



# Enter and View Report

Corby Urgent Care Centre

February 2023

**healthwatch**  
Rutland

**healthwatch**  
North Northamptonshire  
West Northamptonshire

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# 1. Introduction

## 1.1 Details of visits

Information	
Service Address	Corby Urgent Care Centre Cottingham Road Corby Northamptonshire NN17 2UR
Service provider	OneMedical Group
Managers	Lysanda Madzinga – Clinical services manager Candice Adey-Williams – Operations Manager
Dates and timings	Saturday 11 <sup>th</sup> February 2023 – Healthwatch Rutland (HWR) Friday 17 <sup>th</sup> February 2023 – Healthwatch North and West Northamptonshire (HWNW)
Healthwatch Authorised Representatives	Sheila White – HWNW volunteer Wendy Patel – HWNW volunteer Amy Crawford – HWR staff Una Ozga – HWR volunteer

## 1.2 Acknowledgements

Healthwatch Rutland and Healthwatch North and West Northamptonshire would like to thank the staff at CUCC for accommodating the visits and the public for providing their feedback.

## 1.3 Disclaimer

Please note that this report relates to findings observed on the specific dates set out above and those who responded to the survey online who had used the service in the last 12 months. This report is not a representative portrayal of the experiences of all service users.

# 2. What is Enter and View

Healthwatch Rutland and Healthwatch North and West Northamptonshire have the statutory right under the Health and Social Care Act 2012 to carry out 'Enter and View' visits to NHS health and adult social care services.

Healthwatch staff and volunteers (Authorised Representatives) work together to carry out these visits.

The visit aims to primarily listen to the feedback of service users, their families, carers, and staff and observe service delivery and the facilities available for patients. The feedback and observations are then collated into a report including any suggested recommendations. The service provider has the opportunity to comment on the report before it is published.

A service can be visited for several different reasons such as:

- The public has provided feedback about the provision
- It is part of a rolling program of visits to similar services
- A service is running well, and good practices could be implemented in other places

## 3. Purpose of the visit

### 3.1 Background

Three volunteers and a member of staff from Healthwatch North and West Northamptonshire and Healthwatch Rutland visited the CUCC. The HWR team visited the CUCC on Saturday 11<sup>th</sup> February 2023 and the HWNW team on Friday 17<sup>th</sup> February 2023. The visits were at the request of CUCC as part of their commitment to engage with, and get feedback from, members of the public as part of their programme of continuous improvement.

HWR and HWNW Enter and View Policy

(<https://www.healthwatchnorthamptonshire.co.uk/report/2023-01-17/our-enter-and-view-policy>)

### 3.2 Objectives

- To observe the service and how it runs
- To collect the views of patients, family members, carers, and staff within the service
- Identify best practices or areas of concern
- To provide a short report, including recommendations that will be made available to the service provider, commissioners and the public

### 3.3 Method

- This was a prearranged visit
- The visits comprised of two teams of two people
- Observations were carried out during the allotted period in terms of facilities, cleanliness etc

- Patients were asked about their experience with the CUCC and how they ended up being at the centre
- A wider reach of service users was accessed through an online survey
- Throughout the visits, the teams observed the environment and interactions between staff and patients

The purpose of the visit was to find out about the care they provide.

## 4. Details about Corby Urgent Care Service (CUCC)



The UCC had level access and automatic doors which are accessible for wheelchair users. It was very well-lit and clearly signed.



The service runs from 8am-8pm, 7 days a week.



Care is given by the triage nurses, a GP or an Advanced Practitioner. Patients have access to x-rays provided by KGH within the building.



The receptionist stated that the service sees on average about 280 patients a day.

## 5. Observations and feedback- On the day



We spoke to 26 people over both visits.

We were impressed with the staff, facilities, and systems in place.

The UCC had a large open space before the waiting area, where you wait at the sign to be called forward by the receptionist.

