

# Enter and View Report

Homerton University Hospital Sexual Health services  
Clifden Centre and Ivy Centre



*“Easy to book, called Friday and was offered Tuesday appointment.”  
Ivy Centre”*

*“Today's appointment was booked for me by the doctor directly. He knows I struggle with online booking. The reception team is always kind and helpful.” Clifden Centre*

**healthwatch**  
Hackney

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Visit Details	
<b>Service Visited</b>	Homerton University Hospital Sexual Health Services Clifden Centre and Ivy Centre
<b>Manager</b>	Krishan Crawford Singh
<b>Date &amp; Time of Visits</b>	27 <sup>th</sup> April 2022 12:30 - 3PM
<b>Authorised Representatives</b>	Vernita Dauda, Deborah Cohen
<b>Lead Representative</b>	Catherine Perez Phillips, Kanariya Yuseinova

## 1. Visit Background

### 1.1 What is Enter and View?

Part of the local Healthwatch programme is to undertake ‘Enter and View’ visits.

Mandated by the Health and Social Care Act 2012, the visits enable trained Healthwatch staff and volunteers (Authorised Representatives) to visit health and care services - such as hospitals, care homes, GP practices, dental surgeries 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.

During the visits we observe service delivery and talk with service users, their families and carers. We also engage with management and staff. The aim is to get an impartial view of how the service is operated and being experienced.

Following the visits, our official ‘Enter and View Report’, shared with the service provider, local commissioners and regulators outlines what has worked well, and gives recommendations on what could have worked better. All reports are available to view on our website.

### **1.1.1 Safeguarding**

Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with 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 Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

### **1.2 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 service users and staff, only an account of what was observed and contributed at the time.

### **1.3 Methodology**

We notified the service five days prior to the visit, as well as sent them leaflets to notify the patients about our arrival.

On the day of the visit, we called-out through our website and social media for anyone who wanted to share their views on these services.

Two volunteers have also reviewed the service website and checked on the amount and quality of information available. Volunteers also checked on accessibility of the website.

### **1.4 Acknowledgements**

Healthwatch Hackney would like to thank the service provider, staff and service users for their contribution and hospitality in enabling this Enter and View visit to take place. We would also like to thank our Authorised Representatives, who assisted us in conducting the visit and putting together this report.

Two Enter and View Authorised Representatives and two staff members attended the visits. The Authorised Representatives spoke to residents, visitors and staff. Suggestions have been made on how to improve the service and good practice has been highlighted.

## 2. About this Visit

### 2.1 The service

#### Clifden Centre and Ivy Centre

On 27<sup>th</sup> of April 2022 we visited both Hackney sites of the Homerton Sexual Health services - Clifden Centre and Ivy Centre.

Both centres provide services and support with Sexually transmitted infections (STIs), range of contraceptive methods, HIV prevention, termination referrals, cervical smear tests, and **information on a wide range of issues** including weight management, menopause, breast awareness, and bladder problems. **Sexual Health London (SHL)** provide postal kits for home testing of sexually transmitted infections (STIs) and also offer some contraception services. More information can be found here: <https://www.shl.uk/>

### 2.2 Online Feedback

Both centres' [review pages](#) contain largely positive feedback - the average rating given is 4.1/ 5 for [Ivy Centre](#) and 4.2/5 for [Clifden Centre](#).

On 20<sup>th</sup> of September 2022 we held Information Exchange meeting on Let's talk about sex and how to stay sex.

Our guest speakers were Rebecca Flynn, Interim Outreach Lead Nurse at Homerton University Hospital and Peter Bampton, Head of Prevention and Testing at Positive East.

Both speakers provided information about:

- What is Sexual Reproductive Health (SRH)
- Sexually Transmitted Infections (STIs)
- Different contraception methods and how to avoid unintended pregnancy
- The benefits of screening
- What local support is available and how to access it

You can watch the recordings of the meeting on our Youtube Channel [HERE](#).  
<https://www.youtube.com/watch?v=WSEb8-SpvOE&t=12s>

### 2.3 Purpose of the Visit

Enter and View visits enable Healthwatch Hackney to form an objective view of how the services operate and how services are experienced by users and carers.

We visited both Clifden Centre and Ivy Centre to:

- Get patients' feedback on the care and support they receive from the sexual health services
- Talk to staff members about their experience of working at the Ivy Centre
- Observe the physical environment of the service
- Compile a report highlighting good practices and recommendations for improvement.

Our decision to visit was influenced by the following factors:

- Routine comments and feedback from patients to Healthwatch Hackney
- Healthwatch Hackney's priority to review sexual health service provision within the borough

### 3. Summary of Findings

During both visits, we spoke with 30 service users (9 from Ivy Centre and 21 from Clifden Centre), and the Deputy Operation Manager of Ivy Centre. Additionally, staff members of the Clifden Centre completed a questionnaire.

The Authorised Representatives made the following notes and observations:

- On arrival, Authorised Representatives were warmly welcomed by the reception team and were reminded that they should wear face covering at all times.
- All staff were polite and helpful throughout the visits.
- We were able to access all areas, and engage with residents, visitors and staff as appropriate.
- The Enter and View visit posters were clearly displayed in the waiting area of both centres.

