



# Enter and View report

Wroughton and Swindon NHS  
Health Centres

October 2017



**healthwatch**  
Swindon

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# 1 Introduction

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## 1.1 Details of visit

Details of visit:	
Service address:	Swindon NHS Health Centre, Islington Street, Swindon SN1 2DQ  And Wroughton Health Centre, Barrett Way, Swindon SN4 9LW
Service Providers:	Multiple including <a href="#">NHS Property</a> , <a href="#">Great Western Hospitals NHS Foundation Trust</a> , <a href="#">emis care</a> , <a href="#">Avon and Wiltshire Mental Health Partnership NHS Trust</a> , <a href="#">Carfax Medical Centre</a> , <a href="#">Medvivo</a> , <a href="#">The Whalebridge Practice</a> , <a href="#">Swindon Health Centre (PD) Ltd</a> and <a href="#">Ridgeway View Family Practice</a>
Date and Time:	11 and 12 October 2017
Authorised Representatives:	Pam Forde 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. **We received neither acknowledgement nor response to the draft report from NHS Property Services locally or regionally.**

## 1.3 Disclaimer

Please note that this report relates to findings observed on the date and time of the visits together with observations in advance from Swindon Equality and Access Group. We have incorporated comments received about the draft report from provider services and Swindon Equality and Access Group into this final version. 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.

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## 2 What is Enter and View?

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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 View visits 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.

### 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 Swindon NHS Health Centre. We advised her when visits would be undertaken and then confirmed details. Because of the multi-use nature of both health centres we specifically asked her to advise staff about our visits. We also hand delivered information to all reception points at both centres. We explained the purpose and distributed A4 posters to be displayed in advance of the visits.

This is what we informed people in writing:

“This is to let you know that we intend to undertake Enter and View\*\* visits to Swindon NHS Health Centre and Wroughton Health Centre. This is a formal notice and, therefore, if you are not the correct person to address at NHS Property Services, would you please let me know who is?

1. We propose to visit Swindon Health Centre from about 10.15 onwards on Wednesday 11 October and Wroughton Health Centre from about 10.15 on Thursday 12 October. The exact length of each visit may vary. The visits will be undertaken by two authorised Healthwatch Swindon representatives. They are Jo Osorio and Pam Forde. As required, both have DBS certificates and will have name badges identifying the organisation we represent.

2. 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 - 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.
3. 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 service providers 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.
4. Because of the range of services provided in both centres, I am taking the precaution of hand delivering a copy of this email and accompanying paperwork to you and to each reception area and will be asking them to post notices on public noticeboards.
5. Additionally, because of the multi-purpose use of the centres I would be grateful if you will alert the different providers of our intended visits.
6. 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.

**\*\*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.\*\***

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All but one of the reception teams were aware of our visit. On the day we handed out a briefing sheet (appendix 1) and Healthwatch leaflets to staff and patients. We explained what we were doing and how we would be reporting. We invited patients to complete and return comments forms and distributed pre-paid envelopes. We had received, in advance, a number of comments from the public and a list of items of concern from the Swindon Equality and Access Group.

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## 2.3 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.
- We received mainly positive comments from the patients we spoke to about the services provided at both centres. We also received one positive comment in writing following the visit to Swindon Health Centre. The building was universally regarded as a great improvement on the 30 year old former health centre at Carfax Street which it has replaced.
- One patient at Swindon Health Centre complained that there was no tea/coffee/water machine for those facing long waits. *Great Western Hospitals NHS Foundation Trust told us “currently there are no plans for (this) due to the layout of the building. However we will ensure reception provide jugs of water and plastic cups for patients to obtain a drink as we do in other urgent care areas”.*
- One patient with restricted mobility was attending The Whalebridge Practice for diabetes monitoring. She complained that previously, when making an appointment by phone, she was not informed whether the nurse would be in the upstairs or downstairs treatment room. She had made her way upstairs as usual only to have to go back downstairs again. *The Whalebridge Practice told us “This is unusual as reception staff are trained to inform patients. We will remind staff”.*
- Patients and staff may have had some involvement in the design of Swindon Health Centre, but, in our view at each reception desk more space could be given for IT equipment and screens; and more privacy could be provided for patients as the sensitive detail of individuals’ health needs was overheard by our volunteers. *Great Western Hospitals NHS Foundation Trust told us “the general building issues (in relation to the Walk-in Centre) would fall to NHS Property Services as they are the landlord to the building”.*
- There were no hand gel dispensers in any public parts of the Swindon Health Centre building. *The Whalebridge Practice told us “None were placed in the building when new. A new supplier is being sought. Awaiting contract sign up”. Great Western Hospitals NHS Foundation Trust said “There are no plans to place hand gel dispensers in public areas where adequate supervision of their use cannot be constantly provided. The risk of inappropriate ingestion is too high. Using soap and water (available in the public toilets) is the most effective way of preventing the spread of any germs. Hand gel is used in clinical areas as it is a quick and efficient way for staff to decontaminate their hands between social contact with patients and the clinical environment”.*

