

Enter and View Report

Ambulatory Wound Care Clinic

Victoria Infirmary, Northwich

3rd August 2022



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Report Details

Address	Ambulatory Wound Care Clinic, Victoria Infirmary, Winnington Hill, Northwich, Cheshire, CW8 1AW
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 amongst 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 & 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 & 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.

Service overview

The clinic runs from 9am to 5pm on a Monday, Tuesday, Wednesday, Thursday and Friday. There is an additional clinic that runs at the weekend on either a Saturday or Sunday. Patient appointments are scheduled in 30-minute slots, averaging 15 patients daily. We were told that where necessary staff will work longer to see additional patients.

Referrals to the clinic are carried out in several ways:

- Patients from Weaverham Surgery, Firdale Medical Centre, Danebridge Medical Centre, Oakwood Medical Centre, Witton Street Surgery and Watling Street 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 at Victoria Infirmary (VIN). There is a large car park here with several spaces allocated for Blue Badge users, however it is a pay and display car park and is designed with a small top area and a larger area lower down. The VIN is a well-used facility with a number of differing clinics; therefore, car parking is a premium. The design of the car park creates difficulty for some patients who have to walk up a steep hill to the entrance of

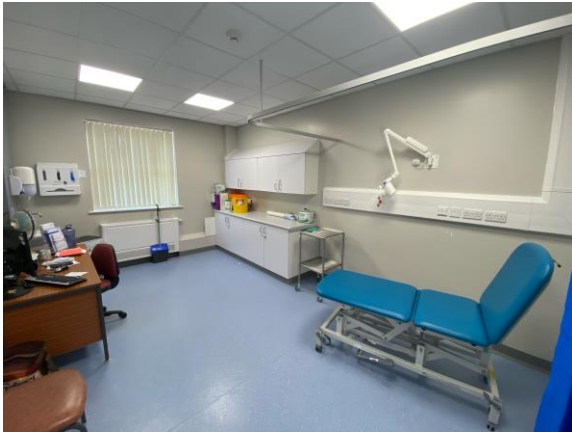
the building.

There are six bus routes with stops less than a ten-minute walk away from the clinic, however some of these involve a steep hill. There is an automatic double door and no steps to navigate when entering the building.

There was no signposting to indicate where the wound clinic was within the building or where to check in or wait but there is a volunteer at the door to direct you. We visited on a hot day and the health centre was a very nice temperature inside. Patients of the Ambulatory Wound Care



Clinic use the main waiting area. The majority of seats in the waiting area are standard seating and there are very few wide and raised 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 three clinic rooms all had natural light and smelt clean and fresh but were very different. The first clinic off the waiting room was spacious and had a Bariatric bed; the clinic held in room 15 was modern, spacious, had adequate storage and a newer bed.

The last clinic in room 13 was small and needed a refresh; the bed and lamp were dated and it seemed difficult to move around the bed. Room 13 and 15 seemed quite isolated from the rest of the building and staff told us as a consequence of this they can have IT issues and cannot hear the fire alarm.

The toilets were clean, accessible and well sign posted. There was plenty of hand sanitiser dispensers, however we did not see any drinking water available to patients of the clinic.

During our conversation with all the nurses the care they feel for their patients and the desire to provide an excellent service was evident.

What staff told us

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

- They feel they have sufficient equipment for dressings; however, some staff feel that they are lacking in some equipment such as appropriate beds e.g. bariatric beds, and stools to assist the staff.



- Staff told us they feel they are a standalone service, which professionals refer into to manage demand, however once they reach capacity there is no support.
- They talked of some GPs wanting email referrals instead of online task referrals.
- There is a rapidly growing demand for the service and at times it can be a struggle to meet the need. We were told that on occasions patients had been booked in for appointments during lunch hours or admin time by VIN staff.
- Staff felt that there should be more appropriate seating for patients.

Recommendations

- Given the large number of clinics run by the Ambulatory Wound Care Clinic and the nature of the needs of the patients consider some dedicated parking in the top part of the car park
- 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
- To review fire safety protocols in light of comments made by staff regarding being able to hear the fire alarms from their clinics.

What's working well?

- There is clear evidence that whilst the service is a standalone service, they have integrated well with the existing team at Victoria Infirmary.

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.