#### Covid-19 and visiting

##### Notes

- Visits for both services take place only with a booked appointment.
- On arrival, visitors are required to wear face mask and were given one if the patient does not have it.
- Receptionists were not wearing a face covering; however, they were keeping a distance behind the screen glass.
- Hand sanitiser stations were present throughout the home.
- Both centres' waiting areas had chairs placed well apart.

#### General Environment and accessibility

##### Notes

- Both centres had automated doors and accessible entrances as well as a wheelchair ramp and handlebars, making them suitable for those with physical disabilities.
- Both centres had a low counter to assist patients in a wheelchair.
- Ivy Centre had an induction/ hearing loop to support patients who are hard of hearing. However, we did not see one at Clifden Centre.
- Both centres had accessible toilets.
- Both centres had baby changing facilities on site.
- Both centres were secure, requiring a buzzer press at either entrance.
- Both centres had wide corridors and we observed no obstructions.
- During the visits, both centres appeared to be clean and tidy.
- Both centres are single floor based and had no accessibility issues.

- Toilets of both services were easily accessible on the same floor.
- Both centres had fire alarms and fire extinguishers on site.

### **Ivy Centre**

- The Centre had first-aid kits in the waiting area and a defibrillator in the security lodge
- We saw one of the consultation rooms which was large and spacious. However, the curtain around the examination couch could be better placed to make best use of the space.
- The waiting area has a height, weight and blood pressure machine in a private area for patients to use prior to their appointment.

### **Clifden Centre**

- The waiting area was recently refurbished, and several patients expressed satisfaction with the layout.

## **Access to services (booking appointment)**

### **Notes**

- Most service users of both sites expressed satisfaction with the appointment booking system and the timeliness of the available slots.
- Most service users of both sites were seen within two days or a week of booking their appointment.
- Patients of both sites mentioned they would like the service to bring back walk-ins as a more convenient way of accessing the service.
- For many service users of both centres, booking appointment over the phone was not an issue. However, a few patients spoke about unanswered calls or had concerns over the long ringing time for the phones.

However:

### **Clifden Centre**

- Some patients told us that online bookings are confusing, and a problem for them. They wished there was more clarity on the website.
- Other patients told us that they find the online booking system easy and efficient. However, this was difficult for others who needed to ask for specific types of appointments that are not an option when booking online.
- Some patients told us they would like to be given the option on how they want to be screened and not to have this offered only as an at-home test kit.



## Ivy Centre

- Some of the patients expressed concerns about the booking system, with a desire for walk-in services to be reintroduced and frustration over the online booking system.

## Patient care, dignity and support

### Notes

- Patients of both centres reported overall positive experience with the service.
- Service users of both sites felt well respected by the teams.
- A broad majority of service users find doctors to be empathetic, polite and caring.
- Patients of both centres felt well informed about their condition and comfortable asking consultants/doctors further questions if needed.
- Service users of both sites felt listened to and cared for by the professionals and reception staff.
- Service users of both centres felt confident and comfortable asking further questions during consultations. Most service users also reported trust towards the professionals.
- Most service users were seen within two days or a week of booking their appointment.
- **Clifden Centre:** Patients who had English as their second language told us they felt supported by the doctors and other professionals if language was a barrier.
- **Ivy Centre:** There are notices up asking if people want a chaperone, and people should be asked each time they are examined.

## Feedback and Complaints

### Notes

- Ivy Centre had Complaints procedure displayed on the Centre bulletin in the reception area.
- Clifden Centre had rotated information on the TV screen encouraging patients to feedback on their experience.

## Signposting and information

### Notes

- **Clifden Centre:** On the day of the visits, there was limited hard copy signposting information displayed on the waiting area. There were two TV screens used to display different messages for patients. One was placed right next to the reception and displays different messages about the service opening times, access to services, waiting time to be seen, confidentiality information and other signposting information. The other screen was placed at the inside of the waiting area and was turned off.  
  
Signposting information about domestic violence was available at the back of the toilet door.
- **Ivy Centre:** Up-to-date signposting information for other health needs was available and well-advertised.

## Services website review

- Information about both services is available on the Homerton [Healthcare NHS Foundation Trust](#) website, under [Our Services/Sexual Health](#)
- We looked at the accessibility tools and the information available on the website.
- We also made calls to both services to check on how responsive are the services.

## Covid-19 and Visiting

- The website has clear message about the ongoing pandemic related restrictions and signposts people to book their appointment in advance.
- *“To ensure social distancing, we are unable to operate a walk-in clinic at the moment. Access to our clinics is by appointment only.”*

## General overview and accessibility

The [Healthcare NHS Foundation Trust](#) website provides full accessibility through the Accessible software - Accessibility Guide. It allows users to change text size, contrast, and provides accessibility symbols for easier navigation.

The website has a search bar which enables users to search for information using a keyword.

The website is also accessible on mobile.

## Access to services (booking appointment)

The page gives clear information about how the service can be accessed. It provides quick link to the online booking and promotes the service telephone number.

The Sexual Health page provides information about the different sexual health services and information on how to access them including ordering an online test kit or booking an appointment.

