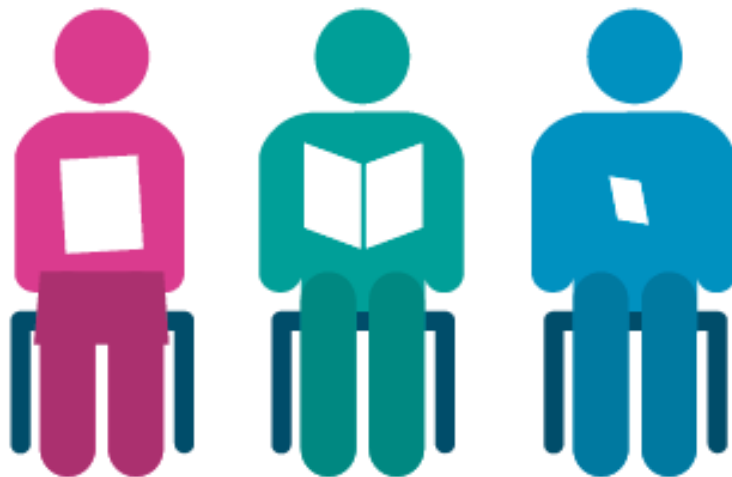


WAITING ROOM



Feedback Report (January 2019 - August 2019)

NHS Halton Urgent Care Centres

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Acknowledgement

We would like to thank all the staff and patients at both Urgent Care Centres for their help and support during our visits.

Halton Urgent Care Centres - The year so far

Both Urgent Care Centres have come in for increased scrutiny this year. Official figures have shown a drop off of people attending the centres, particularly Widnes UCC, with a corresponding increase in local people attending A&E. There was also the proposal to change the UCCs to Urgent Treatment Centres (UTCs). This saw the contract to run the centres go out to competitive tender. The decision over the new provider then led to the process being withdrawn and a return, for now to the status quo.

Visit History

We originally visited both Urgent Care Centres in December 2015, spending a full 15 hour day at each centre.

Our aim was to ask patients why they visited the Urgent Care Centres and to find out if the centres were helping to divert people away from the overstretched A&E units.

Results from the visits in 2015 showed that 50% of people would have attended A&E if the Urgent Care Centre had not been open, highlighting the vital role the centres play in the local health system. Our visits also raised issues around an apparent lack of appointment availability at some local GP practices.

Following the visits, we produced a report on each Urgent Care Centre, '*A day in the life*' which was sent to the commissioner and providers of the services.

We also agreed to return, at a future point, to revisit the two centres and find out how, and if, they were progressing. These follow up visits took place between July 2017 and January 2018. We visited each UCC 6 times. The visits took place on a range of days and at different times to ensure we reached as many patients as possible. We spoke to over 240 patients during these visits. A report, '*Another day in the life*', was produced on these visits and sent to commissioners and providers of the service. The report has since been used in the NHS Halton CCG's pre-consultation engagement work around the development of Urgent Treatment Centres in Halton.

Since February 2019 we have been carrying out regular monthly outreach sessions at the two UCCs, in part to gather feedback on the services, but also to gather feedback on the wider health services used by people attending the centres.

In 2019 to date we have carried out 11 outreach sessions at the UCCs, 7 at Widnes and 4 at Runcorn, speaking with 171 patients attending the centres.

The information in this report gives a snapshot of the experiences of people attending the Urgent Care Centres services in Halton during our visits. Due to the number of responses received they cannot be considered to be representative of all patients, but it is presented to highlight areas for consideration by the commissioners and providers.

Mini Summary

We've carried out a total of 11 visits to the UCCs on the following dates:

- 19 February 2019
- 28 February 2019
- 12/03/19
- 28/03/19
- 08/04/19
- 13/05/19
- 24/05/19
- 30/05/19
- 19/06/19
- 27/06/19
- 25/07/19

Our survey consisted of two parts. Part one was completed with the patient while they were waiting to receive treatment. Part two was completed by the patient after treatment.

During our latest set of visits, a total of 171 **people** took part in our survey. Of these, **106 were visiting the Widnes UCC and 65 visiting the Runcorn UCC.**

- 67% of respondents were female and 33% male.
- **45%** of people told us it was the first time they'd used the Centres in the previous 12 months.

Those patients who had used the UCCs previously had averaged 2.6 visits in the past 12 months.