- We have made recommendations about access, signage and other issues at both centres. We recommend that specific issues raised by Swindon Equality and Access Group are considered by the Centre's management, NHS Swindon clinical commissioning group (CCG) and the service providers in detail. We are aware that the CCG have had some of these drawn to their attention and may already be taking action though these are, we understand, not the full extent of the Group's concerns. *The Whalebridge Practice told us "This is the responsibility of NHS Property Services"*.
- We have made recommendations about the general appearance, upkeep and display of information.
- We have made recommendations about the provision of public information *about* both centres. This recommendation equally applies to West Swindon Health Centre and Eldene Health Centre and was included in [our Enter and View report about them](#).

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## 2.4 Results of visits

### Swindon Health Centre

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#### Access

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Parking for disabled drivers is available, at cost, on the ground floor of the public Whalebridge car park next to the health centre. Relatively few drivers appear to use the available spaces. Holders of blue badges park at the kerb and people can be dropped outside the health centre door in Islington Street. Nevertheless there have been repeated comments, reiterated on our visit, suggesting that there should be space for a pull-in in Islington Street mirroring one opposite outside the Thistle Hotel. *The Whalebridge Practice told us “This is the responsibility of NHS Property Services”.*



Islington Street frontage street parking and Whalebridge car park entrance

#### Information

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- Unless people attend as patients or are referred for a specific service, it is unclear from the outside what services are provided at the health centre with the exception of the pharmacy whose posters monopolise the Fleming Way/Islington Street corner.
- An internet search using the term Swindon Health Centre brings up, separately, details of Carfax Medical Centre and The Whalebridge Practice, the sexual health service and the pharmacy.
- A search for Swindon Walk-in Centre brings up accurate information from Great Western Hospitals NHS Foundation Trust. The Trust runs the service. A search for Swindon sexual health leads to dedicated pages from the GWH website - as does a search for dental access and podiatry.
- A search for Swindon diabetic retinopathy screening brings up the emiscare website.



- A search for Careway pharmacy, at the time of our visit, brought up the address of the former Carfax Street health centre. *The pharmacy told us “The pharmacy name is Swindon Health Centre (PD) Ltd and is presented on the NHS Choices as such. I have also had the address changed on the Careway site to reflect the new address. Thank you for pointing this out. The Careway site is a partnership programme with independent pharmacies so we are presented on their site as well.”*



Fleming Way finger post and signage

## External signage

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Although there are three signs at pavement level on Fleming Way and Islington Street, the larger signs on the building are difficult to read from an oblique angle. It is unclear who the pavement signs on Fleming Way are aimed at as few pedestrians currently use the stretch of pavement between Princes Street and Islington Street. They are not readable from the bus stops across Fleming Way or major pedestrian approaches. If intended to inform drivers, they should be repositioned and larger. There is no signage from the bus station and the sign on Fleming Way outside The Thistle Hotel points 180° away from the new Health Centre (presumably towards the underpass to Carfax Street and the former Health Centre)



**The entrance to the pharmacy on Fleming Way is not used**

*The pharmacy told us “The sliding electric doors were inherited from the building design. The door faces a route which is very rarely used since most people use the main entrance on Islington Street. This is especially true since they visit other departments in the health centre before they come to us. The exit/entrance is used as an emergency exit only. This has been agreed with the fire safety officer. It is actually unlocked so it is able to open as and when needed in an emergency but is not routinely used as an exit. This is also a conscious decision since many families visit the pharmacy with very young children, the electric door opens as someone moves past it and thus it reduces the possibility of any young child running out onto the main road. The other reason it remains unused is it is a real wind tunnel with both pharmacy entrances opposite each other. One further reason is the level of shoplifting. We use one entrance/exit which serves the purposes of the pharmacy and serves the main clientele which are all visiting other departments before the pharmacy”.*



