

Enter and View Report

Ambulatory Wound Care Clinic

Eagle Bridge Heath Centre, Crewe

3rd August 2022



Contents

Report Details	Page 4
What is Enter and View	Page 5
Methodology	Page 6
Details of visit	Page 6
Recommendations and what's working well	Page 8
Service Provider Response	Page 9
Distribution	Page 9

Report Details

Address	Ambulatory Wound Care Clinic, Eagle Bridge Heath Centre, Dunwoody Way, Crewe, CW1 3AW
Service Provider	Central Cheshire Integrated Care Partnership (CCICP)
Date of Visit	3 rd August 2022
Representatives	Jem Davies and Grace Owen

Acknowledgements

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

Disclaimer

This report contains information gathered by Healthwatch Cheshire Authorised Representatives (ARs) whilst undertaking an Enter and View visit on the date specified above. It provides an account of what was observed and presented on the day, including information gathered during conversations with patients and staff.

Where relevant additional information will be included from patients and staff collected through surveys and online feedback prior to or post the site visit.

What is Enter and View?

Healthwatch Cheshire is the local independent consumer champion for health and care services, forming part of the national network of local Healthwatch across England.

Under the Local Government and Public Involvement in Health Act 2007, local Healthwatch have the power to carry out Enter and View visits as part of their scrutiny function. This legislation places a duty on health and social care providers to allow Authorised Representatives of Healthwatch to carry out an Enter and View visit on premises where health and social care is publicly funded and delivered. This includes:

- Health or care services which are contracted by local authorities or the NHS, such as adult social care homes and day-care centres.
- NHS Trusts
- NHS Foundation Trusts
- Local authorities
- Primary medical services, such as GPs
- Primary dental services, such as dentists
- Primary Ophthalmic services, such as opticians
- Pharmaceutical services, such as community pharmacists.

The list of service providers who have a duty to allow entry is set out in section 225 of the Local Government and Public Involvement in Health Act 2007 and supplemented by Regulation 14 of the 2013 Local Authorities regulations.

At Healthwatch Cheshire, the Enter and View programme is conducted by a small team of trained staff and volunteers, who are prepared as Authorised Representatives to carry out visits to health and social care

premises to find out how they are being run and, where there are areas for improvement, to make recommendations.

Following an Enter and View visit, a formal report is published where findings of good practice and recommendations to improve the service are made. These reports, which include feedback from the service provider, are circulated to the service provider, commissioner and the CQC and are made publicly available on the Healthwatch Cheshire websites:

- www.healthwatchcheshireeast.org.uk/what-we-do/enter-and-view
- www.healthwatchcwac.org.uk/what-we-do/enter-and-view.

Purpose of the Visit

This Enter and View report forms part of a wider piece of work that examines the overall experiences of patients accessing the integrated Ambulatory Wound Care service, delivered by Central Cheshire Integrated Care Partnership (CCICP). The service was transferred from GP provision a year ago, and Enter and View visits were carried out at each of the now established six delivery sites in Cheshire East and Cheshire West and Chester. The focus of these reports centres on the clinic locations, access for patients, the clinical environments and waiting areas.

In addition to the Enter and View visits, a questionnaire has been distributed to patients to gather additional information relating to their experience of the quality of the service. A questionnaire has also been circulated to the staff to gain their views. Findings from each of the questionnaires, and all six Enter and View visits will be included in an overarching report that will help inform CCICP of the current benefits of delivering the integrated Ambulatory Wound Care Service.

Methodology

This Enter and View visit was carried out with prior notice.

A visit with prior notice is when the setting is aware of a timeframe within which we will be conducting an Enter and View visit, but the exact date and time are not given.

Planning and preparation

In preparation for the Enter and View visit the Healthwatch Team were provided with information on locations and times of the Ambulatory Wound Care Clinics by CCICP.

Additional information was received regarding the Standard Operating Procedure which included information regarding accessibility and referral processes and pathways.

We carried out individual conversations with staff during the visit to aid our understanding of how the clinics run, and to gather views.

Healthwatch requested the service specification for the Ambulatory Wound Care Service, however at the time of writing the report this has not been received.

Details of Visit

Service overview

The clinic runs from 9am to 5pm on a Monday, Tuesday, Wednesday, Thursday and Friday. Patient appointments are scheduled in 30-minute slots, averaging 15 patients daily. Appointments can be in person, or over the telephone. It was reported that additional patients are often fitted in when necessary.

Referrals to the clinic are carried out in several ways:

- Patients from Rope Green Medical Centre, Grosvenor Medical Centre, Hungerford Medical Centre, Millcroft Medical Centre and Earnswood Medical Centre see the Practice Nurses for two weeks prior to being referred to the Ambulatory Wound Care Clinic.
- District Nurses will refer patients who are no longer house bound. Patients are given a slip of paper with the appointment information on by whoever refers them and, due to the service being independent, the patients do not need to check in at reception.
- Referrals can be made by the wound care nurses to several services including Tissue Viability Nurses, Dermatology, Vascular Surgeons, GPs, Podiatry etc.
- Patients can self-refer into the service.

What we observed



The clinic is based in Eagle Bridge Health Centre. There is a large car park and several spaces allocated for Blue Badge users. There are 11 bus routes with stops less than a ten-minute walk away from the centre. There is an automatic double door and no steps or other obvious hazards to navigate when

entering the building.

There is no signposting to indicate where the wound clinic is within the building, or where to check in or wait. We visited on a hot day and the health centre was a very nice temperature inside. The seats in the waiting area are standard seating with arms; there are no wide chairs or high chairs. Given the needs of a



lot of the patients that attend the clinic it is felt that further seats appropriate to their needs would be beneficial.

The toilets were clean, accessible and well signposted. There was plenty of hand sanitiser dispensers, however there was no drinking water available.

The clinic rooms appeared modern and well cared for, and were a reasonable size and fit for purpose. There was natural light and it smelt clean and fresh.

What staff told us

Through conversations held during the Enter and View visit staff members shared their views. Themes that were noted included:

- The sinks were not appropriate for washing patients which we were told assists treatment by helping them see clearer and maintain patients skin integrity.
- They feel they have sufficient stock and equipment
- Other staff on the team are amazing and very caring
- They are a 'standalone' service, so have nowhere to go if at full capacity for appointments
- They feel they are not meeting the demand for appointments.

Recommendations

- Given the needs of a lot of the patients that attend the clinic it is felt that a variety of more appropriate seating would be beneficial
- It would be of benefit to patients if the clinic could provide drinking water.

What's working well?

- Staff feel they have sufficient stock and equipment.

- There is a clear respect and recognition of professionalism between the team members.

Service Provider Response

“The Healthwatch Cheshire Ambulatory Wound Care reports are such a rich source of insight and intelligence. The findings of the reports are being used by CCICP and our partners to inform how we take forward further improvements to our services to ensure we provide excellent care and support to our patients.

We will be working closely with Healthwatch as we seek to engage with Cheshire residents and address the opportunities this provides us in the reports.”

Joanne Bowen

Head of Quality Nursing and Professional Leadership.