Once booked in there is a second waiting area behind the reception desk. The patient is then called through to a triage room where they are then exited out of another door that takes them to the second waiting area where they wait to be seen by a doctor or an advanced practitioner.

This appears to be a good system. In both waiting rooms, digital screens were saying the patient's name, the practitioner's name, and the room number they had to go to. These seemed clear although not if you weren't sitting opposite them.

We did ask if a patient didn't respond or couldn't read would the clinician come and call them and the receptionist said yes.

We noticed there is a security desk immediately inside the door, which was not manned when we arrived, but a guard was there when we returned to the entrance area.

Due to Covid restrictions at the time of the visits, patients could not have someone with them unless they were under 18 or requiring a carer.

### Parking

The Urgent Care Centre was easy to find. On arrival, there was plenty of parking and it was easy to see where the UCC was as there was a sign on the building. The parking is free and when we asked about this, they said they were one of the last places to not charge for parking.

"[I]Drove, parking[is] great as you don't have to pay" Female

"[They]Drove themselves and it took them 20 minutes and they like to come to the CUCC" Female

### Entrance

The entrance area was spacious and airy and there was plenty of room for queuing inside should the weather be adverse. It has level access and automatic doors which are good for wheelchair users. It was very well-lit and clearly signed with floor markings to encourage safe distancing which are clearly visible. On visit 2 it was noted that several patients using wheelchairs were navigating the space with ease in all areas.

### The treatment area

On our visit, as we walked into the observation bay, staff members were gathered in a group, behind and in front of the desk, talking to each other.

We introduced ourselves, explaining that we were from Healthwatch and asked to speak to the Nurse in charge. However, we were unable to speak to her at that time because she was with patients in the treatment rooms.

Staff who were gathered around the desk dispersed quite quickly and the nurse who spoke to us was pleasant and friendly.

We asked if the cupboards above the desk were for drug storage and noted that they were closed and locked.

We noted an area with beds for patients awaiting treatment which was also light and airy. No patients were occupying the beds at the time.

To the right of the entrance, there was a security guard sitting at a table and then the receptionist desk with two receptionists behind a Covid screen.

The Lakeside Health Centre is to the left of the entrance and it was noticed that two people went to the UCC reception when they wanted the health centre instead.

Every patient we spoke to had been seen by the triage nurse with a maximum wait of 30 minutes. However, after seeing the triage nurse it appeared that the majority of patients were not informed of what to expect next and to just sit and wait.

"[I]Signed in, [and]went to[the] waiting area and then saw triage. My partner who is feeling sick and in pain has been able to lie down in another room- Male 75 years answering for his female partner of 59 years".

"One staff member[we] spoke to said they had been working at the centre since it opened and enjoyed working there".

### Additional Needs

A hearing loop was available.

There is good disabled access. However, the chairs are joined together so you may not be able to move seats around to sit next to the person in a wheelchair.

### Toilets

At the main entrance, there were toilets for males and females. These were not signed very well but after sitting in the waiting room you may notice them.

There were 3 available wheelchairs in the stairwell and the security guard fetched these if they were needed but these weren't readily available.

We noted two of the hand gel dispensers in this area needed refilling and one tap in the toilet was wobbly and hard to use. The women's toilet didn't have a cleaning schedule in it but did have an emergency button.

### Covid

Hand gels and masks were available.



## Facilities

There was no evidence of rubbish and the centre seemed clean. Facilities were in good order.

There is a baby changing room.

There is plenty of room for sitting and enough chairs for those who attended.

X-ray in the building is managed and run by Kettering General Hospital, which patients can be referred into.

## Staff

Staff were identified by badges, and some were wearing scrubs.

The Receptionist on duty greeted us in a pleasant and friendly manner and said we were expected. She explained the layout of the Centre and offered help/information if we needed it. She also offered to get us a drink if we would like one. We were told the name of the Centre Manager but informed that they did not work on-site on Fridays but were available online.