Slope and step to main entrance on Islington Street

### Entrance and internal signage

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Swindon Equality and Access Group point out that there are non-standard elements to the main entrance to the health centre. The step straight outside and to one side of the main door is both oversize and onto a sloping and textured/ridged pavement. The downpipe discharges into an open drain which may be insufficient in a storm.

The closed window blinds and tinted door glass do not provide a welcoming aspect to the main entrance and the building appears to be closed. *Great Western Hospitals NHS Foundation Trust said “the blinds are usually closed but reception will now open them in the mornings”.*



The sign inside the main entrance indicates services on each floor.

We understand that internal signage is being reviewed and this needs to result in improvements. At the time of our visit signs like this to the toilets and others like it were too small and unreadable from any distance. There are no signs indicating

where the ground floor stairs are, nor where they lead. The ground floor (fire) door leading to the stairs does not close by itself because of a defect in the flooring. Many people use the stairs rather than the lift and the door is almost permanently open. Swindon Equality and Access group point out that there are non-standard elements to the signage and surfaces throughout the health centre.

Patients arriving for the first time, consulting the floor guide and using the lift reported no problems when we spoke to them but it was clear from observation of the Walk-in Centre reception desk that patients frequently go there only to be told they should go elsewhere.

The security desk on the ground floor was in darkness suggesting no staff were on duty. The security guard later explained this was so he could see the CCTV screens. In practice the desk is often unattended because the security guard has other duties to attend to around the building. The sign is unreadable from the building entrance.



The security desk sign cannot be read in full from the main entrance



The signage on the lifts is confusing and has already resulted in a torn paper notice taped adjacent to the call button.



Two lifts give access to the upper floors. The meaning of the “do not use lift in case of fire” symbol is not obvious and is more frequently used together with words.



**Lifts and signs**

A (presumably) staff member was observed pushing, rather than pulling a large trolley out of a lift almost knocking down two adults and a child waiting for the lift to arrive on the ground floor.



**Home made signs indicate floors. But doors from landings on each floor give no clue as to what lies the other side.**

People using the stairs have to guess what lies behind the anonymous doors on each floor. Signage on leaving the lift is inadequate and has already resulted in home printed signs indicating which floor has been reached.



Reception desk screens

## Reception desks

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There are reception desks for different services on each floor. The solid glass screens have gaps to left and right and a larger gap as shown. In each case there is a lower surface intended to be usable by someone in a wheelchair or of restricted height. In most cases a large computer screen obstructs this area. When we visited, the security desk on the ground floor was not staffed and patient identifiable specimens or samples were accessible through the glass screen (picture above left). This was pointed out to the relevant staff. Most reception desks had signs indicating that a hearing loop was available. In most cases the sign was stuck on the outside of the window with tape (just as they had been left by the builders) rather than peeled and applied to the glass screen. No staff were able to confirm they knew whether loops were installed and none knew how to use them.