- 62% of people hadn't looked for help anywhere else before attending the UCCs, up 2% from our previous report.
- 80% (51) of people who had looked for help elsewhere before attending the UCCs, said they'd contacted their GP practice.
- 48% of all respondents told us they would have gone to A&E if the UCCs hadn't been available.

The majority of people using the services tell us they are happy with their treatment and care, but our figures show they're not quite as happy as they were 12 months ago.

We've noticed a drop in patient satisfaction rates at the same time that we're hearing more from patients about increased waiting times for treatment.

Patients informed us of particularly long delays at times at Widnes UCC, which they feel are due to staff shortages and increased waiting times during staff changeovers.

Introduction

What are the NHS Halton Urgent Care Centres?

Dependant on the severity of the condition, the Urgent Care Centres can treat a wide variety of problems including but not limited to:

- Cuts and grazes
- Sprains and strains
- Broken bones (fractures)
- Bites and stings
- Infected wounds
- Minor head injuries
- Eye problems, such as minor eye infections, scratches or something that is stuck in your eye
- Low severity chest pain
- Respiratory problems like asthma
- Abdominal pain
- Fever
- Rashes
- Water infections
- Diarrhoea and vomiting
- Any new or exacerbation of a long-term health problem that needs urgent attention

Survey Methodology

To capture patient feedback we undertook a survey in two parts. Part one consisted of nine questions which were completed face to face with the patient while they were waiting to receive treatment. These questions focused on asking how people had made the decision to visit the UCCs and their initial views of the service.

Part two consisted of three questions, to be completed after treatment, asking for people to rate their experience and add any comments they would like to make about their experience.

A copy of the survey is included in Appendix 1.

Due to rounding, numbers presented throughout this and other documents may not add up precisely to the totals provided and percentages may not precisely reflect the absolute figures.

The UCCs are open 365 days of the year from 7.00am through to 10.00pm.

We carried out a total of 11 visits, 7 to Widnes and 4 to Runcorn UCC

Survey - results & findings

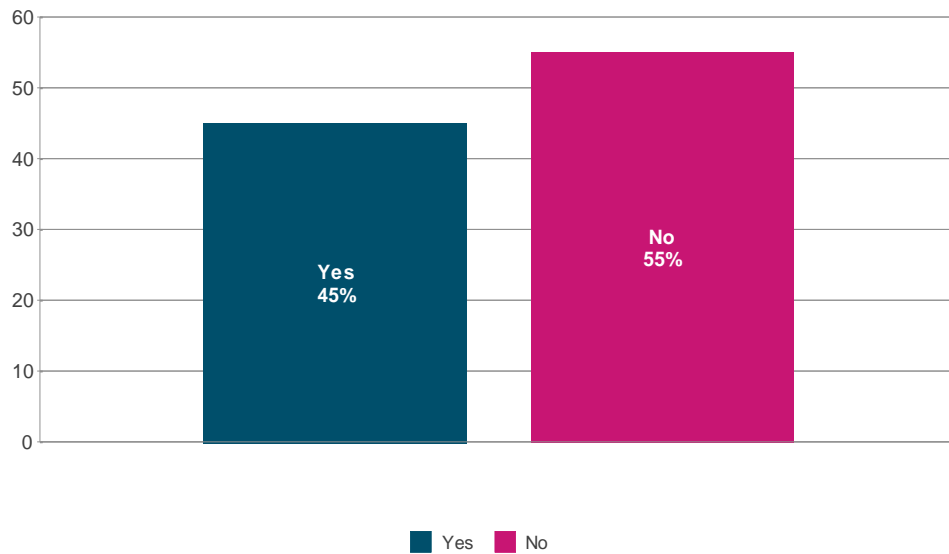
A total of 171 people completed part 1 of the survey (Runcorn 65, Widnes 106)

Q1. Please tell us if it is you who is seeking help today?