We were however disappointed on two occasions to be called 'petal' and 'my lovely' during our visit and feel that this is an inappropriate and unprofessional way to address patients and visitors even if meant kindly.

**"Yes it was easy to register and yes the receptionist was helpful " woman aged 20.**

## Signage

There was information about patient feedback, however, one poster about changes in prescribing medicines was situated too high to see the print clearly.

There are some good signs regarding wait times which were different for illness and injury in the reception area and the second waiting room, but we are unsure if this is accurate as one man said that "It said 2 hours the last time I was here, but I waited 6 hours!" There is another good sign in the 2<sup>nd</sup> waiting room, but it is not all up to date.

## Patient feedback

There were Family and Friends Test fliers on the security desk and a box for these to be placed into once completed on the reception desk. On visit 2 we did not see any patient feedback displayed.

**"I always come to Corby rather than my GP if it was possible. Getting an appointment with my GP was so difficult. Staff at Corby were always helpful" Male.**

**"They had been to the urgent care centre before and thought there ought to be more places of this type "Female.**



"The patient had referred herself as she was working, and it was better than trying to contact their GP surgery. They were not happy that patients who had arrived after them were being seen before they were called "Female.

"[The]Patient had been referred for an Xray by his GP, they had been to the urgent care centre in the past and always found the care and treatment good" Male.

## Appointments/Walk-ins

On visit 1 there were:

- Four patients who had an appointment or were referred in by NHS 111
- One patient was referred to the CUCC by a consultant at Kettering General Hospital
- One patient who had called the CUCC themselves had been told to come in
- Eleven patients were walk-ins

On visit 2 there were:

- Three patients who had self-referred rather than attempt to make an appointment with their GP
- One patient had self-referred after a visit to their GP who they said had offered no advice or treatment
- One who had self-referred because they were unable to get an appointment over two days for their baby and felt the need for advice
- Two of the four patients referred by their GP were waiting for X-rays

All patients on visit 1 said they felt they had been treated with dignity and respect.

Additional comments from the public:

"There was a lack of communication from my GP after a visit to Kettering Hospital. The display isn't very good for telling you about your appointment as you can't see it if you aren't sitting in front of it. Rooms 6 and 7 come up on the screen but I can't see where those rooms are "Male 50-60.

"[The]Waiting time has been long" Father 32 with a 16-month-old child.

"There seem to be empty consultation rooms" Female 40-50 with a 13-year-old child.

"Signage for rooms 6-7 would be good" Male 20-30 with a 5-year-old child.

"[The]Advance practitioner was very thorough and reassuring" Female 62.

## Services available at the centre

- Walk-in Centre
- On-site Pharmacist managed and run by Boots
- Café – independently managed and run
- Appointments
- X-ray facility managed and run by KGH
- Suturing
- Casts
- Observation bay
- Wellness Hub with patient advisors-help with chronic pain, depression, stress, loneliness etc. people can walk in and ask for an appointment or ring 01536 202121



One of the notice boards

<u>Opening Times</u>	
Monday	9am till 6pm
Tuesday	9am till 6pm
Wednesday	9am till 6pm
Thursday	9am till 6pm
Friday	9am till 6pm
Saturday	8am till 1pm
Sunday	CLOSED