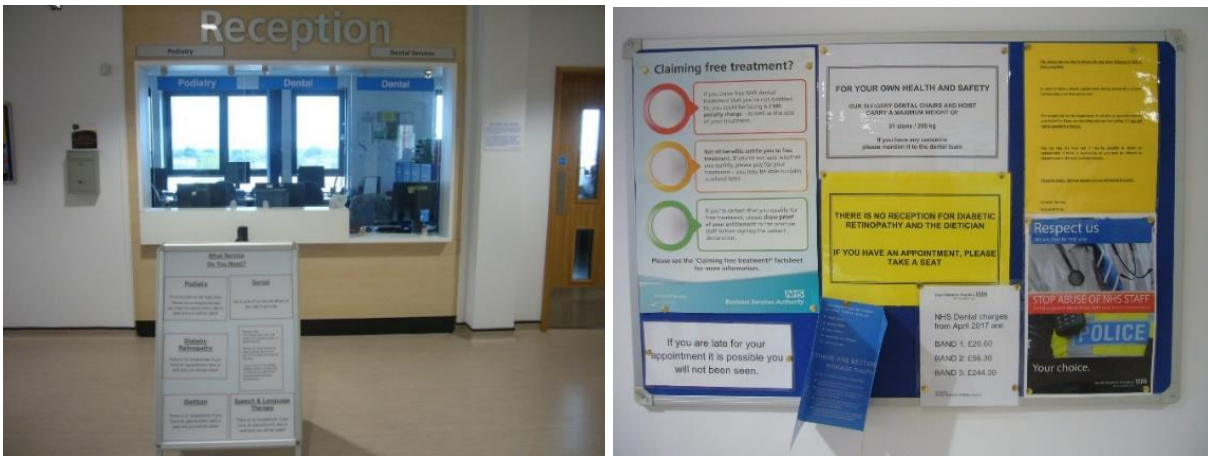
*Great Western Hospitals NHS Foundation Trust said “Our property manager has asked NHS Property Services to advise whether the induction loops work or if anything needs to be done to make them operational...we can then ensure the staff know how to use them”.*



The shelf in front of the glass screens is too narrow to balance a form and sign it. There is insufficient leg room for someone using a wheelchair to pull up close to the glass screen. Because of the design and position of the glass, in every case both staff and patients said that it was difficult to hear what people were saying.

## Services on the third (top) floor

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Third floor reception and notice board

We started our Enter and View visit on the top (third) floor and worked downwards.

The third floor reception is for podiatry and dental services. A wheelchair user attending for podiatry would have to approach the dental reception where there is a lower counter.

The third floor is also used for timed appointments by emiscare for diabetic retinopathy screening and by Great Western Hospital's community dietetics. There is no reception desk for those two services and an A board has been put together for all four in an attempt to explain to people where to sign in and where to wait. *Great Western Hospitals NHS Foundation Trust responded "We are not aware of any negative comments in relation to the current arrangement. We will closely monitor the patients' experience and consider how this can be improved".*

Without any check-in system, waiting appears to be an act of faith - waiting and hoping to be called.

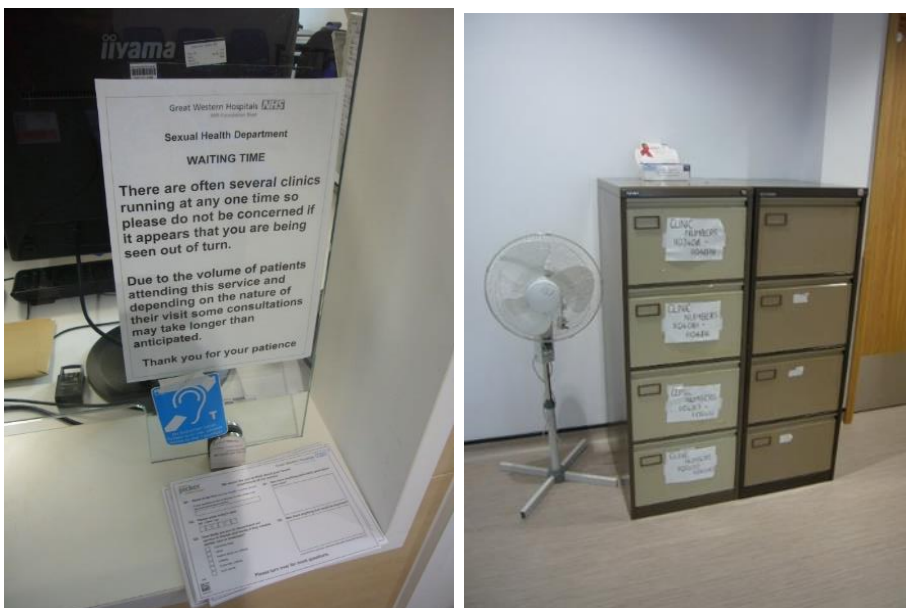
There are plenty of seats including larger ones and some with high backs.

## Space for additional services

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The building has capacity for more ad hoc services and clinics. We were shown the unused clinical and (children's) observation areas on the second floor which all appeared fit for purpose when brought in to use in due course.

