



# The Hub Report January 2022

**healthwatch**  
Kingston upon Hull

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# 1. Background

From February 2021, Healthwatch Kingston upon Hull and CityCare started planning on how we could work together to develop a 'Meet and Greet' service at one of their community hubs, the Orchard Park Health Centre.

We agreed that the 'Meet and Greet' service would involve Healthwatch being placed in the foyer where we would gather experiences of and provide practical support to those who visit and use services within the Centre. We determined from analysing our ongoing and up-and-coming projects that we would be able to provide the service three days a week, Monday to Wednesdays, 10 AM to 2 PM.

To ensure the continual development and success of the service, we agreed a three-month trial would run from 6<sup>th</sup> September to 13<sup>th</sup> December 2021 to determine viability to expand the service to include further days at the Orchard Park Health Centre and potentially a similar service being delivered across other community hubs throughout Hull too.

## Who are CityCare?

CityCare provide advice, investment, development and estate management services and work with public sector providers and commissioners to deliver a more integrated Health and Social Care delivery system and a fully utilised, fit for purpose estate to support it.

Over the last ten years, CityCare has worked in partnership with the NHS and the Local Authority to create community hubs placed within the heart of neighbourhoods containing the practices and services needed by the local population.

In ten years, the partnership has:

- Relocated 36 GP practices into 12 modern, purpose-built facilities;
- Put £234m back into the local economy through a 'look local first' attitude to procurement;
- Vastly improved service access for local people;
- Encouraged collaboration across the public sector;
- Improved working environments for health professionals;
- Played an integral part in the city's regeneration;

The facilities provided within community hubs; such as the Orchard Park Health Centre, currently serve 70% of the city's residents and house over 100 different health and community services.

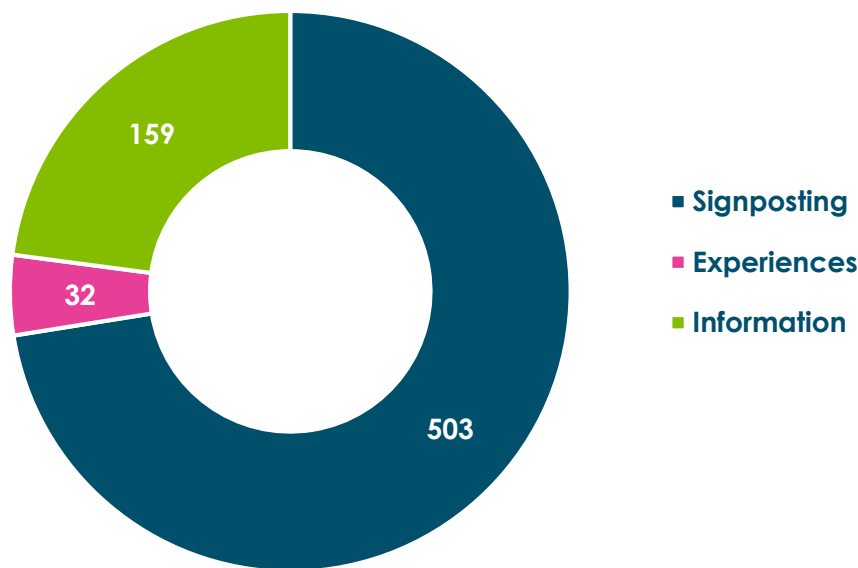
## 2. Engagement Information

Between September and December 2021, Healthwatch Kingston upon Hull engaged with 547 visitors of the Orchard Park Health Centre.

The total reasons for engagement came to 694 as some visitors approached Healthwatch for more than a single reason.

From our engagement, we found that 503 (72%) were signposting queries, 159 (23%) were information and / or advice requests and a further 32 (5%) were to provide feedback about local services.

