

Enter and View Report

Warley Medical Centre - Foot Clinic

Ambrose House

Kingsway

Oldbury. B68 0RT

Announced Visit

Date: 20th September 2023

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What is Enter and View

Part of Healthwatch Sandwell remit is to carry out Enter and View visits. Healthwatch Sandwell Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act (2012) allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrist 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 so that we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Sandwell 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 Healthwatch Sandwell Safeguarding Policy, the service manager will be informed and the visit will end. The local authority Safeguarding Team will also be informed.

Provider details



Warley Medical Centre - Foot Clinic

Name: Warley Medical Centre - Foot Clinic
Address of Service : Ambrose House, Kingsway, Oldbury B68 0RT

Chief Executive: Richard Beeken
Podiatrist: Moud Malone

Service type: The Department of Foot Health

The Department of Foot Health cares for a wide range of foot and lower limb problems amongst the population of Sandwell and West Birmingham community, with the primary focus on preventative care to minimise the risk of complications which are associated with, but are not exclusive to, diabetes.

A number of specialist clinics are provided, tailored to the needs of each patient. These include: nail surgery, neurological foot service, biomechanics, diabetic foot care and specialist wound care management, rheumatology, podopaediatric clinics and Peripheral Arterial Disease.

Clinics are run from a number of community locations across Sandwell and West Birmingham, including Warley Medical Centre.

Patients can be referred to the Department of Foot Health by any healthcare professional. A GP referral is required to access specialist services, Rheumatology, Neurology, Nails surgery and Biomechanics clinics. Patients can self-refer for core services (general podiatry and foot care) if they fall into one of the following categories:

- Aged 65 or over with a foot problem
- Children up to the age of 16 with a foot problem
- Diabetic with a foot problem
- Pregnant women, nursing mothers or mothers who have given birth within a year with a foot problem
- Registered disabled with a foot problem
- Individuals with a medical condition that puts their feet at risk without treatment
- Patients requiring nails surgery

Diabetic foot care

This service is aimed at preventing foot health related problems in Patients with diabetes.

The diabetes foot care service offers:

- Patient information
- Screening for diabetic foot risk
- Treatment of the foot and investigation of the underlying causes of problems
- Referrals to other health professionals where necessary
- Education and training to carers and healthcare professionals

Website: <https://www.swbh.nhs.uk/>



0121 507 2664 - Central Number

Acknowledgments

Healthwatch Sandwell would like to thank Moud Malone and the visitors to the clinic for their co-operation during the visit.

Disclaimer

Please note that this report is related to findings and observations made during our visit made on 20th September 2023. The report does not claim to represent the views of all visitors, only of those who contributed within the restricted time available.

Authorised Representatives

Anita Andrews conducted the visit.

Purpose of the report:

This report will provide an overview of the services at the Warley Medial Centre and will provide patient experience feedback. Where appropriate, recommendations will be made based on the findings of this Enter and View visit and it is anticipated that these recommendations will contribute to improving service delivery within the clinic and in turn improve the service experience for patients.

Who we share the report with

This report and its findings will be shared with Healthwatch Sandwell Advisory Board, Sandwell MBC, Sandwell and West Birmingham NHS Trust, the Integrated Care System and Healthwatch England. The report will also be published on the Healthwatch Sandwell website: (www.healthwatchesandwell.co.uk)

Healthwatch Sandwell details

Address: Walker Grange, Central Avenue, Tipton. DY4 9RZ
Website: <https://www.healthwatchesandwell.co.uk/>
Phone: 0121 569 7211
Social media: <https://www.facebook.com/HWatchSandwell>
Instagram: www.instagram.com/healthwatchesandwell
Twitter: @HWSandwell

Healthwatch principles

Healthwatch Sandwell's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

1. **A healthy environment:** Right to live in an environment that promotes positive health and wellbeing
2. **Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patients reaching crisis

3. **Access:** Right to access services on an equal basis with others without fear of discrimination or harassment, when I need them in a way that works for me and my family
4. **A safe, dignified and quality services:** Right to high quality, safe, confidential services that treat me with dignity, compassion and respect
5. **Information and education:** Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system
6. **Choice:** Right to choose from a range of high quality services, products and providers within health and social care
7. **Being listened to:** Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received
8. **Being involved:** To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

Purpose of the visit

The purpose of the visit was to observe the environment and explore first-hand with patients their experiences of using the Foot Health Clinic. This was achieved by observation and talking to patients and staff.