**Our observations:** *Easy process: complete short online consultation; orders assessed same day (within hour according to site); receive test kit or contraception; patient will get text or email when results are ready. There is no information about how confidential this service will be- i.e. about the packaging, it only says that the patient would receive their test kit or contraception "quickly and discreetly".*

**Our observations:**

*When prompt to book an appointment online the website suggests to try after 7pm daily, or phone 020 7683 4103 for urgent matters.*

We also called the number displayed to access the efficiency of the call handling. Two volunteers called the number on different days and times and made records of the results.

Unfortunately, it was not easy to reach out to the service.

### Results from the calls to the Ivy Centre

Date of the call	Time of the call	Outcome of the call
20/06/2022	3:18PM	When you call, you have to pick between two lines (# 1or 2), however, both lines were busy. I pressed 2 and was waiting for 5 minutes until it said the phone line was closed, but the message said the line should be open still (9-4:30). Called again right after- took 3 minutes and 35 seconds to answer.
21/06/2022	10AM	I tried phone line 1 this time and it hung up on me after 6 minutes and 40 seconds. I tried phone line 2 at 10:08 am- they make you listen to the whole recording again before you can press an option, but if you press early (because you have called before), then it repeats the whole message. This second attempt with phone line 2 took less than a minute (50 seconds) to get an answer.

21/06/2022	1:42PM	A design feature that is frustrating- you can't click immediately to where you want to go. After 5 minutes- the said line was closed and redirected me. I recalled and let the message go through without pressing 1 or 2, and it put me on hold. After 5 minutes, the message repeated itself.
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### Results from calling Clifden Centre

Date of the call	Time of the call	Outcome of the call
01/06/2022	9:38am	Rang all the way through but no answer. Phone rang for 3 minutes.
01/06/2022	12:15pm	Phone call was picked up this time, however once the phone was answered, I was on hold for 28 minutes before I could be assisted.
01/06/2022	3:45pm	Call was picked up and I was placed on hold, however, nobody ended up taking my call. Waited on hold for 30 min.

## Patient care, dignity and support

### Accessible Information Standard and Interpreting needs

The page provides information about the [Accessible Information Standard](#) which aims to make sure people with a disability or sensory loss are given the information they can understand and the communication support they need.

However, the page -did not offer information about spoken language interpretation, or a link to Google Translate.

The **Your comfort and dignity** section on the home page says “If you have any other needs during your visit to us, please let any member of staff know”. However, we would suggest that a clear message about the available interpreting support and how to request it is made available.

### Patient confidentiality

We did not find a Confidentiality policy or anything related to patient confidentiality on any of the main sections of the page.

A Confidentiality Code of Conduct was only available when specifically searched for it using the search bar.

## Feedback and Complaints

### General feedback

- The page offers an option for general feedback, asking patients about their experience of booking an appointment and overall experience.  
<https://www.homerton.nhs.uk/shcovid>

### Complaints

- There was no easily available information about complaints. The **Complaints and Concerns Policy** and the **Complaints Service** information is only available when specifically searched using the search bar. However, some of the information on both documents needs updating.

- [The Complaints Service](#) page has a broken link for their formal complaint form.

The page signposts residents to POhWER should they need help or support to make their complaint. However, The Advocacy Project is the organisation to provide the Independent Health Advocacy Service for Hackney since April 2020.

- The [Complaints Service](#) page also provides information about complaints handling and what to expect once a formal complaint is filed.

Suggest HWH and the Charter are also made available on the site.

Suggest How to complain is clearly displayed on their drop-down menu.

## Signposting and information

The website is well presented, clean and tidy.

It provides useful information about the different sexual health clinics and services with the appropriate level of information. This includes an alert for Monkeypox, ordering tests online, access to specialist clinics such as clinics for gay/bi men, people with HIV.

Information is also available about Sexually transmitted infections (STIs), Contraception, HIV prevention.

The website also benefits from Sexual Health Blog which can be a great source of additional useful information. However, this hasn't been updated since June 2021.

### Ivy Centre

#### About the service

- The Ivy Centre offers general sexual health services and has some specialist clinics, such as for menopause and complex contraception.
- On average, the Centre sees 51 patients a day.
- The centre is open from Monday to Friday.

#### The team

- The centre has 3 receptionists on duty at any one time and 7 clinical staff.
- There are normally enough clinicians in the clinic for people to be able to see a clinician of a specific gender.

#### Appointments and wait time

- Each consultation slot is about 20 minutes.
- The wait for appointment in the specialist clinics is 2-3 weeks if they're not busy, otherwise 4-5 weeks.
- General sexual health appointments are released daily online at 7pm for the following day. In most cases, if one calls, they will get an appointment in 3 days
- A Health Visitor attends to minors (<18 years) that contact the Centre

#### Referrals

- The specialist clinics are by referral only from a GP or from the Ivy Centre clinic

#### Patient feedback and complaints handling

- No complaint is ignored no matter how trivial.
- Different people deal with different complaints, depending on the context. For example, a complaint about reception attitude is dealt with by the Service Coordinator.
- Negative patient feedback is followed-up immediately.
- The Ivy Centre staff is involved in mystery shopping 1x/month: a member of the staff secretly calls the Centre to assess the speed at which calls are answered and receptionist attitude.

