



Enter and View Report

Vaccination Hub
Chipping Norton Health Centre

April 2022





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1- Introduction

1.1 Details of visit

Details of visit:	
Service Address	COVID-19 Vaccination Hub, Chipping Norton Health Centre, Russell Way, Oxon, OX7 5FA
Service Provider	North Oxfordshire Rural Alliance (NORA) (Primary Care Network).
Date and Time	Wednesday 1 st December 2021, 17:30 – 21:00
Authorised Representatives	Amier Alagab, Veronica Barry
Contact details	01865 520520

1.2 Acknowledgements

Healthwatch Oxfordshire would like to thank the service provider, patients, volunteers, 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 service users 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 Oxfordshire 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, volunteers, 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 COVID-19 Vaccination Hub at Chipping Norton Health Centre was part of project on the health and social care experiences of people living in and around Chipping Norton. Chipping Norton Health Centre has hosted COVID-19 Vaccination clinics, on behalf of the North Oxfordshire Rural Alliance Primary Care Network since December

2020. It offers COVID-19 vaccinations in line with prevailing government guidance.

The vaccination clinics are organised outside normal Health Centre operating hours either on weekday evenings or weekends. The frequency of clinics is determined by demand and could be up to 7 days per week.

Vaccinations are by appointment. Patients are either contacted directly, contact their GP Surgery, or arrange their appointment online.

People either getting a message from the NHS system or calling for getting an appointment.

Healthwatch Oxfordshire wanted to visit the site to assess how well the procedures were working for staff, volunteers, and patients and to understand patients' experiences of attending the hub.

Methodology

Due to the COVID-19 pandemic restrictions, we considered the risk assessment before the visit and all precautions were taken seriously. The planning for this visit was done by email and telephone. An initial approach was made by Healthwatch Oxfordshire to the Business Manager of Chipping Norton Health Centre to plan an Enter & View visit to the service. We subsequently liaised with the Business Manager for the visit on the planned visit day.

We arranged a time to visit on **Wednesday 1st December 2021 from 17:30 – 21:00 p.m.**

Two members of the Healthwatch Oxfordshire team, with training to conduct Enter and View, spent nearly 4 hours at the Health Centre on 1st December 2021. During this time, they spoke to the business manager, clinic manager, 3 vaccinator, 1 administrative staff, 3 volunteers and 47 patients on site. Given the nature of the service and facilities available at the Vaccination Hub, we also left some paper questionnaires and 'freepost' envelopes for the service to distribute to patients after our visit.

Healthwatch Oxfordshire posters and leaflets were on display around the reception areas. We explained about why we were there and ensured that we obtained consent from all staff, volunteers, and patients we spoke to.

We spoke to patients in the waiting room, as they were seated either before or after their vaccination. We made sure confidentiality was always respected.

At the end of the visit, we gave initial feedback and discussed our findings with the provider.



2.4 Summary of findings

- Comments from patients were overwhelmingly positive about the organisation, safe environment, and efficiency of the programme. Praise was given to all staff and volunteers for their care and hard work and positive attitudes.
- The centre as the first of its kind in the area had a good learning culture. Management listened to staff, and changes happened quickly following feedback to improve the patient experience and process as a result.
- The environment was calm and well organised with a reassuring hum of activity.
- The patient journey from arriving on site was smooth, with clear directions and supported by marshals on entering the building and throughout.
- Staff and volunteers were accessible, friendly, and easy to talk to – always offering support and direction to patients.
- Patients with mobility issues were guided smoothly and offered support; there was a one-way system throughout the building.
- Generally, staff and volunteers reported being well trained and supported, with good levels of information to enable them to carry out their role.

2.5 Results of visit

The Vaccination Hub, based at the Chipping Norton Health Centre building, operates outside normal surgery hours on evenings and weekends up to seven days a week.

- The Centre is being currently used as a Covid vaccination hub, 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 other medical treatment for example, the walk-in clinic, if available at the same time.



- We were warmly welcomed by the practice business manager and the clinic manager, we had an informative meeting with them, and a clinic coordinator joined us at for time during the meeting. They explained to us all aspects of services and discussed the positive and negative issues they experienced.
- We were told that the number of patients booked in on that day was 192 and may vary depending on the booking at the day.
- The Hub offered COVID-19 vaccine; first, second and booster dose.
- Care was taken to manage the flow of patients, and to avoid as far as possible people having to queue and wait outside in the colder weather. The queuing system was working smoothly.