### Reasons for Engagement



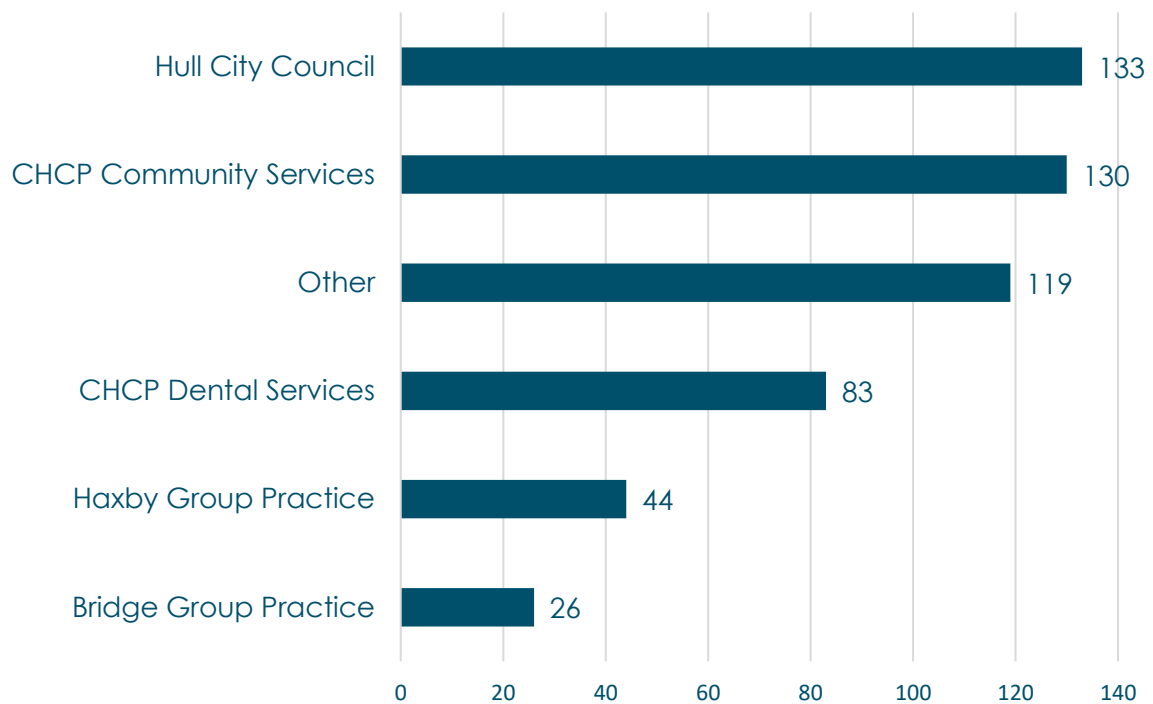
**Out of the 503 signposting queries, we found this broke down to:**

- 133 (26.4%) for Hull City Council services
- 122 (24.3%) for CHCP Community Services
- 117 (23.2%) for 'Other' queries
- 67 (13.3%) for CHCP Dental services
- 39 (7.8%) for Haxby Group Practice
- 25 (5%) for to Bridge Group Practice

107 (91.5%) of 'Other' queries were due to patients coming to Orchard Park Health Centre instead of Orchard 2000 Medical Centre for their COVID-19 vaccine.

When broken down to a service level, Healthwatch found from combining the statistics for signposting (503) and experiences (32) that services provided by Hull City Council were the most common reason for visitors to speak to us.

## Total Engagement (By Service)



Between September and December 2021, Healthwatch provided information / advice to 159 visitors.