## **Patient support and confidentiality**

- Professionals are careful to not “only” use first names to call patients, no date of birth was used, and papers were always turned over, so no details were visible.
- Confidentiality was assured to all patients and consent was sought before using interpreting services.
- The centre does not have onsite interpreter service, but arrangements are made upon patient’s request.
- The Centre uses The Big Word for [telephone] interpreting services

## **Discussion with the service provider**

### **Clifden Centre**

#### **About the service**

- The Clifden Centre offers general sexual health services, contraception, LARC, psychosexual and has some specialist clinics such as HIV, PREP appointments, Monkeypox consultations, Monkeypox vaccines. It also runs outreach and open doors service for sex workers.
- The service was unable to give an approximate number of the patient list, however, shared that the lists are growing.
- Clifden Centre is open from Monday to Friday

#### **The team**

- The centre has 3 to 4 receptionists on duty at any one time and from 4 to 6 7 clinical staff.

#### **Appointments and wait time**

- Each consultation slot is about 10/20 minutes.
- Longest waiting time is 7 days depending on urgency following a referral.
- Currently the appointment can be booked by calling the receptionist teams. The service is planning to start offering online appointments again for October and some offer walk-ins or out of hours clinic.
- A Health Visitor attends to minors (<18 years) that contact the Centre

#### **Referrals**

- The specialist clinics are by referral only. General sexual health services can be accessed by self-referral.

### **Patient feedback and complaints handling**

- Complaints are dealt via Pals, complaints and datix system.
- Patients are surveyed on their experience every month while at the centre. There is also an online feedback service.

### **Patient support and confidentiality**

- All staff are aware of the Accessible Information Standard and tailor our service to the patient if they fall in-line with this standard.
- The centre does not have onsite interpreter service, but arrangements are made upon patient's request.
- The Centre uses The Big Word for [telephone] interpreting services.
- Safeguarding issues are dealt with via the Safeguarding Team at Homerton Hospital and learning is discussed with the team at the centre.

### **Any other comments**

- The service is also available from Monday to Friday at John Scott Health Centre.



## Selected patient feedback

### General environment and accessibility

#### How do you find the general environment of the centre?

*“The waiting area is always nice and clean.”* Clifden Centre

*“The waiting room has been painted recently and looks nice.”* Clifden Centre

*“Everyone here looks nice, and kind and the waiting area looks very pleasant.”*  
Clifden Centre

*The environment of the clinic is much better than it was 10 years ago.* Clifden Centre

*I have never been here before. Everyone here looks nice, and kind and the waiting area looks very pleasant.* Clifden Centre

*“The clinic waiting room is spacious and nice.”* Clifden Centre

*“I have never been here before, but it was well signposted and found the place quickly.”* Clifden Centre

### Access to services (booking appointment)

*“In comparison with the Sexual Health Centre attended in South London, the Ivy Centre is best. Booking appointment is easy and prompt and the Ivy Centre app is quick and convenient.”* Ivy Centre

*“May a phone call on Tuesday appointment booked for next day which is highly commendable”.* Ivy Centre

*“Annoying having to book appointment online prefer walk in service.”* Ivy Centre

*“Called and got through easily. 2 days wait for an appointment.”* Ivy Centre

*“Easy to book, called Friday and was offered Tuesday appointment.”* Ivy Centre

*“Booked over the phone, made an appointment within a week.”* Ivy Centre

*“Easy to book an appointment - booked 2 days ago. Came to the Ivy centre rather than the GP because of the availability of appointments (for contraception).”* Ivy Centre

*“Easy to get through on the phone.” Ivy Centre*

Had called his GP and they said he would have to wait 2 weeks for a face-to-face appointment, he came here because it was quicker. Ivy Centre

*“For the last three months, I've been trying to reach out to the service in Stratford as this was the closest to where I live. However, I had no success. Then I called the Clifden Centre yesterday (in an emergency) and was given an appointment for the day after. The receptionist was helpful, and it was easy to reach them on the phone.” Clifden Centre*

*“I booked my appointment yesterday and was able to come and see someone within 24 hours. Very fast and efficient service.” Clifden Centre*

*“I can't walk into the service anymore and in an emergency, I will probably need to visit the A&E. Sometimes it can be difficult to book an appointment as they are quite busy.” Clifden Centre*

*“I book the appointments whenever I feel I need to be seen. I called the service on Friday and was given an appointment for Wednesday. Pretty efficient.” Clifden Centre*

*“It is easy to book an appointment online, quite straight forward process. I was given an appointment after a month.” Clifden Centre*

*“Previously when I tried booking an appointment couple of times but either no one picked up the phone or there were no appointments left.” Clifden Centre*

*“This is the first time I've ever been here. I called the service yesterday because my implant needs to be replaced with a new one. All went well through the phone, and I was given an appointment for today. It was all good and easy.” Clifden Centre*

*“Although I think that I am very techy person, while booking my appointment online, I accidentally booked myself for another location. I realised it quickly, but others may not. Perhaps a bit more clarity and better instructions can be given on the website.” Clifden Centre*