	Total	Which Urgent Care Centre did you visit?	
		Widnes	Runcorn
Number of people	171	106	65
Please tell us if it you who is seeking help today?			
Yes	120	70	50
No	51	36	15

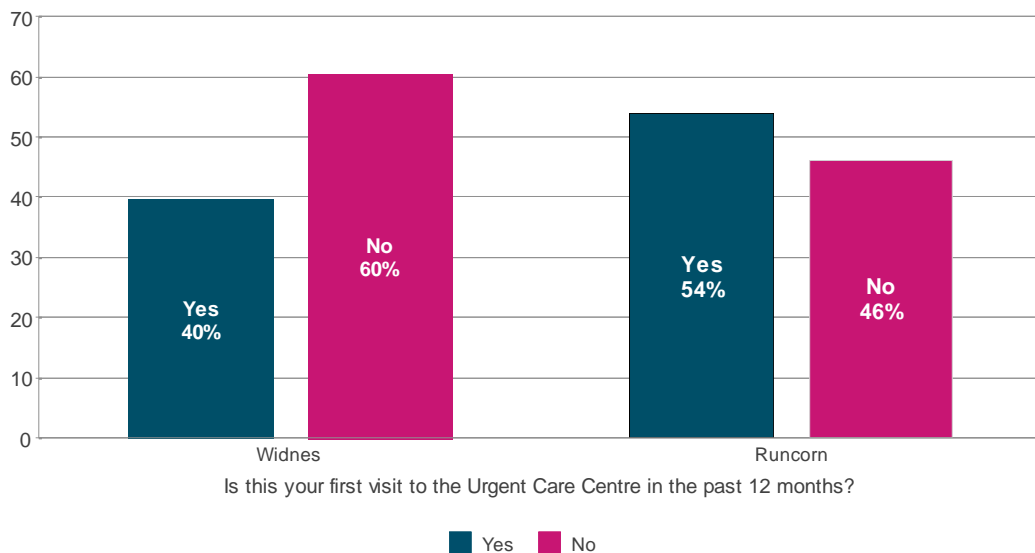
Of the 171 people we surveyed, 120 were receiving treatment themselves and 51 had brought a family member to receive treatment.

Q2. Is this your first visit to the UCC in the past 12 months?



45% of people said it was their first visit to the Urgent Care Centre, a small increase from 43% in our 2018 report.

Q2 - Breakdown by each Urgent Care Centre



There continues to be a pronounced difference in the number of repeat visits to each centre.

60% of people visiting Widnes UCC told us they had used the centre on more than one occasion in the past 12 months. This compares to 46% of people at the Runcorn UCC.

Those people who visit more than once averaged 2.6 visits per year

Q4. Did you seek help elsewhere before coming to the UCC?

Respondents	Total	Which Urgent Care Centre did you visit?	
		Widnes	Runcorn
Total	168	103	65
Did you seek help elsewhere before coming to the UCC?			
Yes	64 38.1%	35 34.0%	29 44.6%
No	104 61.9%	68 66.0%	36 55.4%

62% of people told us they went straight to the UCCs without seeking help anywhere else. When broken down by individual UCC we noted that a higher percentage of people (66%) attended Widnes UCC without seeking help anywhere else first.

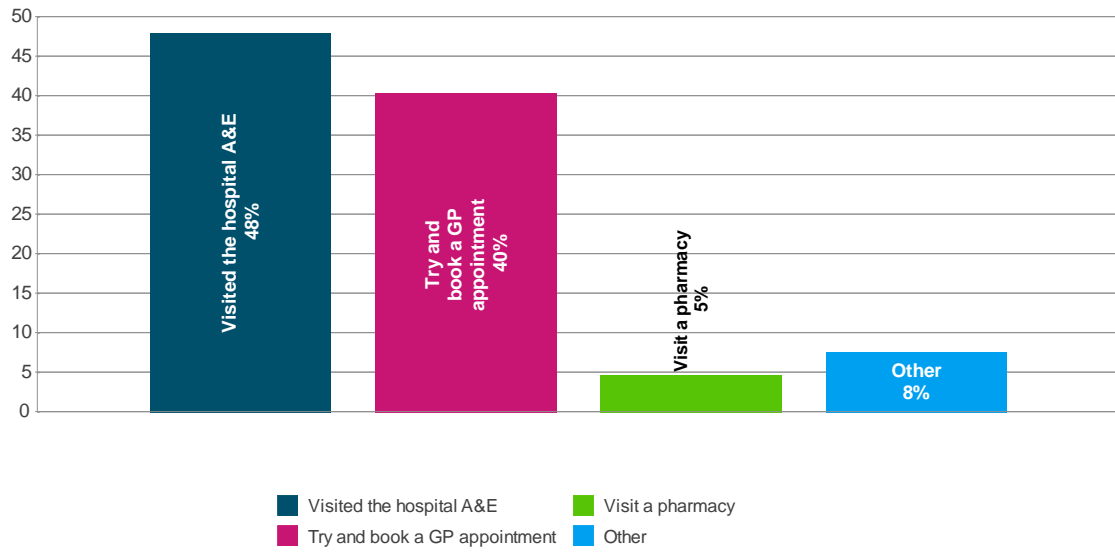
Q5 If you answered 'Yes' to Q3a, please tell us where you sought help

