



Enter and View report

Integrated Primary Care Service (IPCS,
formally FAU) at Chipping Norton Health
Centre

April 2022



Contents

1	Introduction.....	3
1.1	Details of visit	3
1.2	Acknowledgements	3
1.3	Disclaimer.....	3
2	What is Enter and View?	4
2.1	Purpose of Visit	4
2.2	Strategic drivers.....	4
2.3	Methodology	6
2.4	Summary of findings	6
2.5	Results of visit.....	7
2.6	Recommendations	10
2.7	Service provider response	11



1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	Integrated Primary Care Service (IPCS) Chipping Norton Health Centre, Russell Way, Chipping Norton, Oxon OX7 5FA
Service Provider	South Central Ambulance Service NHS Foundation Trust (SCAS)
Date and Time	Wednesday 8 th December 17:00 -21:00
Authorised Representatives	Amier Alagab, Glyn Alcock
Contact details	01865 520520

1.2 Acknowledgements

Healthwatch Oxfordshire would like to thank the service provider, patients, and staff for their contribution to the Enter and View programme.

1.3 Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all patients and staff, only an account of what was observed and contributed at the time.



2 What is Enter and View?

Part of the local Healthwatch Oxfordshire programme is to carry out Enter and View visits. Local Healthwatch Oxfordshire 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 Oxfordshire authorised representatives to observe service delivery and talk to service users, their families, and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first-hand.

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

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

2.1 Purpose of Visit

- To observe how the facility operates and provides its services.
- To collect views from patients and staff on services.
- To identify 'Best Practice' and highlight any areas of concern.

2.2 Strategic drivers

The Enter and View visit to the Integrated Primary Care Service (IPCS, formally FAU) at Chipping Norton Health Centre was part of project on the health and social care experiences of people living in and around Chipping Norton and captured people's experiences of the IPCS/FAU. The Unit is



staffed by a specialist practitioner, the (IPCS, formally FAU) treats the following types of injuries:

- Simple injuries that cannot be treated/managed with a home first aid kit
- Cleaning and simple stitching of wounds
- Insect bites and stings
- Minor burns and scalds (not involving the face, neck, feet, hands, and genital area)
- A foreign body in the eye
- Bumps to the head where there has been no loss of consciousness
- Bruises
- Sprains (If the emergency care practitioner thinks that you have broken a bone you will be referred onto a minor injuries unit or an A&E department.
- They can also see patients with minor illness complaints.

The Integrated Primary Care Service (IPCS, formally FAU) Unit receive approximately 5 – 9 patients per day. They provide services to Chipping Norton peoples and villages surroundings and sometimes receiving patients from Oxford.

Opening Times

Monday	17:00 – 21:00
Tuesday	17:00 – 21:00
Wednesday	17:00 – 21:00
Thursday	17:00 – 21:00
Friday	17:00 – 21:00
Saturday	10:00 – 21:00
Sunday	
And all Bank Holidays	

2.3 Methodology

Due to the COVID-19 pandemic restrictions, we conducted a risk assessment before the visit and all precautions were taken seriously. The planning for this visit was done by email and telephone. Following an initial approach by Healthwatch Oxfordshire to the Senior Operations Manager, South Central Ambulance Service NHS Foundation Trust to pay an Enter & View visit to the service, we liaised with the Team Leader for the visit to the Unit and the person in charge on the planned visit day.

We arranged a time to visit the Integrated Primary Care Service (IPCS, formally FAU) at Chipping Norton Health Centre on Wednesday 8th December 2021 from 17:00 – 21:00.

Two members of the Healthwatch Oxfordshire team trained to conduct Enter and View spent nearly 3 and half hours at the Unit on 8th December 2021. We spoke to 3 staff and 1 patient on site. Given the nature of the service and facilities available at the Unit, we left some paper questionnaires and 'freepost' envelopes for the service to distribute these to the patients after our visit.

Healthwatch Oxfordshire posters and leaflets had been displayed around the reception areas. We explained about why we were there and ensured that we obtained consent from all staff and patients we spoke to.

We were given an unused consultation room as a confidential space to talk to patients. The Specialist Practitioner on duty directed any patients willing to speak to us after their consultation to us.

We discussed our findings with the provider.

2.4 Summary of findings

- Integrated Primary Care Service (IPCS, formally FAU) at Chipping Norton Health Centre operates as integration into the wider Out of Hours health services of Oxfordshire which allows them to provide care for more people.
- The building is new and quite big. Has two floors and there is a lift. There are many consultation rooms, recreation/rest room, board room, and library. Upstairs, half of the building houses private healthcare practices.
- The unit is well equipped, clean, and operated by qualified specialised practitioners.
- Continuity of patient care is at the heart of the unit ethos.



- The unit is run by a dedicated staff team who aim to deliver excellent care by working together.
- In general, patients feel well informed and happy with the care they receive.
- It is not a walk-in service. You must have a pre-booked appointment to attend for treatment. Most appointments come through NHS111. Website says it is not a walk-in service, but staff said people can and do just turn up without an appointment.

2.5 Results of visit

- The Integrated Primary Care Service (IPCS, formally FAU) based at Chipping Norton Health Centre building shares the health centre reception and waiting room. At the time of our visit, only one consultation room was being used to provide consultations.
- As the Centre is being used as a Covid vaccination centre, seats had been placed in the waiting area and were occupied by people attending for vaccination. It was not possible to distinguish these patients from patients seeking the Integrated Primary Care Service (IPCS, formally FAU) Unit for medical treatment.
- We were warmly welcomed by the Specialist Practitioner manager, and we had an informative meeting with him and a colleague. They explained to us all aspects of services and discussed the positive and negative issues they experienced.