## Sexual Health Service



**Sexual Health Service reception**

The sexual health service is on the second floor. There is insufficient space for files in the administrative area and some were being stored in locked cabinets in the waiting area when we visited. *Great Western Hospitals NHS Foundation Trust confirmed that they were subsequently moved out of the waiting area.*

When we visited the area was quiet but we understand that the walk-in clinics are very busy. This has resulted in additional chairs being provided which, unlike most of those in the remainder of the building, are not fixed. They are already damaging the wall surface. There are no larger seats. *Great Western Hospitals NHS Foundation Trust told us “the extra chairs are a necessity as previously during busy walk-in clinics, patients were either standing or sitting on the floor. This was clearly not appreciated and not something we wanted to see continue”.*



**Fixed and not fixed (lighter blue) chairs - the latter damaging the wall.**



## First floor reception and waiting area

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The first floor reception area is for Carfax Medical Centre patients but the waiting area is used by both The Whalebridge Practice and Carfax patients. Both have installed touch screens for signing in with an array of printed notices around them. Although intended to be clear, the appearance seems to be unplanned, messy and confusing. *The Whalebridge Practice told us they had reviewed signage since our visit.*

Information on noticeboards is generally ordered and clear. But, as elsewhere in the building, to read it requires peering over other people's heads. There is a television screen showing information though some was unreadable at the time of our visit.

Registered patients of Carfax Medical Centre speak a wide range of languages. There is no evident printed information in languages other than English but the practice website states

“Other Languages: We welcome patients who do not speak English and can help. Ask a family member or friend to tell our receptionists and they will explain what help is available”.

On our visit we met patients who were doing that.

Most people we spoke to were pleased to be attending a new building - some for the first time. There were, however, comments about the difficulty getting through to Carfax Medical Centre on the telephone.



Sign in screens for Carfax and Whalebridge Practice + TV screen in waiting area.

*Carfax Health Enterprise told us “We thank Healthwatch for this report and welcome the observations regarding the area of the building occupied by Carfax NHS Medical Centre. We have taken note of your observations and, alongside comments via the friends and family test, will make improvements that are practically possible within the space we have available”.*



**The first floor waiting area has some larger chairs and some with high backs.**

People waiting are called for their appointment in person by a clinician who then accompanies them through a pass-controlled door. Some people told us they thought a screen displaying the patient's name would be helpful.

## Ground floor reception - The Whalebridge Practice

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The Whalebridge Practice reception and some clinical space is on the ground floor (with more clinical space on the first floor). Entry to reception is through a fire door which was blocked open with a wooden block although a magnetic closing device was installed but not being used. We were told that this had already been noted by the Fire and Rescue Service and, *on a subsequent visit on 1 November, we noted that the wooden block had been removed and the magnetic device was in use.*



The Whalebridge Practice reception area

As with all the reception desks in the building, there is insufficient space for the purposes to which it is being put. Again there was no knowledge by reception staff of the advertised hearing loop. *The Whalebridge Practice told us they would remind staff about this*".



The Whalebridge Practice reception desk

## Ground floor Walk-in and Urgent Care reception and waiting area

Reception for the urgent care SUCCESS and children's/young people's clinics provided by Medvivo and the Walk-in Service provided by Great Western Hospitals NHS Foundation Trust are next to each other behind three glass screens on the ground floor. The Walk-in service monopolises the area lowered for wheelchair users. As evidenced by the notice, this reception is frequently mistaken for the GP practice reception. But the notice only refers to Carfax and not Whalebridge. *Great Western Hospitals NHS Foundation Trust said "the sign will be appropriately updated to reflect the needs of The Whalebridge Practice patients and remove any potential for further confusion for patients"*.



Walk-in and Urgent Care reception desk signs

Medvivo, alone, acknowledges that patients might be speakers of languages other than English and that the reception areas are far from private. It is not obvious to patients on arrival which hole in the glass screens to speak through although there are small signs over two windows indicating "urgent care" and walk-in centre. When waiting on the seats provided, it is possible to hear every detail described by patients at the reception desks.