The onsite pharmacy opening hours



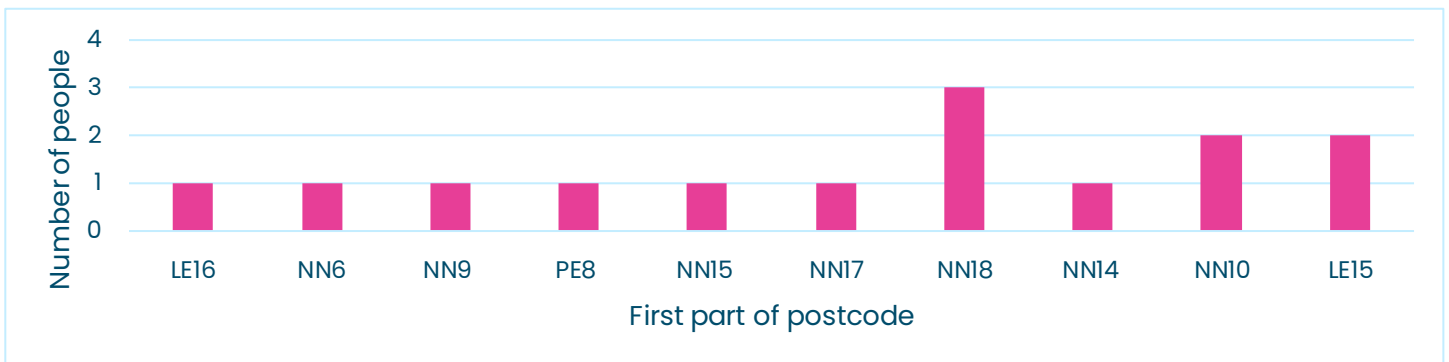
Some of the leaflets available

## 6. Feedback – Online Survey

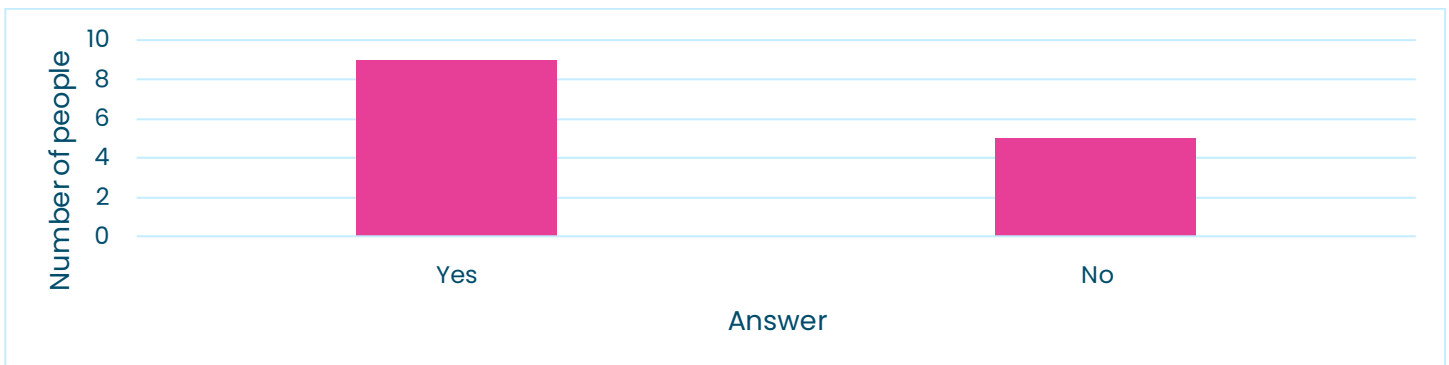


14 people filled out our online survey, 12 from the Northamptonshire area, and 2 from the Rutland area.

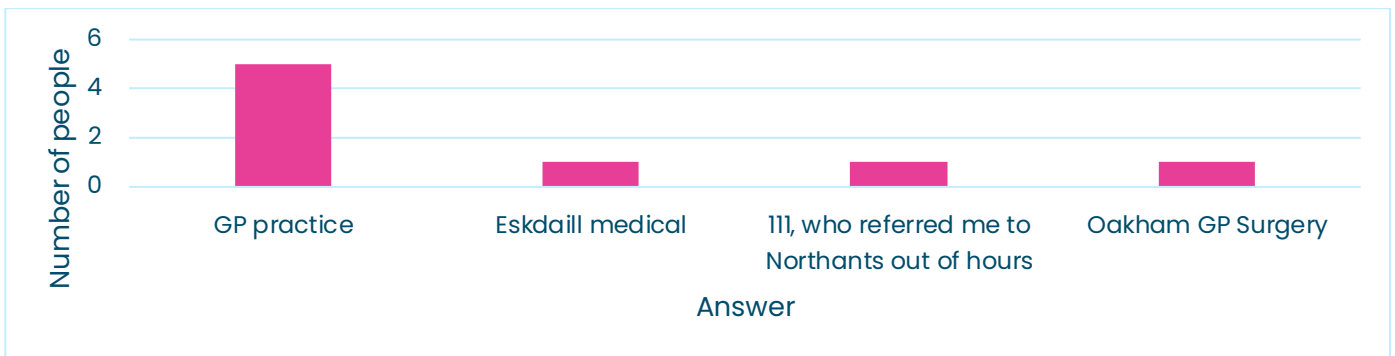
Question 1: What is the first part of your postcode?



