provided a direct view into the treatment room, resulting in a loss of privacy for patients.

#### **Information available:**

The waiting / reception area had a TV screen, iPad, and two whiteboards providing information about staff on duty and current waiting times. There was also a notice asking people to ring the bell for attention if no receptionist was present behind the desk.

The Enter and View Authorised Representatives noted a number of information posters on the walls and a leaflet rack containing up to date and relevant information (including Healthwatch North Somerset 'Tell Us Your Story' leaflets). All information appeared to be current. There was a League of Friends board.

The TV screen on the wall had a rolling programme set on a 36-minute loop which provided information relevant to the Unit and advising on using health services (there were no adverts).

There was an iPad next to the reception desk for patients to complete the Friends and Family survey.

A NSCP Complaint Concern poster was visible on the wall and a leaflet about complaints was available in the leaflet rack. The latest NSCP Care Quality Commission (CQC) scorecard was visible on the wall, as was information about the current opening times for Weston General Hospital A&E Department.

Although Healthwatch North Somerset had sent posters to be put up in the waiting area they were not obvious, although 'Share your Story' leaflets were available on the reception desk and in the leaflet rack.

#### **Receptionist attitude:**

The Enter and View Authorised Representatives observed that the receptionist was helpful and friendly. Enter and View Representatives attending the first and second sessions were asked by reception to sign into a Visitors Book but the evening attendees were not.

## Waiting Times

The Enter and View Authorised Representatives were advised that the MIU staff endeavour to see patients within two hours.

During the morning Enter and View and afternoon visits the white board informed patients the wait for treatment was 20 minutes; the Enter and View team noted that patients were seen within this time.

It was noted by the afternoon Enter and View team that one patient who arrived at 3.15pm was seen at 3.37pm and was assessed and awaiting X-ray by 3.48pm.

One Patient who attended during the morning visit was disgruntled about the waiting time for an Out-Patient appointment.

## Treatment

The Enter and View representatives noted that all staff observed were friendly and appeared professional. All patients informed the Enter and View Representatives that the staff were friendly and professional.

Patients informed the Enter and View Representatives that their treatments and procedures had been carefully and fully explained.

Patients informed the Enter and View Representatives that staff were caring and empathetic.

## Staff

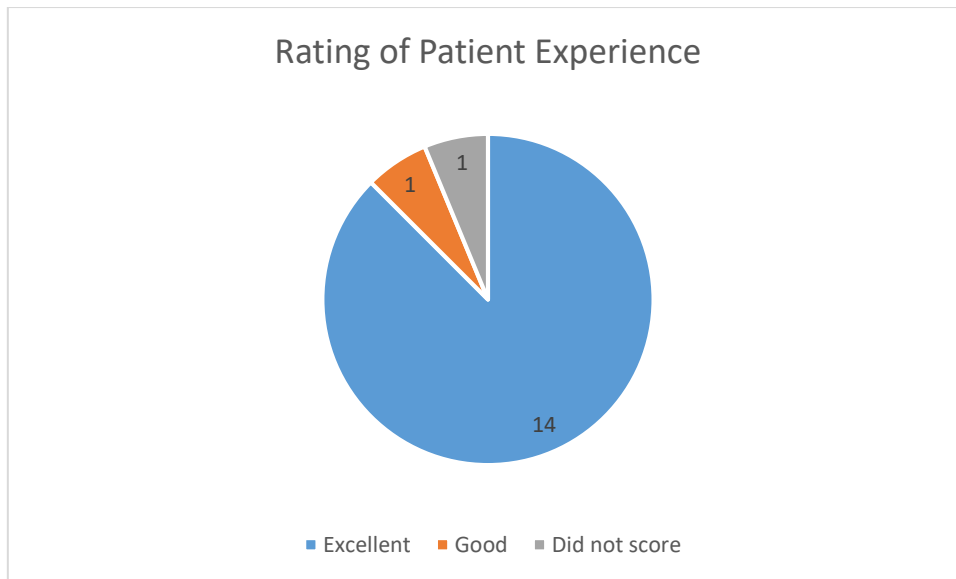
The Enter and View Representatives noted that the MIU staff who were observed appeared friendly, helpful, confident, happy and enthusiastic, especially the Unit Manager.

Several patients informed the Enter and View Representatives that the MIU staff were helpful.

All staff observed wore name badges.

## Patient Experience

Sixteen patients were asked by the Enter and View teams to rate their experiences of Clevedon Hospital MIU.



Of the patients who provided feedback, 14 rated their experience as excellent. One patient who had difficulty parking rated their experience as good and one did not rate their experience as they were not receiving treatment.

## Patient Comments

Comments received from patients and visitors are as follows:

Mother travelled eight miles to MIU as considered it relatively easy to access and informed the Enter and View team she had been very satisfied with the manner in which her children were treated at previous visits. ‘I’m very happy with the treatment here; I wouldn’t ever want to see it close’.

Grandparents brought their injured grandchild from school 13 miles away as they had been advised there would be a much shorter waiting time than Weston General Hospital. They waited 20 minutes to be seen and all treatment (including X-ray) was completed within 1½ hours. No parking - had to park over the road.

Mother with child who had a cut at school, advised that she attended MIU as the staff were kind and efficient. Waiting time for treatment was 20 minutes.

Patient knew there would be less waiting time at MIU. Was seen diagnosed, X-rayed and treated within 1½ hours, staff friendly, efficient and explained everything.

Grandmother with grandchild who attended with cuts to be treated informed the Enter and View team she was very happy with the service. The child said the nurses were very kind. Parking terrible.