Number of respondents =65	
If you answered 'Yes' to Q3a, please tell us where you sought help: (multiple choice)	
NHS 111	4 6%
GP	51 80%
Pharmacy	5 3%
Other	7 11%

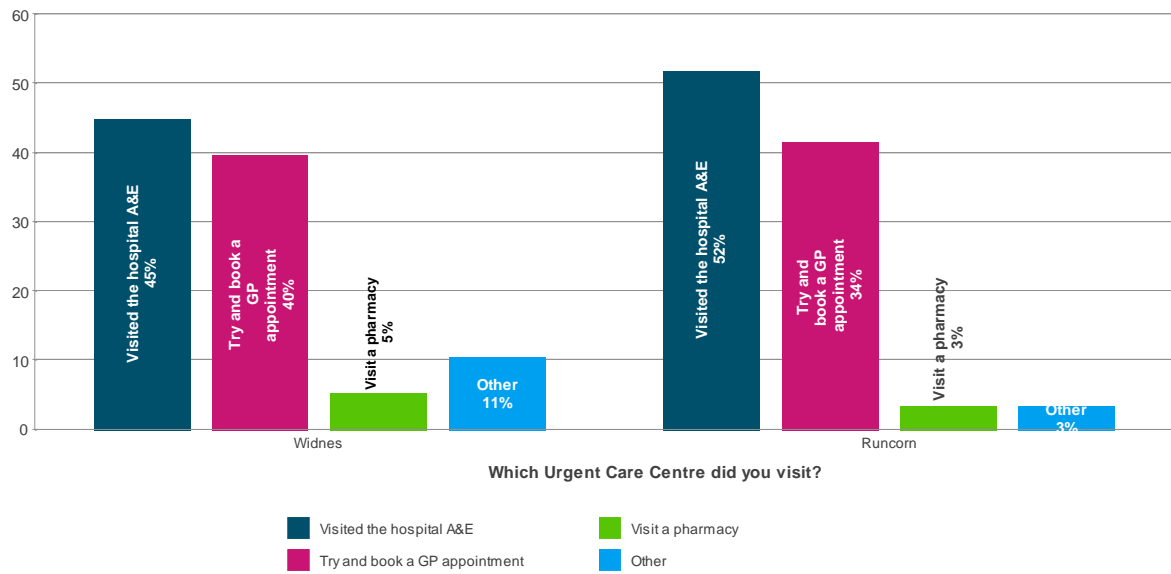
Of the 65 people who had tried for help elsewhere before attending the UCC, 80% (51 people) had contacted their GP practice first. Of these, 5 had been advised to visit the UCC by their GP practice as they had no appointments. One person had seen their GP and been advised to attend the UCC for an x-ray. The remainder had been unable to book suitable appointments at their GP Practice.

'No appointments for two weeks and no same day urgent appointments left.'

