

# LivingCare

Enter and View Visit Report for LivingCare, Northgate  
Surgery, Pontefract  
29 April 2022

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# Details of Visit

## Service Name and Address

LivingCare

Northgate Surgery

Northgate

Pontefract WF8 1NF

## Service Provider

The LivingCare Group

<https://www.livingcare.co.uk/northgate-surgery-pontefract>

## Date and Time

09.30am, 29 April 2022

## Authorised Representatives

Gary Jevon, CEO, Healthwatch Wakefield

## Contact Details

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# Acknowledgements

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

# Purpose of the visit

An Enter and View visit to the LivingCare service within Northgate Surgery, Pontefract, was undertaken as part of a joint patient safety walkabout on 29 April 2022 alongside the NHS Wakefield Clinical Commissioning (CCG) Group quality team and Healthwatch Wakefield. The service under inspection was the endoscopy service provided by The LivingCare Group at this GP surgery in Pontefract. The visit was pre-arranged in agreement with the Director of Patient Safety and Clinical Effectiveness for LivingCare. The Head of Diagnostic Services and Lead Nurse were present at the visit and provided background and context to LivingCare and the endoscopy service.

## Objectives

1. To observe the services on offer.
2. To talk to patients.
3. To talk to staff.

## Methodology

The Healthwatch Wakefield Chief Executive Officer, Gary Jevon, carried out the inspection along with Laura Elliott (Head of Quality, NHS Wakefield CCG) and Bipin Raj (Clinical Quality Manager, NHS Wakefield CCG) between 09.30 and 11.00am on Friday 29 April.

We were welcomed by the Head of Diagnostic Services from the site who provided a narrative background to the service provider and the unit itself, before introducing us to the Lead Nurse and other staff present on the day. The inspection team each took individual responsibility for the evaluation of different aspects of the service, in particular the patients' experiences and views, staff attitude and working practices, and the environment itself.

At the end of the visit, the team reconvened with the Head of Diagnostic Services and the Lead Nurse to provide a summary overview of the findings. A formal report was subsequently produced and shared with the LivingCare team on 13 May 2022.

# Summary of findings and feedback

## Findings

### Unit Environment

The atmosphere on the unit was calm and welcoming. Even though the unit is small, it didn't feel tight for space. The area was clean and tidy and there was no clutter on the floor. Patient pods appeared spacious enough with adequate lighting and heating. The endoscopy room was well equipped with modern scoping units. Patients shared the waiting area with Northgate Surgery, and this was spacious enough, with adequate room to allow social distancing.

There is one outstanding action from a recent Infection Prevention and Control (IPC) audit to repaint the endoscopy room, as there are some scuff marks and superficial cracks. This update was planned for the next couple of months.

### Safety

No safety concerns were noted. Controlled drugs were locked away safely in a cupboard and records were maintained for dispensing, usage, and destroying. Post procedure, scopes were cleaned effectively and stored appropriately. There was a record to keep track for each of these events. There is a resuscitation trolley located in the department which was easily accessible, and all staff are trained to use the equipment.

### Effectiveness

Staff described that every referral is triaged appropriately and only the most suitable patients will be provided an appointment to prevent further complication.

The service prioritises those patients who are referred on a two-week pathway, and the service can be flexed, including evening and weekends, to meet demand. Referrals are received directly from GPs for gastroscopy or are transferred from Mid Yorkshire Hospitals NHS Trust or Leeds Teaching Hospital NHS Trust waiting lists. The Lead Nurse explained that there is sometimes a lack of detail in the information on referrals from Mid Yorkshire Hospitals NHS Trust.

The unit is staffed with three registered staff and two health care support workers alongside the endoscopist, who could be a nurse endoscopist, GP with a special interest, or Consultant.

The service is Joint Advisory Group on Gastro Intestinal Endoscopy (JAG) accredited and planning for the next accreditation visit is progressing. There is a JAG team at each site to support preparations for accreditation.

As part of the agreement with Mid Yorkshire Hospitals NHS Trust, the Head of Diagnostic Services reviews the histology results for Trust pathway patients when the results arrive and takes the appropriate action. We suggested LivingCare consider implementing a retrospective clinical audit of a sample of results to review whether the correct actions had been taken. This would increase resilience in the service and provide additional reassurance regarding the safety of the service for accreditation or the Care Quality Commission.

A number of changes to the patient journey on the day of the procedure were made during the Covid-19 pandemic, and some of these changes will remain in place as they have made the journey through the Unit smoother.

All LivingCare policies and procedures are available on the intranet, along with the incident reporting form.

## **Leadership**

The clinical leader present was able to demonstrate an excellent understanding of the patient pathway. We were given a comprehensive history of the service and its current structure.

Following the walkabout, the visit team provided verbal feedback to the Head of Diagnostic Services. We would like to express our thanks to colleagues for spending the time to show us around and for talking to us about the unit.

## **Feedback**

### **Staff Feedback**

Staff feedback was extremely positive. The annual staff survey results were shared and showed the positive culture that LivingCare shared across their four sites. Two members of staff separately indicated that they would be happy to be patients at this service, and one had recently chosen to undergo a procedure at the service.

The Lead Nurse talked about some of the operational challenges of their role, however, she told us she enjoyed her role. She described the team working as one of the best aspects of the role, and the relationship with the GP practice has strengthened since she took on the Lead Nurse role.

The team at Northgate, described as Northgate family, meet every month and there is a meeting for the Lead Nurses across each site every week. There is a private LivingCare Facebook group to keep staff connected and a positive focus on staff wellbeing.

LivingCare organise mandatory training days for all staff, giving protected time to complete training. Every member of staff has an annual appraisal which identifies development needs. There is a Clinical Educator post who will spend time working alongside staff as well as developing competency frameworks based on development needs identified.

### **Patient feedback**

Patient feedback about the service was positive. We spoke to a patient prior to their procedure, and they were satisfied with the experience so far, this included the speed of the process from referral being sent, up to date communication, text alerts, sent by LivingCare at each step, in the patients' journey.

The service gathers patient feedback via text using Family and Friends Test (FFT) questions.

# Conclusion and recommendations

## Conclusion

Overall, the visit was extremely positive, and no concerns were noted.

## Recommendations

1. The inspection team's only service-related suggestion was to recommend that LivingCare develop and implement an audit process for evaluating and monitoring histology results.
2. We recommend completion of the outstanding action from the recent Infection Prevention and Control audit to repaint the endoscopy room at the earliest practicable opportunity.
3. Complete any required actions to ensure the next JAG reaccreditation process is once again successful.

## Response from the provider

"Thank you for taking the time to visit the LivingCare endoscopy service here in Pontefract. The report reflects well, and we are glad your visit showed that too – we have a great team at Northgate surgery and are proud of the services that we run and the nursing team that work so hard to provide safe and effective care to our patients."

Sarah Williams RGN BSC PGDIP, Director of Patient Safety and Clinical Effectiveness

## Disclaimer

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



I was referred here to receive a gastroscopy on the NHS. I am not registered with this practice but it seems like a well run surgery. The staff who enabled my gastroscopy (LivingCare) were second to none – professional, caring and efficient. The nurse who assessed me and 'checked me in' was lovely, as were the doctors and nurses in the procedure room. I would have no recommendation in recommending this surgery for anyone undergoing this procedure – you will be well looked after.



Five-star review left on [www.nhs.uk](http://www.nhs.uk) posted on 8 April 2022 following a visit in April 2022



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