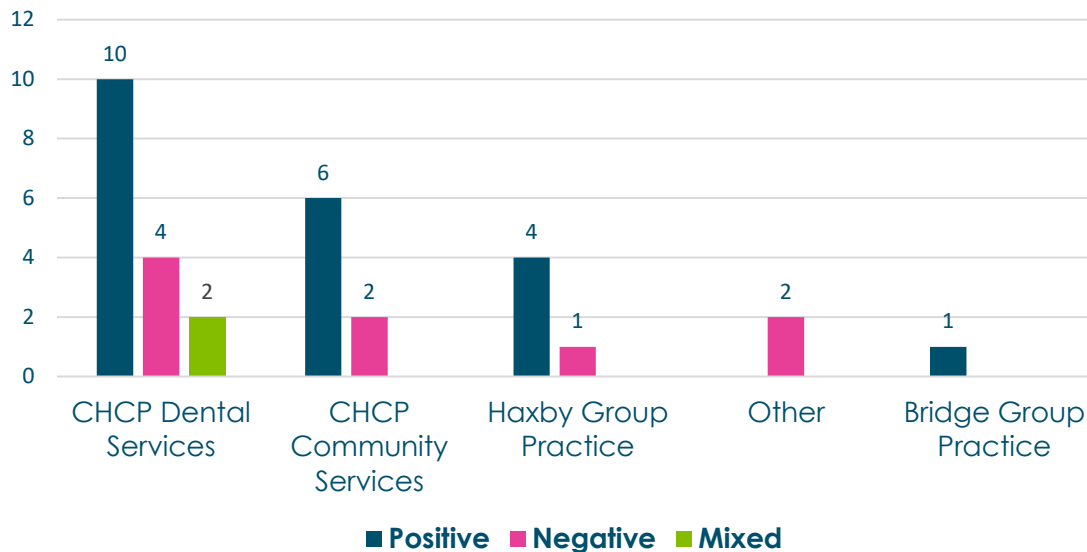
### The information / advice we provided related to:

- Where to find lateral flow tests, face masks and food waste bags
- How visitors could access support from Hull City Council
- Service times and contact details for services
- Where the toilets, lifts, food bank / arts and crafts could be located
- Directions to services located outside of the centre
- How patients could register with a GP surgery
- Where mobility scooter / bike could be safely parked (within the centre)

### 3. Experiences Received

From the 547 visitors we engaged with, we heard 32 experiences of local Health and Social Care services. We found that the sentiment of these experiences were 21 (65.6%) positive, 9 (28.1%) negative and 2 (6.3%) a mixture of the two.

#### Experiences Received (Services)



#### Experiences Healthwatch Received

Service Name	CHCP Community Services
Sentiment	Positive
Experience	The staff are really wonderful and have good communication skills as I was provided with clear but concise information.
Service Name	CHCP Community Services
Sentiment	Positive
Experience	Staff were really friendly and helpful, fantastic service, know what to expect going forward and how to manage wound.
Service Name	CHCP Community Services
Sentiment	Positive
Experience	When I arrived there was no wait, the podiatrist was very thorough and informative; they also interacted with my child in a manner that was very child friendly and supportive.

Service Name	CHCP Community Services
Sentiment	Positive
Experience	Patient said experience was much better than other clinics that she had been sent to at other health centres. She now has a number of appointments booked and feels much happier to see the same nurses at the Orchard.

Service Name	CHCP Community Services
Sentiment	Positive
Experience	Patient said experience was very good, staff were pleasant and helpful

Service Name	CHCP Community Services
Sentiment	Positive
Experience	CHCP Staff are really professional and friendly, they provided all the information and advice that we needed. Signposting within the building could be more adequate however as not sure where to go on arrival.

Service Name	CHCP Community Services
Sentiment	Negative
Experience	Patient explained they had been waiting for a chiropody appointment for five months and has sent photos and his wife was also waiting for an appointment. He is a diabetic and felt his ailment was not being taken seriously.

Service Name	CHCP Community Services
Sentiment	Negative
Experience	Four patients had appointments with CHCP at 1 PM and was unsure whether their appointments were going ahead as the reception was closed. Signage in the building said their reception was shut between 12 - 1 PM however the reception did not reopen until after 1:15 PM.

Service Name	CHCP Dental
Sentiment	Positive
Experience	Staff were really wonderful with child, really friendly and engaged with child in a manner which was age appropriate and allowed them to understand what treatment involved

Service Name	CHCP Dental
Sentiment	Positive
Experience	Dentists are very good, lovely staff, good communication, needs have been met and know what to expect going forward

Service Name	CHCP Dental
Sentiment	Positive
Experience	The staff are friendly, informative and deliver information in a way that is easy to understand. I know what to expect going forward which helps as I am incredibly anxious when it comes to visiting the dentist.