*“When I went on the website to book online, I was given a list of reasons to choose from. For my reason, there was no online booking option, so I called.” Clifden Centre*

### Selected Feedback

*“Good attitude of staff. Impressed that the consultant was very helpful and sensitive by requesting for a female gynaecologist to examine me even though I did not ask and didn't mind”* Ivy Centre

*“The doctors are very clear on treatments, and they let you ask questions.”*  
Clifden Centre

*“I've been using the services for two years (on and off). I am very satisfied with the care received from the professionals. They are extremely helpful and great at following up.”* Clifden Centre

*“The doctors are great. I feel listened to and was greatly reassured by the doctor. I am very satisfied with the care.”* Clifden Centre

*“They always give me enough time and I can ask questions. They explain things well.”* Clifden Centre

*“The entire service is excellent”* Ivy Centre

*“Positive all-round experience”* Ivy Centre

*“Today's appointment was booked for me by the doctor directly. He knows I struggle with online booking. The reception team is always kind and helpful.”*  
Clifden Centre

*“I can't fault the staff. They explain everything very well.”* Clifden Centre

The nurse was very thorough, and she felt listen to. No issues with the reception team. Ivy Centre

*“All doctors are very good and understanding. I feel listened to and well looked after.”* Clifden Centre

*“The team are very helpful. They listen to me and explain the treatments very well.”* Clifden Centre

*“The team are very nice, and I feel very safe. They always ask if I have any questions and then answer them. I don't see the same person but that's not an issue for me.”* Clifden Centre

*“I always have enough time with the doctors, and I feel well supported.”* Clifden Centre

*"I booked my appointment over the phone 2-3 weeks ago. The receptionist was kind and helpful."* Clifden Centre

*"I usually see a different doctor each time but that's fine. They are all very nice and understanding."* Clifden Centre

*"I always have enough time to spend with the doctor and feel listened to."* Clifden Centre

*"The consultation usually runs for 35mins which gives plenty of time for discussion. The sessions are always informative, and the doctors are always helpful. I feel listened to, and I trust the professionals."* Clifden Centre

*"Everyone here is lovely, and I feel respected and listened to."* Clifden Centre

*"The service has improved a lot of the last 20 years. Staff went above and beyond."* Ivy Centre

*"Always positive staff attitude."* Ivy Centre

*"Is his second appointment, had enough time with the clinician, gave him lots of advice and options, and felt comfortable asking questions. Treatment was explained well."* Ivy Centre

## Feedback and Complaints

*"I was never asked to provide feedback about the services before, not that I needed to."* Clifden Centre

*I haven't ever been asked to complete any survey on the service or been asked my opinion on it.* Clifden Centre

## What works well about the service?

*"This is my first visit. I referred myself and booked online. It was very smooth. The reception staff were pleasant."* Clifden Centre

*"I've been coming here for about 1 year. I self-refer and book online or over the phone works well. I get an appointment the next day. The clinic is run very smoothly."* Clifden Centre

*"I've been using the service for around 3 years since I lived in Hackney. It was a walk in but you now have to book. I usually book online - appointments are released at 7pm for the following day. I got one yesterday for today. The*

*reception team are good. I just give my name and don't have to divulge any other information.” Clifden Centre*

### **What does not work well about the service?**

*“Couldn't find the building first time.” Ivy Centre*

*“The wait time on arrival - but it's not too bad” Ivy Centre*

*“Hard to find centre - used Google maps” Ivy Centre*

*“The constant ringing of the phone and no one picking the phone for over an hour.” Ivy Centre*

*“Phone rang a bit longer.” Ivy Centre*

*“Annoying having to book an appointment online, prefer walk-in service.” Ivy Centre*

*“I like to book appointments over the phone. This can take a couple of tries before I get through.” Clifden Centre*

*“I can't walk into the service anymore and in an emergency, I will probably need to visit the A&E. Sometimes it can be difficult to book an appointment as they are quite busy.” Clifden Centre*

*“Previously when I tried booking an appointment couple of times but either no one picked up the phone or there were no appointments left.” Clifden Centre*

*“I booked my appointment online in March and today was the first available. I wish I could be seen sooner, but that's fine. I tried to call them to see if they had any cancellations but couldn't go through.” Clifden Centre*

*“It would be great if appointments are available earlier. It will be also great to know if there are cancellations and if the appointments can be re-scheduled.” Clifden Centre*

*“I find the online booking system a problem. You have to be on the system at 7 pm to have a chance of getting an appointment the following day. It was easier when it was a walk-in clinic. I also don't find it easy to get through on the phone.” Clifden Centre*

*“Booking the appointment took about a week. My GP referred me. She texted me the online booking form, which I couldn't get to work. I then phoned and couldn't get through at first.” Clifden Centre*

*“Sometimes I have to try a couple of times if I am phoning for an appointment. I haven't ever been asked to complete any survey on the service or been asked my opinion on it.” Clifden Centre*

*“I am registered with this service since 2018 but this is the third time I've been coming here. I was last here in Feb 2022. The appointment today was booked for me in advance which was great.” Clifden Centre*

## Recommendations and service user's response and action plan

The Authorised Representatives would like to express thanks for the arrangements to visit the service.