Observations

The Integrated Primary Care Service (IPCS, formally FAU) Unit is staffed by Specialist Practitioners (Advanced Paramedics and Nurses) from South Central Ambulance Service NHS Foundation Trust (SCAS).

We were warmly welcomed by the Specialist practitioner Manager who is responsible for special practice within Oxfordshire, Buckinghamshire for SCAS and the Integrated Primary Care Service (IPCS, formally FAU) team, who showed us round the First Aid Unit side of the health centre building.

The two Healthwatch Oxfordshire Authorised Representatives spent some time looking at the environment and what information was displayed for patients. We found that there is No specific waiting area for the unit. The waiting area in the main reception were occupied by people also coming to have the Covid-19 vaccination. The area was clean and hazard-free with enough available seating and sufficiently spaced. The waiting area was well lit and felt safe.

Reception staff were helpful and guided the patients to where they would be attended, confidentiality was maintained as conversations were not easily overheard. Patients use the unit for emergency cases only, and we were informed that the unit receives 5 – 9 patients per day. The Unit rarely receives non-English speaking patient, but some are accompanied by an English speaker. No interpreter facility is available at the health centre.

We were informed that if a patient does not accompany by a family member who speaks English, they call Language Line to provide interpreting services. There is a sign inside the consultation room advising patients how they can have a chaperone present.

Waiting Room

The Integrated Primary Care Service (IPCS, formally FAU) shares the building (including the waiting area) with another practice, and they must agree on use of these shared spaces as the premises are managed from a separate shared budget.

Patient Engagement

We did not see evidence of patient engagement with information provided on how to make a complaint, as patients are using this service when needed for emergency cases only.



Patient Feedback

We only spoke with one patient about their experience of using the First Aid Unit. The patient had been many times to the unit. She said she was very happy and satisfied with the service and the treatment she had received. When asked about her experience of submitting feedback or writing complaint, she said would write an email if any feedback or complaint required to be submitted.

The patient said, she found it easy to get an appointment. She said, she rang the health centre and spoke to a care navigator who gave her the choice of an immediate out-of-hours appointment or a telephone appointment another day. The staff at the reception were helpful and direct the patient to the right place. The staff were helpful and keen to help to provide the service.

The patient did not have any knowledge of the Patient Participation Group (PPG), as she had only visited for an emergency case.

Staff Feedback

We heard feedback from three members of staff, The specialist practitioners said that they are provided with all the equipment they need and do not lack anything.

The Trust has implemented a staff feedback system, which has received more than 90% positive feedback. They requested – and were given – more facilities such as a storeroom and CCTV.

Because patients are given appointments through NHS 111, referrals are appropriate. Also, patients come from outside the local area because they are referred by 111.

They have a good relationship with all staff at the practice and with Oxfordshire Clinical Commissioning Group (OCCG). Covid has been a good example of how well they work together. The team look out for each other, and the service is very responsive. They have learnt how to respond quickly to circumstances and put plans in place. In future, the hope is that the lessons they have learned during the pandemic continue, in terms of joined up, coordinated working, in collaboration with OCCG, that different systems "talk more" to each other, and that some of the red tape can be eliminated.

One area described as a barrier to more efficient and effective working was that providers use different computer systems for patient records, which are incompatible (e.g., GP practices, SCAS, secondary facilities). Therefore, patient information/clinical records are stored on different systems and are



not all accessible. It would be helpful if these systems could be better synchronised.

Staff were very positive about working at the Integrated Primary Care Service (IPCS, formally FAU) Unit and we heard what a great team they were with all colleagues being friendly and approachable. Staff also enjoyed the variety that their jobs provided them as well as looking after patients.

We also heard from staff:

- More staff are always needed/would be welcome. Stress-related staff illness has increased. There has also been some decline in staff numbers in some areas that are difficult to recruit for.
- Increased demands means that team leaders have less time to support staff – is worried that some staff might not be feeling as supported as before.
- Synchronisation of computer systems & electronic patient records between services.

We heard from staff that the First Aid Unit is well run with good systems in place and is an enjoyable working environment with a great team of people.

2.6 Recommendations

- Ensure information on how to offer feedback and make complaints is clearly displayed on the website including relevant email addresses as not all patients will be comfortable phoning with a complaint. Ideally there should be a complaints tab visible on the front page of the website.
- Only a small sign about the Integrated Primary Care Service (IPCS, formally FAU) Unit on an A-frame outside the main door. Could have more prominent signage outside and inside with information about the service and directions.
- Ensure website updated regularly with information and links if possible and translated in other languages.



2.7 Service provider response

Response received from: Mike Lowe | Specialist Practice Manager | South Central Ambulance Service NHS Foundation Trust.

Thank you for sharing your report following your Enter and View Visit at the Chipping Norton First Aid Unit.

Your feedback is much appreciated. It is great to read that the patient you spoke to had a positive experience when they visited the unit and that they found it easy to arrange an appointment.

The Specialist Practice Team have been well supported by the Health Centre staff and I would like to thank them for welcoming us as part of their team. This collaboration has been a great example of how we can work together to improve access to healthcare for the local community and the surrounding areas.

Since receiving your report I have met with the Health Centre Manager, and I have also asked that our Patient Experience email address (patientexperience@scas.nhs.uk) be added to their website. I am also speaking with the team to see how we can improve the signage both outside and inside the health centre.

Thank you for supporting our unit and please feel free to contact myself should you like to visit again.

Kind regards

Mike