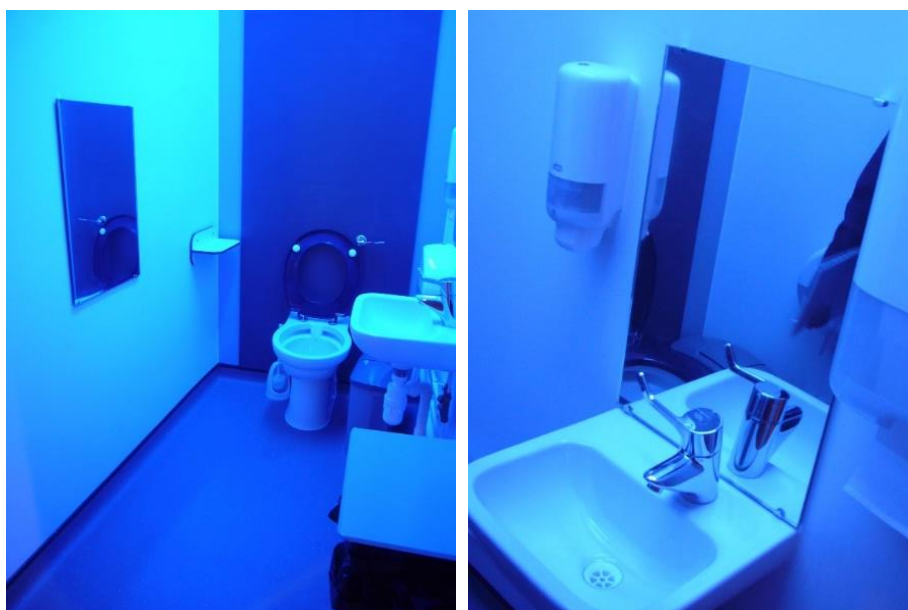
The waiting area is, at times, very busy with some people waiting for a considerable length of time. Because of the joint use of the area by two services and because of triage arrangements, people will be seen out of order. There is no written explanation for people unfamiliar with the system. Nor is there anything to relieve the boredom like a TV screen; no drinking water supply and no visible signs to the toilets. *Great Western Hospitals NHS Foundation Trust told us "currently there are no plans for (a drinks machine) due to the layout of the building. However we will ensure reception provide jugs of water and plastic cups for patients to obtain a drink as we do in other urgent care areas". GWH added "Medvivo and the Walk-in Centre have different waiting areas so the reason some patients get taken out of order is because some patients are higher priority. This will always happen. We do*

*have a sign on reception explaining this practice”. “It would be a challenge to install a TV at this present time due to the layout of the area...”*

The window length vertical blinds in the ground floor waiting areas are down to the ground. They appear to be closed all the time so there is no natural light in the area. The blinds have already been damaged. . *Great Western Hospitals NHS Foundation Trust said “the blinds are usually closed but reception will now open them in the mornings”.*

## **Toilets and baby feeding/changing**

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**Blue lit toilets**

Facilities in the toilets are variable. For example the mirrors in the male/female toilets are set at waist height for someone standing. The Equality and Access Group have made a number of comments about the accessible toilets which require attention.

One of the alarm cords in an accessible toilet was still tied up and, were it to be reachable, it was not clear what would happen if someone pulled it. Nor was it clear where to report cleaning issues although reception staff said they would call the security guard if a cleaning issue was brought to their attention.



Except on the door itself, there are no signs to the baby feeding/changing room which is tucked round a corner on the ground floor. It is labelled baby feeding but currently doubles as a baby changing room. It has a free-standing wooden changing unit which, like the non-matching chairs in this room, is neither new nor in keeping with the rest of the building. It gives the impression of being an afterthought.



**Ground Floor baby feeding room and second floor “baby change room”**

The ground floor room is kept locked. We were told this is because of the risk of inappropriate access by drug users. As noted elsewhere, other duties around the building can take the security guard away from his office so anyone wishing to use this room could have to wait for him to unlock it.

The “baby change room” on the second floor was in need of repair but is in an area of the building not currently in use. It was not clear whether this is actually intended for feeding nor whether it will be accessible to users of services on other floors.

Whether the ground and second floor rooms prove to be sufficient to meet demand remains to be seen since, as they are lockable for reasons of privacy, they could each only be used by one family group or feeding parent at a time. There is no facility on the third floor.