Mother was very happy with service which she had used before with other children. Staff treated child well and she was very happy with service. Total time for treatment 30 minutes.

Patient with cut was seen and treated within 30 minutes. Commented that information on the NSCP / MIU website was not clear about the opening times.

Patient travelled 9 miles for exemplary service, been before never had to wait too long. Not always easy to park.

Patient informed the Enter and View team that the service in MIU was okay, that parking usually okay and staff okay. Rated the experience overall as good.

Mother brought in child with fracture advised that it was an extremely good service and they were seen straight away. Previous treatment had been absolutely brilliant.

Patient advised 'Excellent service. We are very lucky to have this facility'.

Patient attended MIU Intravenous Service. Advised that attended MIU in the morning and IV nurse visited patient at home in the evening. This service meant that the patient did not have to spend 14 days in hospital for IV treatment. 'Can't praise them highly enough'.

Patient advised had travelled from Weston for treatment. Staff seemed efficient and pleasant. Waited 20 minutes for treatment.

Patient informed the Enter and View team that they had previously attended Clevedon MIU for treatment so is happy to come. Amazing service, very helpful and friendly staff, never have to wait long and never had any problem with parking.

## Recommendations

Healthwatch North Somerset recommends the following, based on the information received from patients during the Enter and View visit. We believe these recommendations to be achievable, affordable and evidence based.

1. The lighting under the canopy outside the entrance to the building is operated by staff and the pathway to the entrance is dimly lit. It is recommended that the lighting in these areas are improved for patient safety.
2. The step / ramp in the carpark had no marking to indicate there is a step. It is recommended that marking is added to improve patient safety.
3. Patient feedback indicated that the MIU opening times are not clearly stated on the NSCP / MIU website. It is recommended that opening times are made clearer on the site.
4. The door behind reception to the treatment room when open provides a direct view into the treatment room, resulting in a loss of privacy for patients. It is recommended that for patient privacy the door is kept closed or shielded from view.
5. There is no Hearing Loop in the waiting / reception area for patients with hearing difficulties. It is recommended that a hearing loop and accompanying signage are installed for compliance with Equalities Act 2010 recommendations.

# Providers Response

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5<sup>th</sup> February 2018

Dear Karen,

Thank you for visiting our Minor Injury Unit and your subsequent report received on 19<sup>th</sup> January. I have read the report fully and am pleased that the feedback from your visit was so positive.

There are a couple of factual points below for amendment:

- The hospital has been renamed North Somerset Community Hospital (throughout document)
- Hannah Braine is the Divisional Lead for Urgent Care (p.3 and 6)
- The Registered Manger is Karen Cole (p.6)

Your feedback has been really useful to guide our ongoing development and improvement of the unit. I have outlined below how we are already using this valuable information:

- We recognise that parking is at a premium and as you note we cannot accommodate staff parking on the site. Since your visit, we have taken the opportunity to review the outside space and are looking to refresh the white lineage to ensure that we make the very most of the space we have.

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North Somerset Community Partnership C.I.C., Castlewood, Tickenham Road, Clevedon, BS21 6FW  
Company Registration Number: 07568496 [www.nscphealth.co.uk](http://www.nscphealth.co.uk)

Chief Executive : Judith Brown

Chair : Linda Nash

- Your representative noted that the lighting around the entrance was dim. We have had an electrician visit the site and we are reviewing a number of options to improve safety and access including illuminated bollards and improved sensor lighting.
- The path and step have been assessed by our facilities manager as you fed back that they were not clearly marked. We are planning to replace the paving to improve the safety of the walkways and make the gradient change more obvious. I hope that this work can be completed by the end of April.
- At the time of the visit, the reception was noted to get cold quickly. The front door closure system was regrettably broken when your visit was undertaken but I am pleased to reassure you that the motor has been replaced and the doors are now working efficiently.
- We do not currently have a hearing loop installed in the unit as noted in your report. We have made a funding application for this work to be undertaken and look forward to being able to offer improved access to our visitors in the near future.
- As noted in the report, there was a full waste bin in one of the bathrooms. Staff have been reminded to adhere to the regular checks to ensure a clean environment for all. We have just recruited a new hotel services manager who is responsible for ensuring levels of cleanliness are maintained across the hospital site.
- Your representative commented that there was not an obvious poster on display regarding the visit. The staff had placed a Healthwatch poster near to the reception but unfortunately one of our smaller visitors had ripped it and so this had been removed. A second poster was near to the lift. We are considering how we communicate key messages to our visitors and the best position on our walls for the future.
- During the visit, one of the visitors fed back that the MIU opening hours were not clear on the website. Our Communications Manager has reviewed the content and we have changed the wording which should be clearer.

- One of the recommendations from your report was regarding the view into a treatment room from the reception desk. In order to maximise privacy and dignity we have ordered a door closing arm for this treatment room which will be fitted shortly.

Coincidentally, I note that since your inspection, North Somerset Council have erected signs on the major roundabouts in the town to direct the public to the hospital site.

We would welcome you to return at any time to see how your suggestions have been taken forwards and to help improve patient experience.

Thank you again for you feedback,

*Hannah Braine*

**Hannah Braine**

Divisional Lead

Urgent Care

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North Somerset Community Partnership C.I.C., Castlewood, Tickenham Road, Clevedon, BS21 6FW  
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## Acknowledgements

Healthwatch North Somerset would like to thank the patients and their families attending Outpatient appointments at Clevedon Hospital Minor Injuries Unit for their feedback during this Enter and View visit.

We would also like to thank the staff of Clevedon Hospital Minor Injuries Unit for their assistance in responding to the Enter and View teams' enquiries and North Somerset Community Partnership for their support in planning the visit.



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