Service Name	CHCP Dental
Sentiment	Positive
Experience	Very informative, answered all questions without even having to ask, very approachable and friendly staff, nothing could have been done better.

Service Name	CHCP Dental
Sentiment	Positive
Experience	Lovely service provided, carer was very happy with how staff treat her disabled relative.

Service Name	CHCP Dental
Sentiment	Positive
Experience	Service was fantastic, made patient feel calm as he can find it difficult due to his learning difficulty. The dentist was very pleasant and considerate.

Service Name	CHCP Dental
Sentiment	Positive
Experience	Staff were very friendly and helpful, explained everything in easy to understand language and was respectful of patients disability

Service Name	CHCP Dental
Sentiment	Positive
Experience	Staff were really friendly and efficient. Patient has learning difficulties and everything was explained as best possible for her to understand.

Service Name	CHCP Dental
Sentiment	Positive
Experience	Patient has learning difficulties, COVID-19 safety measures were explained, seen on time, happy with treatment and attitude from staff and overall experience.



Service Name	CHCP Dental
Sentiment	Positive
Experience	Staff were really lovely, I haven't been to the dentist in ten years and they were really nice, took breaks to help ease my anxiety.

Service Name	CHCP Dental
Sentiment	Mixture
Experience	Fantastic attitude from staff, the layout of the dentist was perfect for her disabled child and it was quiet so met his sensory needs. There is a lack of Makaton / Braille in the building which would make navigation difficult if someone did not have support.

Service Name	CHCP Dental
Sentiment	Mixture
Experience	<p>Patient contacted CHCP for dental appointment, it took two hours before being able to get through, she has learning difficulties and struggled to understand COVID-19 message on telephone.</p> <p>She received a call back and voicemail to advise about next-day appointment however almost did not pick this up, would have been better to receive more than one call. Was not advised that the appointment was just an assessment and she would have to wait for further treatment until after she arrived for the appointment.</p> <p>Staff were very friendly and helpful, she was happy with the overall appointment experience.</p>

Service Name	CHCP Dental
Sentiment	Negative
Experience	Patient had waited for dental appointment to find out on the day they were too large for the CHCP's chairs and had to wait longer for treatment as they needed to be referred to Castle Hill.

Service Name	CHCP Dental
Sentiment	Negative
Experience	Having to have multiple appointments to get teeth issues fixed, had multiple teeth removed over the last few years however can only take two at a time. When arriving having to call reception to let them know I've arrived and by the time they answer I'm late for my appointment.

Service Name	CHCP Dental
Sentiment	Negative
Experience	Appointment was cancelled last minute as patient was on the way to Orchard due to staff shortages. New appointment made for three weeks' time.
Service Name	CHCP Dental
Sentiment	Negative
Experience	Wasn't aware appointment had been changed location; another appointment had to be made for check-up
Service Name	Haxby Group Practice
Sentiment	Positive
Experience	Patient saw a lovely new doctor who was pleasant and polite. She enjoyed her time with the doctor and found the surgery always provides a good service with helpful receptionists.
Service Name	Haxby Group Practice
Sentiment	Positive
Experience	10/10 service provided, GP was very pleasant. Made appointment yesterday and was quickly booked in today, almost no waiting time after arriving for appointment.
Service Name	Haxby Group Practice
Sentiment	Positive
Experience	New doctor at practice is wonderful with patients. Really helpful and always listens to patients.
Service Name	Haxby Group Practice
Sentiment	Positive
Experience	I couldn't get through into see Haxby in Kingswood and so I had an appointment booked at Orchard Park. I saw a nurse and spoke to her about how I've been feeling; later that day a doctor from Orchard Park called me up and said that he's heard about how I've been feeling and wants to make sure I'm doing okay. He said he wanted to arrange a blood test to be on the safe-side and he scheduled it in that week. I've now got a follow up appointment in three weeks and I couldn't be happier with the level of service I was provided.