Observations


The Vaccination Hub is staffed by dedicated clinical, non-clinical staff and volunteers, who were welcoming, friendly and had all the information enabling them to deliver the service in a professional manner. Overall, it was operated as a safe, supported environment.

The two Healthwatch Oxfordshire Authorised Representatives spent some time looking at the environment and what information was displayed for patients. The area was clean and hazard-free with ample seating laid out. We noted that this was packed densely in some areas, with potential for social distancing to be compromised. Social distancing needs to be carefully guided and maintained in the waiting areas specifically and while standing around in the corridor. However, following our visit the Covid clinic manager addressed this immediately, and added additional spacing signs on the floor.

The hub was extremely clean, wipes and gel on offer and constantly being used, and all surfaces and chairs regularly wiped by attendees immediately after use.

Signage throughout provided guidance for patients. There was an A-frame sign at the entrance. Arrows then provided signage at reception and guidance around the circular system corridor. We noted a long queue in corridor, with all patients standing as they worked their way towards the vaccinator room. Chairs were provided both at reception, after vaccine and halfway round the corridor, but none were provided along the corridor. We noted that this might be a challenge for someone with limited mobility, energy or standing capacity, and who might need a resting perch whilst waiting.





Social distancing spacing was clearly flagged and marked on all floors around the system. Doors always opened to enable flow of air and masks were worn by all (unless exempt).

The atmosphere was very quiet and calm with limited conversation, we did not see any volunteers along the corridor.

Reception staff and volunteers were helpful and welcomed patients on arrival, guiding them to where they would register and be attended. Confidentiality was maintained as conversations were not easily overheard, and there was adequate spacing for form-filling.

Additional seating in corridor may be needed to support fewer mobile people and for emergency situations. In addition, volunteer look out at corridor queue might be wise.

We heard that they are offering support to people with special needs, during night they were offering vaccine to people at their own car and, supporting those who had experiencing needle phobic.

Staff and volunteer feedback

We spoke to a range of staff on site including clinical, administration, and volunteers. Paper surveys were left and distributed for staff and volunteers to complete and return in a prepaid envelope to Healthwatch Oxfordshire.

In all we heard from:

- 4 Clinical staff
- 1 Administrative / marshal
- 4 Volunteers
- 2 Practice Business/Clinical Manager

We heard from the Duty GP Clinical Manager that volunteers and staff have been amazing, and that the surgery couldn't have run the operations without them, they are hugely grateful to them for their work.

Volunteers and the volunteer leader were extremely positive about the environment, training, support, information, and updates provided regularly to them by the GPs and Managers on site. All felt well supported, part of a team, and understood their role. They all felt confident to raise concerns and knew where to turn if needed support.

The whole team were active and offered dynamic and friendly support to patients; welcoming, registering, directing, advising, handing out leaflets, sanitizing the seats immediately after use, and supporting with the one-way system.



They noted that they try to give people the information they need and to respond to any worries or concerns and were informed by a briefing at the beginning of each shift by doctors and nurses about any new information.

The volunteers commented that the vaccination hub appeared well organised and the flow through of patients supported by staff was impressive. They also mentioned that they had enough support and training, involved on each station (at the entrance, waiting rooms before and after vaccination) and were happy to be part of the team and see everyone in the community come together. Volunteers felt appreciated and valued, for example one noting the nomination to Chipping Norton Mayor's awards as thanks, and others noting outside social events offered as thanks to volunteers.

The system was well organised and working well – Overall management was good and supportive. Staff and volunteers noted that the vaccination system had been refined and amended over time with quick response to feedback and lessons learned, to ensure changes were put in place. By this point in time one commented that the system was now working 'like a military operation'.

All the staff felt safe working at the vaccination hub.


However, we did hear that staff themselves were under considerable pressure with managing the ever changing and ongoing demands of the pandemic response, and this impacted on the surgery. The key staff were pretty burnt out and didn't really get the support themselves that they were able to offer the team. We were also concerned to hear about impact on staff of both negative attitudes and abuse displayed by some patients both on visiting and contacting the clinic.