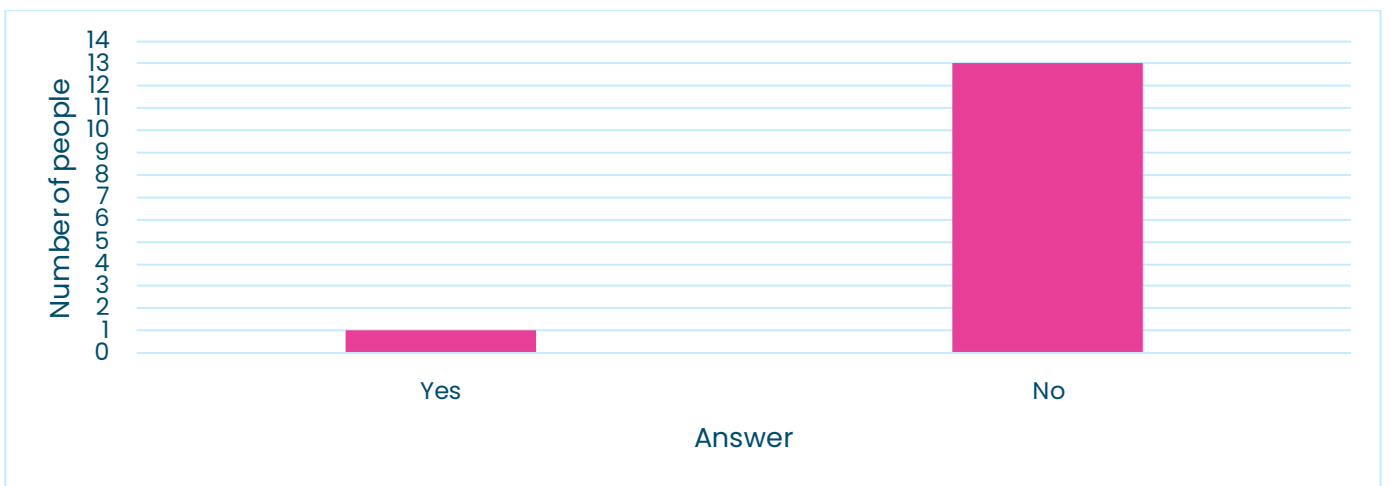
Question 2: Did you contact any other service for help before you visited the Corby Urgent Care Centre?