Service Name	Haxby Group Practice
Sentiment	Negative
Experience	Carer has had problem trying to get prescription from pharmacy, has had difficulties getting appointment with GP and found there has been issues with communication between their GP and pharmacy.
Service Name	Bridge Group Practice
Sentiment	Positive
Experience	Really quick and simple appointment, arrived, was immediately seen by nurse, bloods taken and knew what to expect afterwards. The service could not have been any more efficient.
Service Name	CAMHS and SEND
Sentiment	Negative
Experience	Advised Grandson was Autistic and has issues with CAMS and SEND services. Has a lot of issues with structured visits as not given a time slot so grandson cannot prepare for visits and has behavioural issues when visits occur. Has issues with wheelchair technicians due to not fitting parts needed such as foot plates and delays in getting wheelchair repaired.
Service Name	Avenues Medical Centre
Sentiment	Negative
Experience	Patient was advised to come to Orchard Centre for flu vaccine by their GP at the Avenues Medical Centre but wasn't able to get the vaccine.

## 4. Observations

As part of the Healthwatch remit, we also look at how services could be improved from a lay-person perspective. Healthwatch found during our time at the Orchard Park Health Centre that the following actions may improve visitor experience:

- To review signage and develop signage which stands out. Some signage in the building has a white background and is mounted against a white wall, making it difficult to read.
- To provide signage in alternative formats; such as Easy-Read (Pictorial), Audio and Braille.
- To make signage for lifts more prominent and to review lifts as they have broken down several times.
- To maintain noticeboards, they have become cluttered and important information is difficult to distinguish.
- To install signposts on the ground-floor so visitors can be more easily directed to services in the building.
- To install a list of service times at each entrance as visitors have attempted to access services when they have been closed.
- To place signage (pop-up or permanent) for community services such as the food bank and arts and crafts service; so those needing these services can find them more easily.
- To look into changing the speed of escalators. There has been instances where older individuals and those with physical impairments have attempted to use them and struggled.
- To remove the arrows placed on the floor leading away from Boots pharmacy. These presented as a problem for an individual with learning difficulties as they were unable to understand they could go into the pharmacy.
- To have a dedicated on-site mental first aider. Healthwatch was made aware a visitor had expressed feeling suicidal however there was no-one equipped to offer immediate support.

In-addition to the above, we also identified that sound from rainfall on the roof can be overwhelming and may be overstimulating for those with sensory issues. Considering the resources required, we have not put any actions to resolve this but believe it is important to highlight nonetheless.

## 5. CityCare Feedback

To understand the impact of the 'Meet and Greet' service, we asked City Care and tenants whether they had any information or feedback to highlight the benefit of the service.

**Following the end of the project, CityCare provided the following statement:**

“Healthwatch have provided a great deal of support for not only the patients visiting our health centre, but also our tenants. We have had a great deal of positive comments and also some fantastic comments on areas for improvement, which we very pleased to now be progressing with.

We would never have been able to get the patients opinions and feedback the way we have if it wasn't for Healthwatch being on site, so a big thank you to them for allowing us to benefit from the service they provide.

From the feedback, we heard that the signage across The Orchard Centre was unclear and didn't stand out enough for patients when visiting the health centre