Based on the analysis of all feedback obtained, as well as on the Authorised Representatives observations and the website review, Healthwatch Hackney would like to make the following recommendations.

### Covid-19 and Visiting

We have found no potential areas for improvement.

### General environment and Accessibility

#### Clifden Centre

While there is some signposting to the centre from both entrances of Homerton Hospital, Authorised Representatives were not clear with the entrance for the Clifden Centre and had difficulty in finding the entrance.

Confusion was also caused from the blood centre based just before the Clifden Centre entrance. Many patients were walking into Clifden Centre assuming this is the entrance to the blood centre. We were told by the reception staff that this is an ongoing issue and takes some of the receptionists' time.

We witnessed a frustrated patient who was sent for a blood test but was not clear about where to go. It took some time for the receptionists to allocate the patient and realise that they didn't have her in the system. The patient became even more frustrated and created some disturbance.

- *We recommend more signage outside the building as patients can be easily confused between the Centre and the blood testing facility next door.*

#### **Service Provider's response:**

*We are currently updating our signage to limit the confusion between where sex health patients access the building and phlebotomy patients, our last update of signage is August. The plan is for phlebotomy service to be moved out to another location, so we do have plans to address the issue indefinitely it just takes time to get everything in place.*

**Action by - ASAP**

Clifden Centre has a low counter to support service users on a wheelchair. However, this is placed on the side of the reception which makes the facility difficult to see from the entrance.

- *We recommend that the low counter is considered moving to the entrance of the building so that wheelchair users can have easier access.*

***Service Provider's response:***

*Ensuring our accessibility for all patients is available and easy to use, is something we want to ensure. Therefore, because of this recommendation, I will liaise with our estates team to see how we can improve this and with your suggestion to see the feasibility. We have not received any feedback from patients struggling with such access, so this is valued feedback.*

Supporting patients who are hard of hearing.

- *Clifden Centre to install induction/ hearing loop at the reception area.*

***Service Provider's response:***

*This is something, that we might be able to fix quite quickly - I will need to investigate how to obtain this for the service and if possible, will roll out to all our sites.*

***Action by - 22/2023***

## Ivy Centre

- *A few patients had difficulty finding the Ivy centre  
Our recommendation is to consider more signs to be placed signposting to the centre.*

***Service Provider's response:***

*Already set up a meeting for 6/10/2022 to meet with our Ivy service coordinator to review the site and St Leonards; to see how we can roll out effective signage to deal with this.*

***Action by: We will need to review the site and see what we are permitted to display.***



## General environment

- *We saw one of the consultation rooms at Ivy Centre which was large and spacious. However, if possible suggest the curtain might be better placed so that there is more room around the examination couch.*

***Service Provider's response:***

*The nurse in charge will clinically review the rooms to ensure that the couches are appropriately covered by the curtain.*

***Action by: November 2023***

- *Better use of the space at the waiting area of Clifden Centre to provide further signposting information.*

***Service Provider's response:***

*We are already in discussions to update our information around the Clifden centre to help guide patients with the service they are receiving.*

***Action by: On-going project 2023***

## Access to services (booking an appointment)

- *It is recommended that both services prioritise answering the phone in a timely manner, in order to address patients' concerns about long phone ringing times as well as the result of our mystery shopping.*

***Service Provider's response:***

*Monkeypox and staffing shortages have plagued our teams around the service, hence we have been inundated with calls. We are still not open as a walk-in service; however, we are aiming to offer appointments for all our sites and services online for the 3<sup>rd</sup> of October.*

***Action by: October should improve access in getting an appointment, phone lines should be freed up as a result and we hope staffing issues will be address in the coming months.***

## Patient care, dignity and support

Patients of both sites felt confident and trusted their doctors and other professionals, however,

- *We recommend that Confidentiality policy is easily accessible at the reception and waiting areas as well as made easily available on the website.*

***Service Provider's response:***

*That is completely reasonable, and we will look to see if the trust is fine with us displaying the policy. This is a change we can make quickly.*

***Action by: Aiming for end of October 2022***

- *Information about stigma should be also made easily available due to the nature of the services provided.*

***Service Provider's response:***

*We will need to review with the clinical team and ensure we are displaying information that they have knowledge of in the case it is brought up in consultations. This will be raised with the team in our leadership meetings*

***Action by: Aim for end of 2022***

Patients who had English as their second language felt confident and supported by the professionals about receiving language support should this be needed. However,

- *We recommend that information on the available interpreting services and how to request one is easily accessible at the reception and waiting areas as well as easily available on the website.*

***Service Provider's response:***

*We do have the services available and will ensure information is displayed around the service at all sites that can provide this.*

***Action by: October 2022***

## Feedback and Complaints

There was no information about Complaint handling at Clifden Centre. Therefore,

- We suggest Complaint policy to be made available at the waiting area of the site.

**Service Provider's response:**

This will be displayed clearly.

**Action by: October 2022**

- Complaints policy should be also made available and easily accessible on the website providing clear information of who is the Complaint officer.