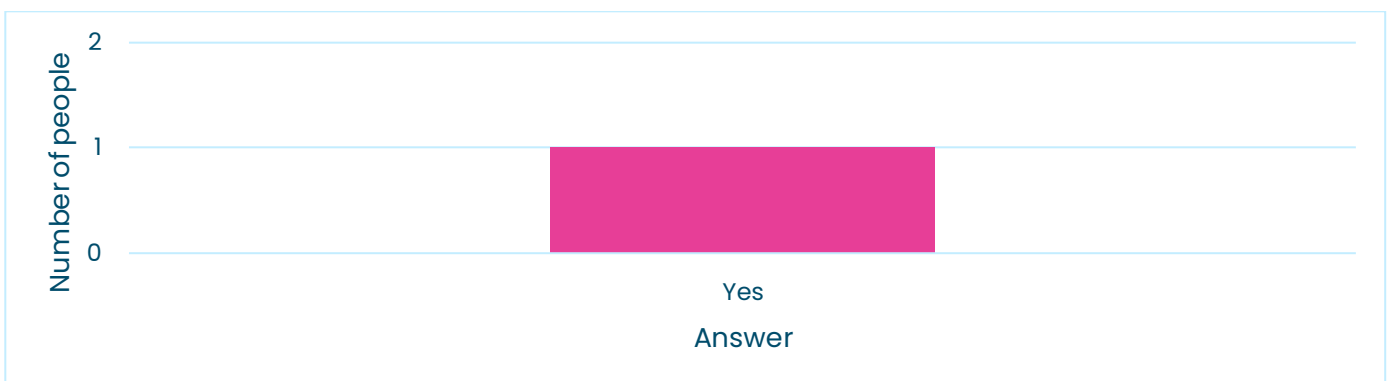
### Question 3: If yes, what service did you contact?



### Question 4: Did you have an appointment to be seen at the Urgent Care Centre?



### Question 5: If yes, were you seen at your appointment time?



- 1 person replied to this and answered yes

## Question 6: Any Comments?

Two respondents left a comment on this question.

- Advised by NHS 111 to go to CUCC. We got there at 6:30 pm and were told X-ray closes at 8:00 pm. Triage didn't even look at my sons' arm, just took some notes and pushed him back out to the waiting area. A couple of people who had been there before told us just to go to KGH - we did, and they were great. CUCC was a complete waste of our time
- 3 hours wait, the triage was pointless, just repeated what I had told NHS 111

## Question 7: How would you rate your overall experience at the Urgent Care Centre?



## Question 8: Any further comments?

- I had never been to the Corby UCC before but following horrendous back pain and not being able to get in to see my local GP, I decided the UCC was a reasonable alternative to turning up at A&E. My partner drove me over and it took a long time to park. I then joined a queue of around 10 people with just 1 desk open, despite there being 2 spaces. Very limited information was given at this point, I was told to sit and watch the screen as it would tell me when to go through. It was very busy. There was no information given about waiting times during the whole time that I was there, I had no idea how long I was going to be sat there. I couldn't get a chair that faced the screen so had to sit and keep twisting my already sore back to see every time the beeping sound went off on the screen. I do not understand why the chairs have been set out in the way they have when there is only one screen to watch! Also made me wonder what happens with deaf patients as they would have to sit staring at the screen not

taking their eyes off it. Once through triage, I again was given no information on waiting times. I sat in a packed waiting room, I managed to get a space but there were hardly any chairs, people began sitting on the floor and a rather abrupt nurse told them they had to move as they were wheeling patients through all the time. I sat there waiting, thinking I have no idea where I am meant to go once my name is finally called. There was such little signage from where I was sitting. The lady next to me told me she had been sitting there for 2hrs. Finally, after 2hrs, I was called through and I managed to find my own way to the clinic room. The doctor I saw looked shattered I really felt for her. She prodded me a bit and prescribed me some super strong painkillers. I was in there for 2 mins. I am going to see my GP tomorrow as I am worried that she just didn't have the time to properly look at me and work out what was wrong

- Excellent
- I was seen within an hour of arriving which was brilliant. The gentleman I saw was professional, capable, and very thorough with my eye injury. I am so very grateful to have this amazing urgent care facility in Corby
- Having failed to get an appointment or ring back at my own surgery, I was seen promptly at Corby and was treated quickly and efficiently, and with kindness and respect. The triage system works well and helped this happen. The centre is easy to access, in lovely surroundings and with good, clearly signposted parking. An excellent experience!
- The doctor was very dismissive- I am a diabetic and had a large blister on my foot. This has subsequently burst, and I now have a long wound on my foot. The doctor didn't seem to want to even examine it, didn't dress the area as recommended by the out-of-hours nurse and asked me why the nurse was concerned. I now have to attend the Kettering high-risk foot clinic to try and get this fixed
- This used to be a good place. Now overrun. One of the receptionists is cruel, the pharmacy was closed, never seen the coffee shop open, and the triage seems pointless
- The staff were very helpful, and we were seen within about 40 minutes, triaged and then follow-up tests. It was so much better than trying to get to an A&E unit all the hospitals are so far away. This unit is a Godsend
- Helpful, efficient, well organised, open 7 days a week from 0800-1800hrs, and great follow up including ordering Oakham GP to conduct face-to-face appointment