Patient Feedback

We spoke with 47 patients about their experiences of using the Vaccination Hub at Chipping Norton Health Centre. This report reflects what we heard from patients on 1st December 2021.

Some people found the journey to the vaccination hub easy and walkable, local to the town. Others, for example from surrounding villages, drove car. There were adequate free parking spaces available. There is good wheelchair access, and walkability from the town, and cycle racks are provided.

We heard from patients that the journey from making appointment to getting in the vaccination hub was very smooth, most of the patients, for the appointment got either an email or text message for vaccination, very few made phone calls to arrange an appointment. Some noted great



improvement to booking since provision of the dedicated Covid-19 booking line. This had helped to remove confusion and frustrations about who to contact and provide a place for advice and support when booking. Having someone to speak to was seen as important to some patients, particularly older patients.

Patients felt safe about the environment, services, and the welcoming process that staff and volunteers provided, their way of engagement and communication.

In general, patients we spoke to were overwhelmingly positive about the Vaccination Hub, the safe environment and efficiency of the services, and the attitudes of staff. Many expressed deep gratitude to staff and volunteers for providing this serviced to them.

Patients with support needs, or fears about vaccines felt that they were given kind and considerate support, and volunteers and staff were aware of managing additional support needs.

Recommendations

- Ensure Health Centre website updated regularly with information and links to NHS news, if possible, about Covid vaccination and translated in other languages.
- Assure that social distancing at the waiting rooms is always maintained, and adequate signage to support this.
- Additional seating in corridor may be needed for elderly or less mobile people, as people were observed queuing and standing for long period.
- Ensure volunteers available along the corridor.
- There was a small A-frame sign at the entrance only. There could be more prominent signage outside and inside with information about the service.



Service provider response

Response received from: Mr Phil Lacey,
Business Manager,
Chipping Norton Health Centre,

Thank you for sending your draft Enter and View report and offering the opportunity to provide a response. It was extremely helpful to have independent critique and feedback, to highlight further opportunities to improve the service we are providing. We are delighted to hear the positive comments from patients who have attended our vaccination clinic. These compare to the positive feedback received by clinic staff. I note the recommendations within the report and can respond to your points as follows:

- Ensure Health Centre website updated regularly with information and links to NHS news, if possible, about Covid vaccination and translated in other languages.

Visitors to the Health Centre website are greeted by a COVID-19 information page which provides guidance on several topics, including testing and getting a vaccination: On this page there are also links, for more information, to NHS and Gov.uk websites.

In the main body of the website there is further support and guidance offered in the 'Covid-19 Support Room' tab as well as a link to NHS England news.


We do not offer a translation facility on our website since we have been informed that NHS Digital advise against incorporation of automated translation services.

- Assure that social distancing at the waiting rooms is always maintained, and adequate signage to support this.

As you have acknowledged, we have added additional spacing signage to the floors which will provide increased guidance on social distancing. Seating is laid out before the start of the clinics, to ensure appropriate distancing, however chairs are inevitably moved during operation.

Whilst we endeavour to maintain the seating plan it is an ongoing challenge that has been highlighted to staff.



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- Additional seating in corridor may be needed for elderly or less mobile people, as people were observed queuing and standing for long period.

We aim to keep corridors clear of obstacles at all times therefore placement of seating in them is not practicable. There are 2 seating areas positioned alongside the corridors which are utilised.

Patients with mobility issues are identified on reception and are 'fast tracked' through the system. If essential, patients are vaccinated in their vehicles outside the building.

- Ensure volunteers available along the corridor.

Volunteers are available throughout the system although not permanently stationed in the corridors to avoid congestion. We have increased the frequency of surveillance in the corridors.

- There was a small A-frame sign at the entrance only. There could be more prominent signage outside and inside with information about the service.

We are primarily a medical practice serving the needs of the local population and our signage is reflective of this. There is additional permanent and temporary signage, deployed on the roadway and at the entrance to the Health Centre, identifying that we also operate vaccination clinics at the site. Since we are not a walk-in clinic, we do not feel that additional signage is necessary since appointments are booked at 'Chipping Norton Health Centre' and the facility is clearly identified as such. Should we offer a walk-in service in the future we will, of course, review this.

Yours sincerely,

Phil Lacey

Business Manager

Phil.lacey1@nhs.net