Q6. What would you have done today if there wasn't an Urgent Care Centre



Q6. What would you have done today if there wasn't an Urgent Care Centre



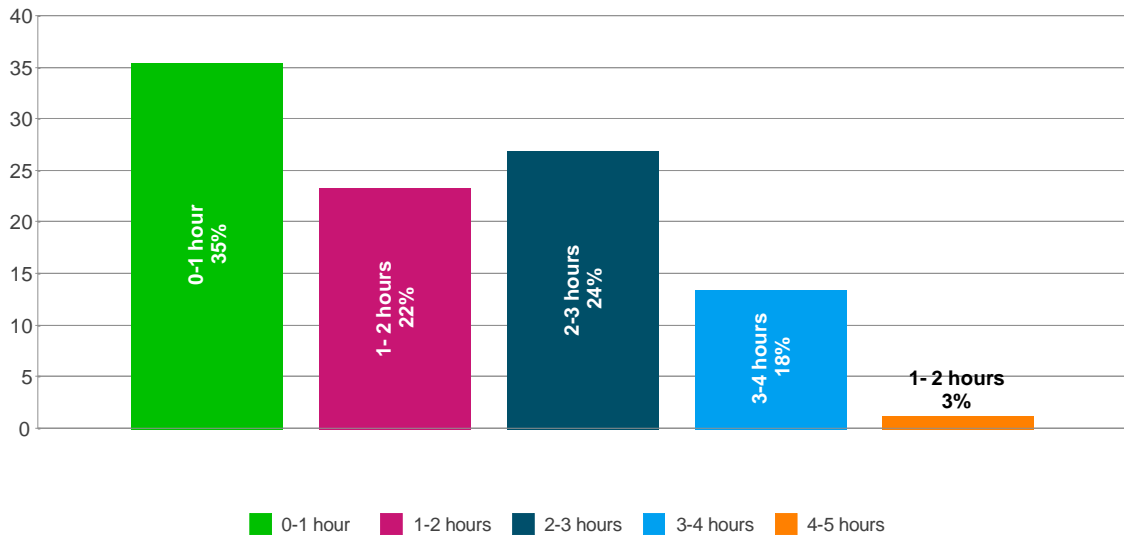
48% of people who took part in our survey said they would have gone to A&E if there hadn't been the option of an Urgent Care Centre, down 4% on the figures in our 2018 report.

Service & satisfaction

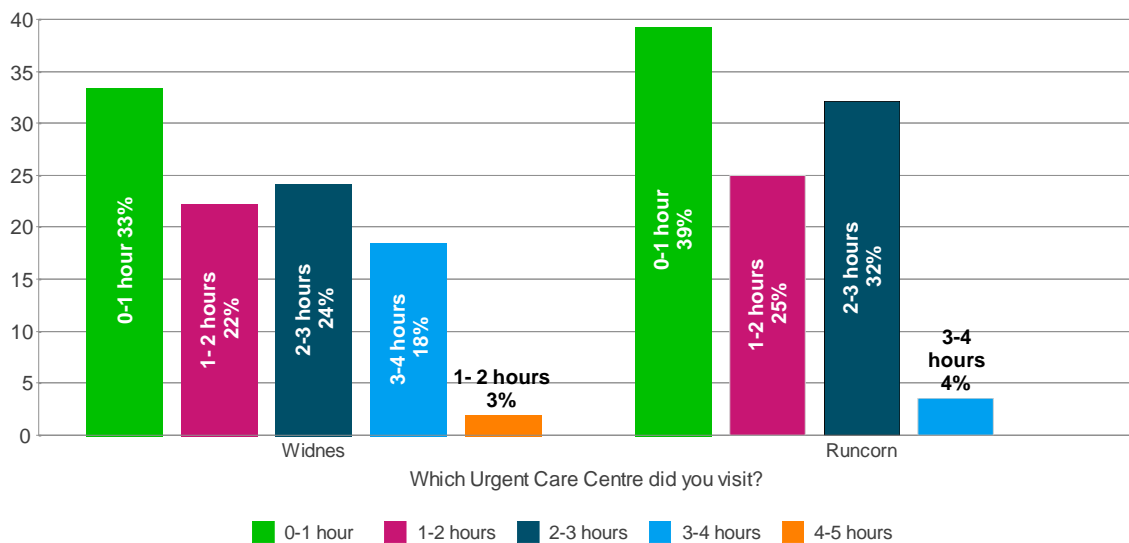
Patients were asked to complete Part 2 of our survey after they had been treated and were ready for discharge.

82 people completed and returned Part 2 of the survey. Of these, 29 (35%) were triaged and treated within one hour of attending. This represents a fall of 15% since our 2018 report.

Q12. How long has it taken from arrival at the Urgent Care Centre to being treated and discharged?



Q12. How long has it taken from arrival at the Urgent Care Centre to being treated and discharged?



Q13. On a scale of 1 to 5 (1 being poor and 5 being excellent), please rate your experience today.