**Service Provider's response:**

We cannot provide a name for the complaint officer as the team ranges between several members of staff. We also need to be mindful that patients may be not happy with the outcome of their complaint and may write to that individual instead of the appropriate complaints process.

**Action by: We can update the information on our website. However, due to safety reasons we will not include the name of the complaints officer.**

- Complaint policy should provide information about [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#) - the Independent Health and Care Advocacy Services for Hackney and [Healthwatch Hackney](#) - Hackney's health and care watchdog.

**Service Provider's response:**

Thank you for the information of Healthwatch Hackney. We will certainly make this available for patients.

**Action by: December 2022**

- The Complaints Policy should also provide information about Hackney's [Health and Social Care Complaints Charter](#).

**Service Provider's response:**

Thank you for the information about the [Health and Social Care Complaints Charter](#). We will certainly make this available for patients.

**Action by: December 2022**

- *General feedback form to be made available at the waiting area at both sites to allow service users to feedback on services at their convenience.*

***Service Provider's response:***

*We do provide an online feedback service for all our sites.*

- *The service should increase the timing of the rotated information on the TV screen at Clifden Centre to better comprehend the information.*

***Service Provider's response:***

*Should be a quick fix and we will increase the time.*

***Action by - November 2022***

## **Signposting and information**

- *Patients of both sites could benefit from more information related to additional services such as interpreting support, Complaints Handling and Hackney's Health and Social Care Complaints Charter, Advocacy support etc.*

***Service Provider's response:***

*We will link in further with Healthwatch Hackney to source ideas on how we can ensure this information reaches patients.*

- *Both information screens at Clifden Centre to be kept on ensuring better access to information.*

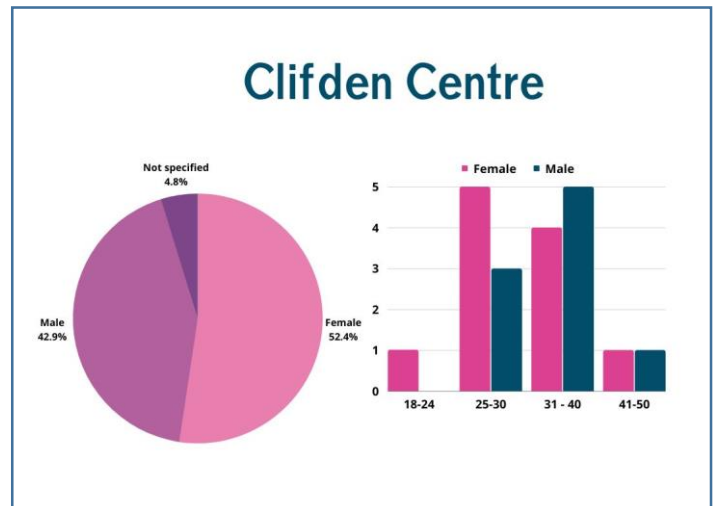
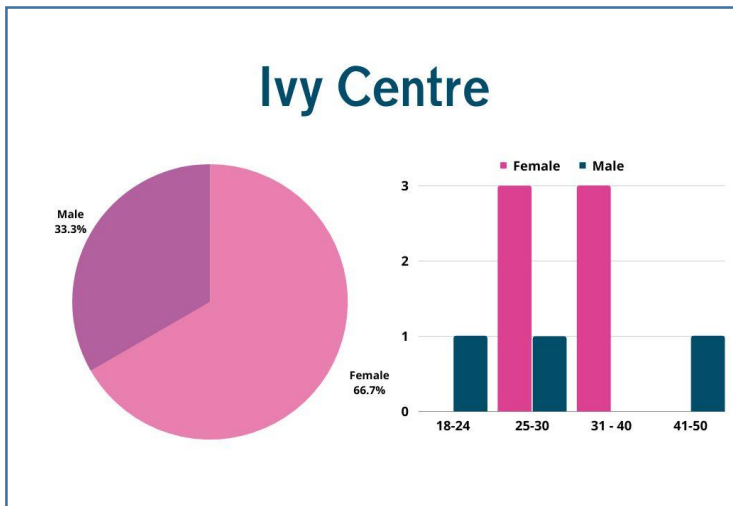
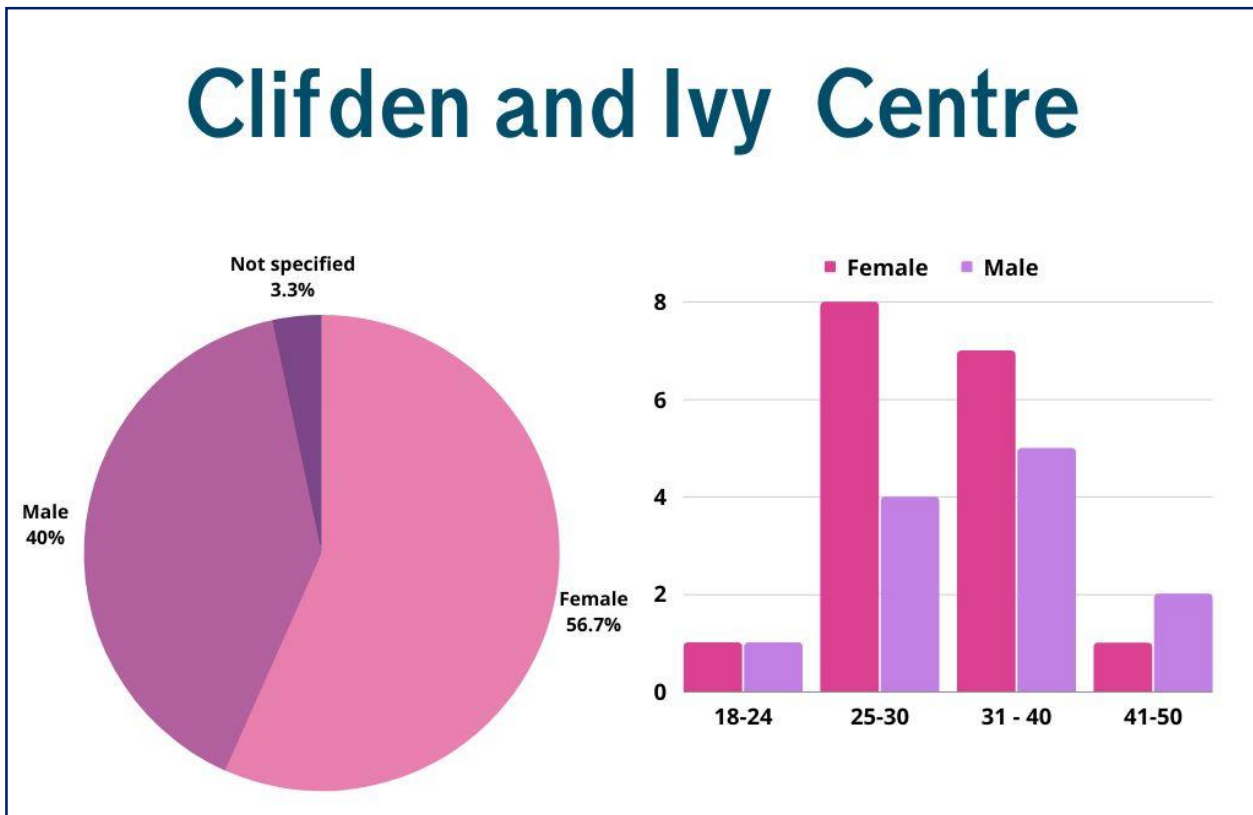
***Service Provider's response:***