## 7. Recommendations

1. We suggest that the provision of hot drinks should be considered. The coffee shop closes at 2 pm and there are no other refreshments available except water
2. Two of the gel dispensers needed refilling in the Clinical waiting area, dispensers need to be checked regularly
3. In the Clinical waiting area toilets, one of the taps was wobbly and hard to use, and needs to be fixed
4. There is good disabled access. However, the chairs are joined together so you cannot move the seats around to sit next to a person in a wheelchair
5. The women's toilet did not have a cleaning schedule in it. We suggest that one is put up
6. The staff notice board at the end of the corridor was crowded with leaflets and posters and we suggest they could have been more tidily arranged and updated
7. There are male and female toilets at the main entrance but they are not well signed and some new signs would make it clear that the toilets are there
8. Communications with patients could be improved to keep them better informed whilst waiting
9. Staff need to be reminded that using terms of endearment to patients and visitors may cause offence and should not be used.

## 8. Response from OneMedical Group

We thank Healthwatch for taking the time to visit Corby Urgent Care Centre to help us make practical improvements to further support our patients. Additionally, we thank our patients themselves for providing their honest feedback, which we will endeavour to action or provide clarity on wherever possible. We have worked very hard to implement as many changes as possible and have plans for further development. From the recommendations in the report, we hope to demonstrate the real action we have taken to learn and improve.

**You said: “There are male and female toilets at the main entrance, but they are not well signed, and some new signs would make it clear that the toilets are there” and “The women’s toilet did not have a cleaning schedule in it. We suggest that one is put up”**

We have placed clearer toilet signage around the building and have implemented cleaner’s checklists within the toilets.

We are further reviewing all signage around the department, to help everyone find their way around.

**You said: Two of the gel dispensers needed refilling in the Clinical waiting area, dispensers need to be checked regularly.**

We have refilled the gel dispensers, and these are checked daily by our cleaners. Additionally, we do encourage any visitors to highlight any concerns they have about the facilities to ourselves on the day, so we are able to correct it.

**You Said: There is good disabled access. However, the chairs are joined together so you cannot move the seats around to sit next to a person in a wheelchair.**

The waiting area is currently under review, and we are exploring all possibilities for improving the seats and seating arrangement.

**You Said: The staff notice board at the end of the corridor was crowded with leaflets and posters and we suggest they could have been more tidily arranged and updated.**

We have refreshed our staff noticeboard to ensure it is now neat and tidy, helping our staff find information they need in a timely fashion.

**You Said: Communications with patients could be improved to keep them better informed whilst waiting.**

Improving communication is a top priority for us. For example, we are currently co-producing a document to provide every patient explaining our triage process. We are using our social media account to share live service updates, particularly when the waiting time is long due to high attendance.

We are in the process of organising screens in the waiting rooms, that will provide live waiting times, as well as information about how many are in the department.

**You Said: We suggest that the provision of hot drinks should be considered. The coffee shop closes at 2 pm and there are no other refreshments available except water.**

We did: We can completely appreciate that people may prefer something other than water to drink. Sadly, this is just not something we are able to provide at the moment, but this is reviewed periodically.

**You Said: Staff need to be reminded that using terms of endearment to patients and visitors may cause offence and should not be used.**

We did: We have taken this on board and have reminded all staff members through our internal huddles and meetings to refrain from using terms of endearment.