Which Urgent Care Centre did you visit?			
	Combined	Widnes	Runcorn
	82	54	28
On a scale of 1 to 5 (1 being poor and 5 being excellent), please rate your experience today.			
5 star	41 50.0%	23 44.4%	17 60.7%
4 star	22 26.8%	14 25.9%	8 28.6%
3 star	12 14.6%	10 18.5%	2 7.1%
2 star	4 4.9%	3 5.6%	1 3.6%
1 star	3 3.7%	3 5.6%	- -

Any other comments?

Our final question asked if people had any other comments they wished to make.

We've highlighted some of these comments under the following themes:

General Comments

Runcorn

- Good thing is triage but negative thing is lack of communication, you don't know what you are waiting for. The kids waiting area is good as it's separate and there are things to keep them entertained
- The UCC is spot on
- Good from start to finish, quiet and not much waiting time
- Parking is great, unlike Warrington Hospital

- It's brilliant having the urgent care centre locally.
- The fact you can get a prescription on the spot is excellent and I have had no problems in getting the prescription from the pharmacy
- Really handy when you can't get a GP appointment

Widnes

- It is a fantastic service, if it wasn't for this I'd be stuck
- Children's waiting area needs addressing. I saw a mum having to chase her toddler around because no secure area for them to wait. Children's activities inadequate to keep them occupied
- For a busy centre it is very well equipped, and level of care is high. Waiting times are long and we only visit when it is necessary
- Come here as it is difficult to get a GP appointment
- Concerned that if the UCC was not here then there would be no other options available. NHS111 was not appropriate in light of the advice already received

Waiting Times

Runcorn

- I was waiting for 4 hours yesterday in here I couldn't breathe they left me struggling in the corner. They need more staff on there are only two of them on
- Reduce waiting time. If you need to use UCC you need it!
- A long wait, but it would have been a lot longer had we gone to hospital. Staff are lovely
- I'm not happy with the waiting times
- The waiting times are long. Triage on arrival and signpost on would be useful rather than being triaged and waiting for a nurse to then send us elsewhere. More than one person doing the triage would be useful to reduce waiting times.
- Pretty quick at triage and then you wait in the children's area

Widnes

- Currently a 3 hour wait daughter aged 7 needs foot XRAY
- There are long wait times, you can wait up to two and half hours
- We arrived at 7.00pm last night and was told we need x-ray but by the time we had been triaged and waited x-ray was closed. We were sent home at 10.00 and told to come back this morning
- Seen quickly by triage, then a long wait for treatment
- Seen the nurse within 20 minutes but then waited two and a half hours to be seen by doctor
- Very long wait!
- Poor information re waiting times

Staff

Runcorn

- The UCC is very good. The people here are wonderful. Just need to cut the waiting times down.
- Nurse was really friendly.
- Very caring staff, Thank you
- Really nice people so kind, great care. Just a bit of a long wait
- Reception staff are helpful
- I found the nurse in triage a little bit abrupt
- Staff are great but need more of them

Widnes

- Triage Nurse abrupt although grateful to be have my 6 month old son looked at.
- Treatment is wonderful everyone works so hard
- Staff are lovely
- Nurses and Doctors are doing a great job under pressure
- The staff were brilliant, they really helped me
- Needs to be a lot more helpful with diagnosing

Demographics

Of the 171 people, 148 gave details of their registered GP practice as follows:

GP Practices	
Appleton	11
Beaconsfield (Bevan)	11
Beeches	5
Brookvale	9
Castlefields	9
Grove House/Heath Road	12
Hough Green	5
Murdishaw	7
Newtown	11
No GP	3
Oaks Place	2
Outside area GPs	29
Peelhouse	1
Peelhouse	15
Tower House	10
Upton Rocks	3
Weaver Vale	5

The main highlight in the list of GP practices was the 29 patients who visited the UCCs from outside Halton. Widnes UCC had patients attending from the Warrington and South Liverpool area, while Runcorn UCC saw a number of patients from the Frodsham area.

Age of respondent

	Total	Which Urgent Care Centre did you visit?	
		Widnes	Runcorn
No. of responses	164	102	62
Age of respondent			
16 to 24	28 17.1%	20 19.6%	8 12.9%
25 to 44	61 37.2%	40 39.2%	21 33.9%
45 to 64	44 26.8%	27 26.5%	17 27.4%
65+	31 18.9%	15 14.7%	16 25.8%

Gender

	Total	Which Urgent Care Centre did you visit?	
		Widnes	Runcorn
No. of responses	167	104	63
Respondent gender			
Male	55 32.9%	30 28.8%	25 39.7%
Female	112 67.1%	74 71.2%	38 60.3%

Summary

We've noticed during our visits to the two centres this year, that patient satisfaction rates have been dropping. While the majority of people using the services are still happy with their treatment and care, there is growing dissatisfaction with longer waiting times for treatment.