## Controls

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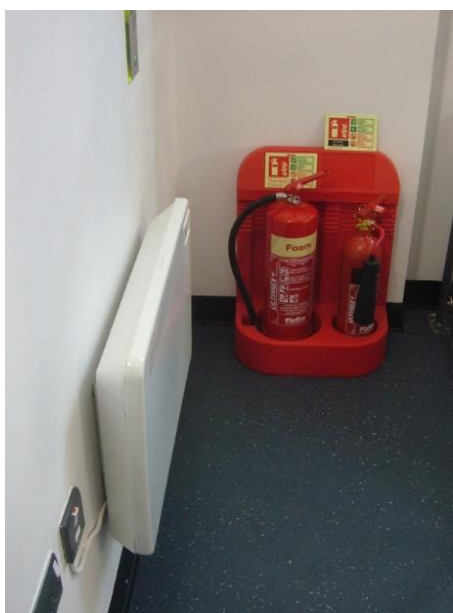


**Air conditioning controls and plug sockets**

Throughout the building, light switches, plug sockets and air conditioning controls are readily accessible to children. In response to this observation *Swindon Children's Services* said *"The Health Visiting Clinical Lead did highlight that the most recent thinking about safety and plug sockets is that continually pushing socket covers into plugs may be a greater risk to safety than uncovered plug sockets, particularly in a venue where products such as hair straighteners etc. are highly unlikely to be plugged in by a child accidentally. There is an expectation regarding supervision of young children in public..."*

## Refuges

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The refuges on the landings of each floor were obstructed by fixed electric heaters and, in this case, by fire extinguishers as well. It was not clear whether they would accommodate a larger wheelchair even without the obstruction.

## Pharmacy

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We received some negative comments about the size of the pharmacy. Two patients said it was too small with a very limited range. One wheelchair user said the aisles were too close for her to get around and that the same would apply to people with pushchairs. *The pharmacy told us “We do have plenty of patients with both pushchairs, walkers and also wheelchairs etc. They are easily able to navigate the pharmacy since it was designed with wide aisles and space for easy turning. We have never had anyone report any problems. The entrance is very large and with no steps to navigate from the health centre hence ideal for people with limited mobility”.*



**Bike parking on Fleming Way**





## Wroughton Health Centre

### Access and external signage

Wroughton Health Centre is in Barrett Way, Wroughton. It adjoins Ellendune community centre and shares access and some of its parking with the Ellendune shopping centre. The car park is very busy and potentially hazardous for pedestrians and motorists. There is no clear pedestrian route and cars move quickly along the road which passes through the centre of the car park.

There are no signs from either Wharf Road or Devides Road indicating the health centre though there is one showing Ellendune Centre.



### Wroughton Health Centre approach and entrance

The health centre is primarily occupied by [Ridgeway View Family Practice](#) with its own dispensary for certain patients living within a defined area. There is also a community pharmacy within the building.

**We were welcomed and received courteously by the staff and were shown round the whole building. No patients we spoke to had any criticism of the services provided.** One couple, who were new to the practice, compared everything - facilities, friendliness of staff, speed of getting appointments - very favourably with their previous practice.

The entrance is welcoming with an information board and touch screen for signing in. Hand gel is provided. The reception desk is immediately in front of the entrance with a familiar array of notices. Some administrative staff work in a crowded space adjoining the reception area. There is a single waiting area with a clear display screen for calling patients to their appointment and showing other relevant information. A plan of the building shows where rooms are located.



Door signs and building plan



The sign indicates that an induction loop was fitted but reception staff were unclear how or whether it worked.



Most of the information displayed by the practice itself was ordered and up to date.



In addition to the consulting rooms used by the practice, a health education room is sometimes used by Swindon Borough Council health visitors and for other meetings.



The radiator valve in this room is faulty and cannot be turned down so the temperature was excessive.

A notice on the door referred to the “Health Child Clinic” sessions which we assumed meant child health clinic.



In response to this comment Swindon Children’s Services told us “I have reviewed the report along with relevant service leads and can confirm that the SBC Children, Families and Community Health Division only use Wroughton Health Centre for the provision of a local speech and language therapy clinic and that there will be a final monthly child health clinic provided by the Health Visiting service during January 2018. From the 1 February 2018 child health clinics will be changing and will become health hubs delivered from 3 key locations within Swindon.... As a part of the transfer of the child health clinics to the new locations old notices will be removed and details of the new health hubs will be available.”