### **Update to Service Restrictions:**

At the time of the visit by Healthwatch, there was "Patient Only" restrictions to enter the department, meaning only carers or parents could accompany a patient through to the second waiting room. This was due to infection control during the pandemic, where patients were required to maintain a 2-metre distance. Since Healthwatch's visit, this has now reverted to pre-pandemic ways of working. Wherever possible, we accommodate carers whilst the individual they care for is in the department.

### **Individual Patient Feedback:**

We have read through the patient feedback and were grateful to those who gave feedback either through the online questionnaire or during the visit. We would really encourage patients to contact us directly where they feel their experience was not what they'd hoped so that we are able to investigate and improve.

We genuinely welcome all patient feedback as it steers our service development and guides us with continuous improvements and learning.

All patients and carers are welcome to join our Patient Engagement Group, to assist us in developing on-going improvements to the service. To join, express your interest either by telephone at 01536 20 21 21 or email us at [cucc@onemedicalgroup.co.uk](mailto:cucc@onemedicalgroup.co.uk).

Candice Adey-Williams

Operations Manager  
Corby Urgent Care Centre  
OneMedical Group

## 9. About Healthwatch Rutland and Healthwatch North and West Northamptonshire

Healthwatch Rutland and Healthwatch North and West Northamptonshire are your health and social care champions. We make sure NHS leaders and other decision-makers hear your voice and use your feedback to improve care. We are part of a national network of 152 local Healthwatch in England.

We have three main areas of work:

- **Listening to feedback**- we listen to people's experiences, and we seek out views as part of larger research projects. Healthwatch has legal powers to undertake Enter and View visits to NHS services and care settings. This is to observe and hear how users are experiencing the services.
- We also spend a lot of time building relationships and attending meetings within the local health and care system so that the patient's voice can be heard in the right places, at the right time.
- **Advice and information**- we help people to navigate health and care services.

Your experiences matter, we strive to be a strong voice for local people to help shape how services are planned, organised and delivered.

## 10. About Connected CIC

Connected Together Community Interest Company (CTCIC) is the legal and governing body of Healthwatch Rutland.

The remit of Connected Together includes:

- Contract compliance
- Legal requirements
- Financial and risk management
- Sustainability and growth
- Strategy and operations
- Policies and procedures

CTCIC is a social enterprise and a partnership between the University of Northampton and Voluntary Impact Northamptonshire.

# 11. Appendix

## Appendix 1 – Visit Questions

### QUESTION 1

What time did you arrive at CUCC and how long have you been waiting?

### QUESTION 2

Where have you travelled from?

### QUESTION 3

Were you referred here? If not, why did you choose to come here?

### QUESTION 4

What method of transport did you use? If by car how was the parking?

### QUESTION 5

Did you find it easy to register?  
Was the receptionist helpful?

### QUESTION 6

Have you been assessed by a nurse? If so how soon after your arrival?

### QUESTION 7

Were you informed what would happen next? Was there sufficient privacy to be comfortable discussing your condition?

### QUESTION 8

Are you waiting to see a Doctor, AP, or other?

### QUESTION 9

Have you been referred elsewhere?

### QUESTION 10

Have you used CUCC in past? If so were you satisfied with the time you had to wait and the treatment given?

### QUESTION 11

Do you feel you have been treated with dignity and respect?

### QUESTION 12

Is there anything else you would like to add today?

## Appendix 2 – Online survey questions

### **QUESTION 1**

What is the first part of your postcode?

### **QUESTION 2**

Did you contact any other service for help before you visited the Corby Urgent Care Centre?

### **QUESTION 3**

If yes, what service did you contact?

### **QUESTION 4**

Did you have an appointment to be seen at the Urgent Care Centre?

### **QUESTION 5**

If yes, were you seen at your appointment time?

### **QUESTION 6**

Any comments

### **QUESTION 7**

How would you rate your overall experience at the Urgent Care Centre?

### **QUESTION 8**

Any further comments?

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