There seems to be particular issues at the Widnes UCC. Patients informed us of delays in treatment due to staff shortages and waiting times increasing around the time of staff changeovers. This has been a recurring issue for more than 12 months and is something that we feel needs to be looked urgently by the commissioner and provider.

Despite the negative feedback, the general feedback we're receiving is that the majority of people really value the service and appreciate the hard work put in by staff.

The recent abandonment of the planned procurement contract for the two centres has left them in an apparent state of limbo. The Urgent Care Centres were due to be developed into Urgent Treatment Centres by December 2019. We would urge the commissioners to come to a decision over the future direction of the two centres as soon as possible.

Provider & Commissioner Responses

Healthwatch Halton has statutory powers and responsibilities under the Health and Social Care Act 2012, the Local Healthwatch Regulation 2012 and the Local Healthwatch Organisations Directions 2013 section 5.

Providers and commissioners of health and social care services are required to respond to our requests within 20 working days by:

- Acknowledgement of receipt of the report or recommendation in writing;
- Providing (in writing) an explanation of any action they intend to take in response, or if no action is to be taken, to provide an explanation of why they do not intend to take any action.

Healthwatch Halton are required to report if any providers/commissioners have not provided a response within the required timeframe; this information will be included in our Annual Report.

Commissioner Response

Response received from:

Nicky Ambrose-Miney, Senior Commissioning Manager Urgent Care, NHS Halton CCG

It is really encouraging to see that our local and neighbouring population continue to use the Urgent Care Centres and cherish this valuable community provision. It was evident through the report that patients acknowledge and appreciate the hard work of all of the staff. NHS Halton CCG is committed to improving access, care provision and quality for patients who have an urgent care, on the day need. We have been actively engaging, listening and taken on board feedback from our population to improve the service provision. Recently the Governing Body of the CCG agreed that the Urgent Treatment Centres are required, in order to secure a high quality service a further short procurement will be undertaken, commencing in October 2019 concluding early January 2020 to allow mobilisation of the new Urgent Treatment Centre to be fully operational by 1st April 2020.

'NHS Halton CCG would like to thank Healthwatch Halton for their valuable and continued support, and to thank patients for their feedback to support commissioners and providers to improve services.'

Provider Response

Responses were received from both providers of the Urgent Care Centres in Halton.

NHS Runcorn UCC

Response received from Antony Murphy, Clinical Manager, Runcorn Urgent Care Centre Warrington & Halton Hospitals NHS FT.

Thank you to the Healthwatch Halton team for providing the Waiting Room report, which we feel is reflective of our internal monitoring of patient satisfaction, with waiting times being a significant factor in dissatisfaction.

It is encouraging to see that the public using the service appreciate not only the service but also the dedication of the professional team who provide it.

Within the last year we have been successfully actively recruiting and retaining staff and will be at our full complement early November 2019. We continue to invest in the team with training, supporting a number of them in Degree and Master's Degree courses which all enhance the service we offer.

In the future the team are looking forward to the UTC development and see it very much as a positive change to support the health needs of the community in conjunction with Primary and Secondary care colleagues.

NHS Widnes UCC

Response received from Andy Shakeshaft, Borough Director (Halton and St Helens), Bridgewater Community Healthcare NHS Foundation Trust.

Bridgewater welcomes this report and acknowledges that although the sample size of 106 is relatively small in comparison the 3000 plus patients seen each month it clearly demonstrates the high quality patient care provided. The Widnes Urgent Care Centre (UCC) plays a key role in alleviating the pressures on local GP Practices and Accident and Emergency Departments. The report highlights that of those patients that had sought help elsewhere before attending the UCC 77% had been unable to get a suitable appointment with their GP Practice. 45% of all patients surveyed reported that they would have attended A&E if the UCC wasn't available.

We are pleased that this report shows high patient satisfaction and that this reflects the Bridgewater Friend and Family Test and overall satisfaction for the Widnes UCC. This is recognised in our records of the 9,915 patients accessing the Widnes UCC between April 1st 2019 and June 30th 2019 94% said they would recommend the UCC to their family and friends, 90% were satisfied with their wait and 97% were satisfied overall.