*This should be the case will ensure it happens.*

***Action by: 2023***

# Demographics

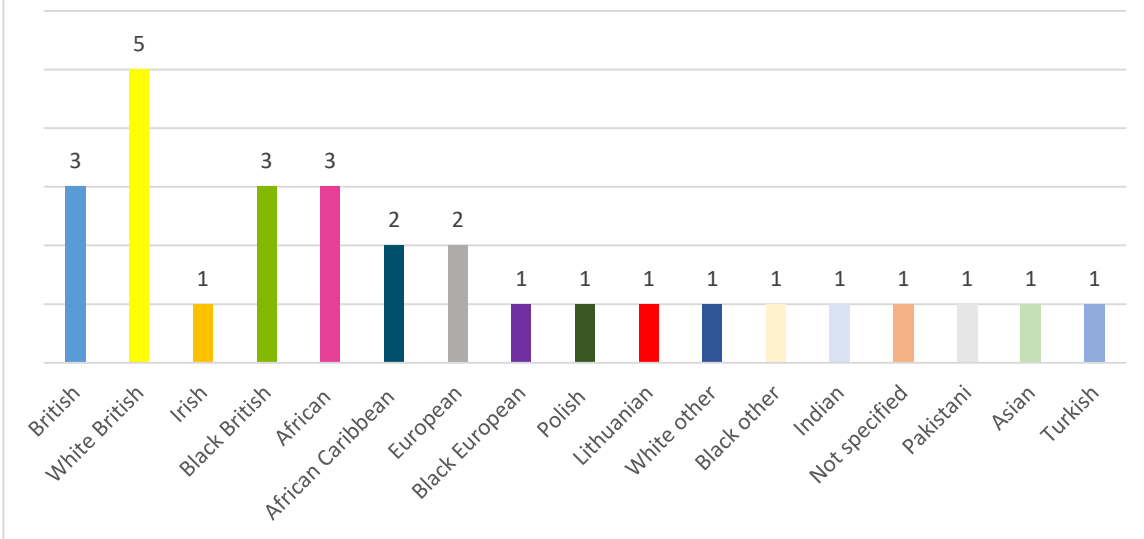
During both visits we spoke to 30 service users.



five out of 21 service users said English was not their first language (3 F, 2 M).

One service user (F) experienced language barrier when accessing health and care services.

### Ethnicity background of all servicece users interviewed on the day



Only one service user reported disability.


None of the service users reported caring responsibilities.


## 8. Distribution and Comment

This report is available to the general public, and is shared with our statutory and community partners. Accessible formats are available.

If you have any comments on this report or wish to share your views and experiences, please contact us.

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*“Good attitude of staff. Impressed that the consultant was very helpful and sensitive by requesting for a female gynaecologist to examine me even though I did not ask and didn't mind.”*