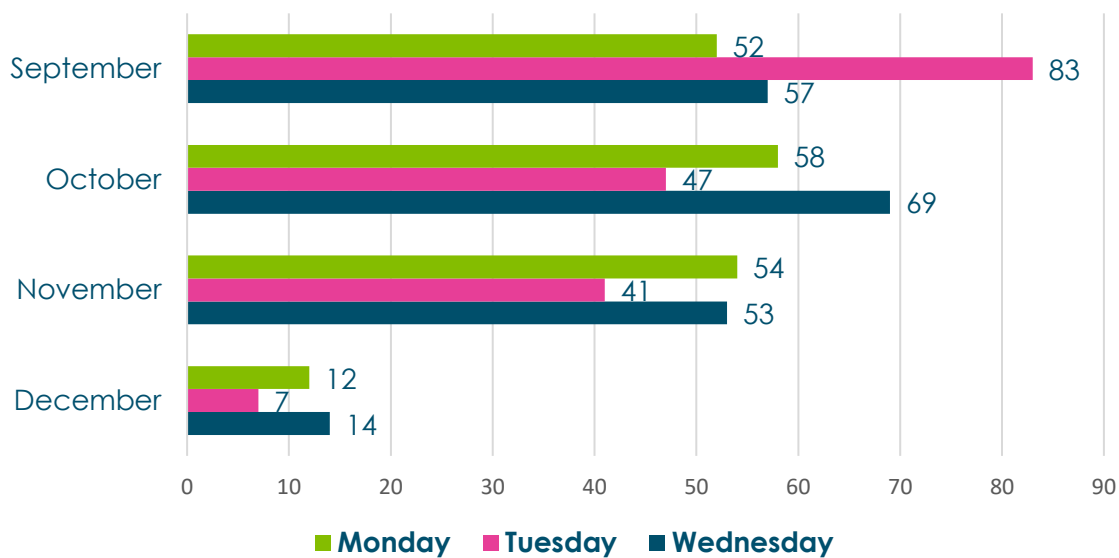
From this feedback, we now have a whole new design of the signage which we will be installing in the New Year. We have made it much more colourful and brighter and are changing the areas where it is installed so that it stands out as much as possible. If it wasn't for the feedback from Healthwatch, we wouldn't have known about these issues and therefore be able to make things better and easier for the building users.”

## 6. Overall Findings

Between September and December 2021, Healthwatch engaged with 547 visitors at the Orchard Park Health Centre.

From the data collected, we found that we received the most enquiries from visitors on Wednesdays with a total of 193 (35.3%), followed by Tuesday with 178 (33.5%) and Monday with 176 (32.2%).

### Amount of Enquiries (Month)



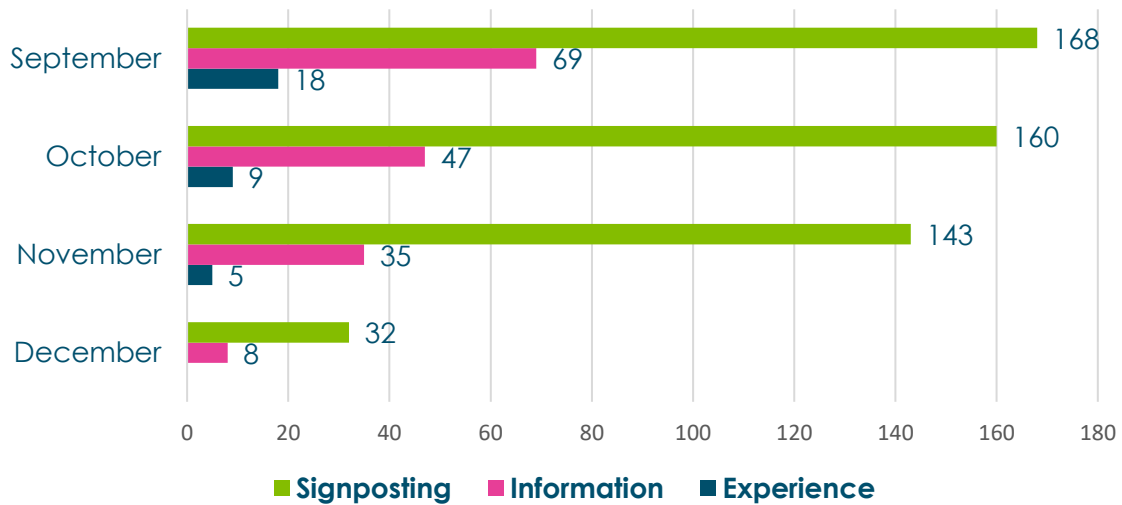
From the information we've collected, we found that September was the most active month for the 'Meet and Greet' service as we engaged with 192 visitors.

From our observations, we noted as COVID-19 infection rates were increasing and seasonal weather took hold, there was a gradual decline in the number of visitors attending the building and accessing the service.

Even though Healthwatch engaged with 547 visitors, the total reasons for engagement came to 694 as some visitors approached Healthwatch for more than a single reason.

In September, we also recorded the highest number of reasons for engagement with a total of 255 (36.8%).