The vertical blinds almost to the floor in this room have suffered the same kind of damage as those at Swindon Health Centre though worse and the tangled chain and cord controls appeared inoperable.

The [footcare service](#) transferred from SEQOL to Swindon Borough Council Streetsmart (sic) department in 2016. The notice on this door at Wroughton Health Centre does not reflect the change.

The podiatry service transferred to [Great Western Hospital](#) and there is no longer a clinic in Wroughton.



The short passage between the surgery and the community pharmacy accommodates public toilets and a noticeboard which appears to be no one's responsibility. The Swindon Eating Disorder Recovery Group notice advertises itself as taking place at The Well Woman Centre which closed in May 2009.



Old notices on noticeboard between surgery and community pharmacy

Beyond the main waiting area are some consulting rooms for visiting practitioners and additional office space and a space that was previously used by Swindon Borough Council's children's services.



This notice refers to the responsibility which Wiltshire Health Authority will not take for loss of property. Wiltshire Health Authority closed in 2007 though we understood the sentiment behind the notice.



### **“Spare” accommodation**

Ridgeway View Family Practice office and administrative areas appeared crowded, especially the area adjacent to reception which self-evidently provided a poor working environment.

A space in the building vacated by Swindon Borough Council could be leased by the GP practice but no formal agreement has been reached by the partners with NHS Property Services\*\*. It was not clear whether one is being pursued.

In the meantime it is being used as storage.

NHS Property is responsible for maintenance of the building which is mostly in good order with these stains being atypical - though perhaps indicative of previous problems with the flat roof.



*Ridgeway View Family Practice told us “We are due to meet with NHS Property Services in the near future at which point we will discuss the report with them, in particular having no clear pedestrian route to the Health Centre.*

*We will address the following:*

- *Hear Loop - staff awareness*
- *Tidy up of the notices (some do not belong to Ridgeway View Family Practice) we will bring to the attention the notice boards to the appropriate teams.*
- *The radiator that cannot be turned down has been reported several times - we will report it again to NHS Property Services*
- *The vertical blinds chains have been deliberately tied up in order to keep out of reach of children, however we do accept that they need tidying we will inform NHS Property Services*
- *Stains on the ceiling tiles will be reported to NHS Property Services*

*Thank you once again for the very useful comments and report.”*

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\*\* “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.”

NHS Property Services manages all four health centres in Swindon.





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## 2.5 Recommendations

- **Access standards and signage** at Swindon NHS Health Centre should be reviewed by commissioners, providers and NHS Property Services in association with Swindon Equality and Access Group and urgent action taken to remedy the defects and omissions identified. This would **include**
  - external signage,
  - ramp and fittings,
  - steps,
  - rumble strips
  - external door etching,
  - internal signage and symbols,
  - notices,
  - door handles,
  - fittings,
  - equipment,
  - furniture,
  - reception areas including privacy,
  - induction loops,
  - surfaces,
  - surface colours throughout
  - and lighting.
- Information **about** the services and facilities at all four health centres in Swindon (Swindon, Wroughton, Eldene and West Swindon) should be commissioned and provided in accessible formats, made readily available in both printed form and electronically and kept updated.
- Information displays should all be managed at both health centres so that the out of date posters on the board at Wroughton Health Centre would have been dealt with.



## 2.6 Service Provider Responses

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We are grateful to the service providers whose responses and comments have been incorporated into the text above. No acknowledgement, comment or response was received from NHS Property Services Ltd.

Jo Osorio  
Pam Forde  
Healthwatch Swindon  
February 2018



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](http://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](mailto:info@healthwatchswindon.org.uk) at any time.

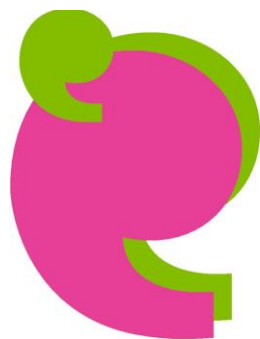
For the purposes of our report about our visit to this health centre, please write or mail by 23 October 2017.



The Care Forum, The Vassall Centre, Gill Avenue, Fishponds, Bristol, BS16 2QQ.  
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Registered charity no. 1053817. Registered office as above

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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.**



Enter and View report

Wroughton and Swindon NHS Health Centres

October 2017

**healthwatch**  
Swindon