We are committed to continually improving so patients visiting the Widnes UCC have the best experience possible. As a result, we will be working over the coming months to implement many of the points made by Healthwatch Halton.

This includes:

- *Moving from the current commissioned UCC to the new national model of an Urgent Treatment Centre (UTC) in line with the Halton CCG intentions. This includes implementing the 2 hour treatment window*
- *Engaging with local GPs to facilitate bookable appointments*
- *Increase 111 bookable appointment slots*
- *Waiting time transparency including on social media (Twitter, Facebook and the Trust intranet)*
- *Liaise with the families of Widnes to review the paediatric facilities within the waiting area.*

Appendix 1 - Urgent Care Survey - Questionnaire

Ref No:

Urgent Care Centre Survey - Part 1

healthwatch
Halton

Healthwatch Halton is the independent consumer champion created to gather and represent the views of the public and people who use the services are taken into account.

We would like to ask you some questions today about your visit to this UCC arrived.
We would also like you to complete a short form after you have received your treatment, to let us know about your experience while at the UCC.

We are not asking you to divulge any medical or confidential information about your visit. The information you provide in this survey will be anonymised and will help us to provide a local picture of people's experiences of accessing urgent care.

Q1 Please tell us if it you who is seeking help today?

- Yes No

Q1a If you answered 'No' to Q1, are you:

- Parent / family member Friend / Work colleague
 Partner/Spouse Prefer not to say

Q2 Is this your first visit to the UCC in the last 12 months?

- Yes No

Q2a If 'No', how many times have you visited in the past 12 months?

- 2 3 4 5 6 7+

Q3 Did you seek help elsewhere before coming to the UCC?

- Yes No

Q4 If you answered 'Yes' to Q3a, please tell us where:

- NHS 111 GP
 Pharmacy Family member
 Other

Other - please state

Q5 What would you have done today if there wasn't an Urgent Care Centre locally?

- Visited the hospital A&E Try and book a GP appointment Visit a pharmacy Other

Other - Please state

Q6 How did you arrive here today?

Public Transport

Taxi

Car

Walked

Other please state?

Other

Q7 Approximately, what time did you arrive at the UCC?

Q8 To help us analyse these results and ensure the answers you have given help improve access to services, please could you tell us the following:

Your Postcode

Q8a Your Registered GP Practice

Q9 What age group are you?

16 to 24

45 to 64

25 to 44

65+

Q10 Are you male or female?

Male

Female

Transgender

Prefer not to say

Q11 Any comments?

Thank you for taking part in this survey.

Ref No:

Urgent Care Centre Survey - Part 2

Thank you for taking part in the first part of our survey. We would appreciate it if you could now answer the three questions below and return the survey to the FREEPOST address below.

1. How long has it taken from your arrival at the Urgent Care Centre to being treated and discharged?

- 0-1 hour
- 1-2 hours
- 2-3 hours
- 3-4 hours
- 4-5 hours
- more than 5 hours

2. On a scale of 1 to 5, (1 being poor and 5 being excellent), please rate your experience today.

- ★
- ★ ★
- ★ ★ ★
- ★ ★ ★ ★
- ★ ★ ★ ★ ★

3. How likely would you be to recommend this service to a friend or family member if they needed similar care or treatment?

- Extremely likely
- Likely
- neither likely or unlikely
- Unlikely
- Extremely unlikely

Any other comments about your experience today?

Your postcode (First 4 digits)

Name (optional)

Telephone or Email (optional)

- Please enter me into the next FREE Healthwatch Halton prize draw for a chance to win one of three £25 gift vouchers. (Please supply contact details above)
- I consent to Healthwatch Halton using my anonymised data as described in its Privacy Statement for the purposes of sharing my health and care story so that it may be used to improve services.

Return this slip using the attached envelope to:

Freepost Plus RUAE-CHUG-BRCS

Healthwatch Halton, Suite 5 Foundry House, Widnes Business Park, Waterside Lane, Widnes WA8 8GT

Thank you for taking part in this survey

Call us: 0300 777 6543

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of local services.**

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- GP Surgeries
- Mental Health services
- Pharmacies
- Carers at home
- Dentists
- Hospitals
- Opticians



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