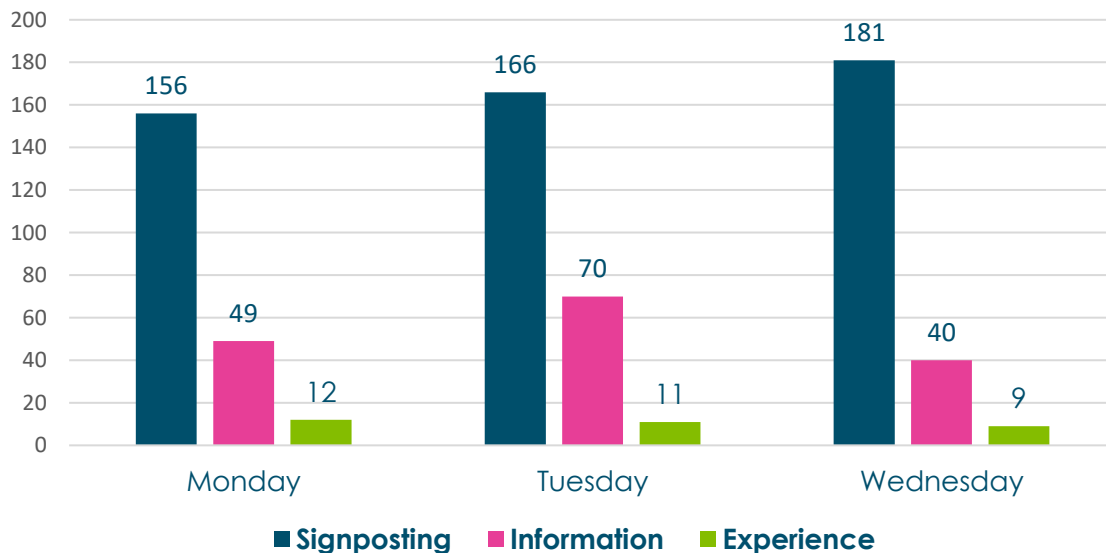
## Reasons for Engagement (Month)



When we looked into the reasons for engagement in finer detail. Healthwatch found the following:

- We received more experiences on Mondays
- We provided more information / advice on Tuesdays
- We signposted more visitors on Wednesdays

## Reasons for Engagement (Day)







## 7. Conclusion

Between September and December 2021, Healthwatch Kingston upon Hull attended the Orchard Park Health Centre to provide a 'Meet and Greet' service to visitors on a Monday to Wednesday basis, 10 AM – 2 PM.

By the end of the project, Healthwatch provided the service on 42 separate days and engaged with 547 visitors. From this engagement, we provided signposting 503 times, information to visitors 159 times and gathered visitors' experiences of local services 32 times.

We also attended two meetings with City Care and Tenants to provide updates and information to them regarding the project and to ask for their support in directing visitors to our service to provide feedback about their experiences.

Healthwatch identified a total of 10 actions we felt would improve the visitor experience and assist visitors to more easily access the services they need. We also highlighted one concern relating to the design of the building which may cause sensory issues to some individuals.

CityCare advised they had taken on board the improvements we identified and were in the process of reviewing and implementing solutions. They also acknowledged the concern we highlighted with the building design.

We found Wednesday was most commonly the busiest day for the service as we engaged with a total of 193 visitors on this day, throughout the entire project. This compared to 178 on Tuesdays and 176 on Mondays.

Healthwatch also identified that there was a gradual decline in visitors from September to December 2021 as COVID-19 rates increased and seasonal weather took hold.

Following the end of the project, Healthwatch was informed by City Care that they were satisfied with the delivery of the project and found benefits of having the 'Meet and Greet' service at the Orchard Park Health Centre.

## 8. Next Steps

As the success of the pilot was of the utmost importance to Healthwatch, we thought it would be best to have a member of our Executive Team dedicated to the project throughout the pilot period.

This person was responsible for:

- Developing and training Volunteers specifically to meet the standards expected of any professional at the Orchard Park Health Centre.
- Creating marketing information to promote the 'Meet and Greet' service.
- Being onsite during the pilot to ensure smooth running and accountability.
- Attending meetings with CityCare and their tenants and feeding back on the progress of the pilot.
- Analysing and presenting data on a monthly basis to CityCare in summary reports.

Providing this on a continual basis would be resource-intensive for Healthwatch; whose duties and primary focus is to fulfil our statutory and contractual obligations and activities. As our Executive Team consists of members with varying specialities; it is important that each member is available and involved in our core functions.

From the information we gathered and data presented in this report; Healthwatch believes there is a benefit to a 'Meet and Greet' service at the Orchard Park Health Centre. However, we believe there may be several models which suitability fit within the needs of CityCare and their tenants.

### 1. A Volunteer Led Model

A Volunteer Led Model would provide CityCare with engagement support and richness through having a variety of individuals, from differing backgrounds and communities, bringing their knowledge and experience to the Orchard Park Health Centre and the tenants therein.

This type of model needs opportunity and consistency however and from our experience of delivering the 'Meet and Greet' service, we identified there can be occasions where footfall within the centre is significantly low.

We would suggest if such a model was used, it should be adapted and alternative uses for the 'Meet and Greet' service should be explored to

ensure consistency and to maximise the benefit to the Volunteers who get involved.

A Volunteer Led Model does have other challenges due to the legal knowledge required and the effective systems, processes and training needed to maintain a Volunteer service. For example, Volunteers have to operate on a commitment-free basis, so they do not have to abide by normal protocols such as providing advance notice of absences should they be unable or unfit to attend. This means contingency plans should be in place to cover potential gaps and to ensure resilience.

Healthwatch Kingston upon Hull and our Contract Holder – Hull Community and Voluntary Services (CVS) are experts in Volunteer initiatives and would be capable of developing a Volunteer Led Model that is sustainable for CityCare and their tenants. This would include support and guidance with Volunteer training, advice on policies and procedures for Volunteer management and assistance with Volunteer recruitment.

## **2. A Reception Model**

There were instances throughout the pilot where staff within the Orchard Park Health Centre enquired whether we were able to handle information pertaining to specific individuals and pass it to them once they've made themselves known to us; this was something we were unable to do in the capacity with which we were there.

We believe a Reception Model could be a viable option depending on footfall and the needs of tenants. This model may also ease pressures faced by tenants and simplify customer experience as aspects of face-to-face engagement could be delivered by a single reception rather than individual services. This could include:

- Handling the booking and / or check-in of appointments.
- Developing and managing front-facing projects and reports; such as surveys on behalf of CityCare and tenants.
- Handling raised issues and specific scenarios; such as assisting individuals who may present as distressed or with additional needs to achieve best outcomes.
- Ensuring visitors journey are streamlined and their experience / satisfaction maximised.

There may also be added benefits by developing and integrating an experience capture and development process within a Reception Model as this could enhance visitor journeys and the service provided by CityCare community hubs and their tenants.

Encouraging and receiving feedback from visitors and service users is vital to understanding what is working well and where improvements could be made as well as highlighting the impact each community hub has. It also will assist CityCare and tenants in identifying the ever-changing needs of the community each hub serves and it will be more apparent where new services could bring added benefit the local area.

Developing methods of data collection and experience gathering processes with demonstrable outcomes is what Healthwatch does regularly. Our knowledge and experience would bring considerable benefit to CityCare should they wish to develop a model into new and existing reception services incorporating the above.

### **3. A Flexi Model**

With the correct data collection and analytical tools in place; it is possible with enough information in-advance from tenants to forecast the minimum amount of footfall expected on a daily basis.

Therefore, depending on this data, it is viable that a Flexi Model could be developed and managed across community hubs so a representative for CityCare and their tenants is front-of-house at suitable times of the day, as and when needed; who could also be responsible for other duties outside of these times.

Potentially, this could include aspects of Volunteer Led and Reception Models to maximise impact and benefit whilst minimising staff use and cost. The responsibility for maintaining this model could be held by CityCare or be given to another organisation who could provide coverage for the times needed rather than requiring CityCare to resource and manage.