What we did

Our Authorised Representatives facilitated the visit and spoke to patients and observed the environment on 20th September 2023.

A pre-set of questions were asked that covered:

- Patient experience of the service including booking appointments, care by staff, accessibility to the building and information and any suggestions to improve the service.
- How staff meet individual needs of patients including the communication needs of patients who have impairments, handling anti-social behaviour from patients / relatives, how to support patients who want to raise a complaint / concern about the service and suggestions to improve the service.

Observations were made of the environment both externally and internally, that included:

- Signposting, accessibility, lighting, refreshments, cleanliness, parking and transport links.

Findings:

A healthy environment

External

The Foot Health Clinic is situated in Warley Medical Centre, which is located in the Brandhall area adjacent to a residential area.

The Foot Health Clinic is accommodated on the first floor of Warley Medical Centre which also accommodates a number of services including:

- Warley Medical Centre (General Practice)
- Midwifery
- Talking therapies
- Health visitors and district nurses
- Heart failure clinic
- Anticoagulant clinic
- Foot Clinic

There is step free access at the entrance and disabled parking including a drop off point. The entrance has automatic doors. The venue does have its own car park which is situated in Oldacre Road. However there was no signage to indicate this at the entrance to the building.

There is access to Warley Medical Centre by public transport (buses) from surrounding areas.

There is no signage to the Foot Health Clinic externally.

Internal

On the ground floor there is a sign on a door entitled Chiropody, there is also a sign on the wall adjacent to the stairs. Foot Health Clinic is signposted as 'Chiropody' throughout the building.

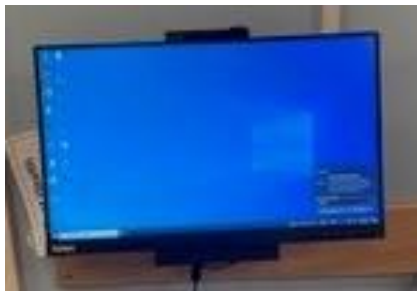


The Clinic is accessed via stairs or passenger lift.

The waiting area for the Foot Health Clinic had a comfortable seating area with notice boards with relevant information and leaflet holders.

There were toilets in the waiting area including one with wheelchair access

Prior to our visit a poster was sent to the clinic to advertise the visit, this was **not** displayed in the waiting area during the visit.



There is a signing in screen outside the treatment room but this was not working on the day of the visit. Patients were called verbally into the consultation room for their appointment.

On the day of the visit, the clinic was welcoming, clean and the décor well maintained. Covid 19 precautions are in place, signs for social distancing, sanitising hand gel dispensers at the entrance etc.

We were informed that there was no loop system. There were no obvious hazards or health and safety risks. There were no facilities within the clinic to purchase refreshments.

Essential services

Patients were spoken to in the waiting area. **50%** had waited up to **4** weeks for their appointment and **50%** had waited up to **3** months for an appointment. One Patient explained that they were allocated their appointments on a rolling programme so they know when the next appointment is, this was very much appreciated by the Patient.

While waiting for their appointment **100%** knew who to contact if they had a query.

80% of patients found the booking system '**easy**' and **20%** '**very easy**'.

Patients said they appreciated having a phlebotomy clinic which is local to them, which is clean, tidy and welcoming.

Access

Accessibility of the building.

The majority of the patients had no problems finding the clinic and had received clear directions, many of the patients noted that they had visited the clinic on several occasions so were familiar with finding the venue.

Accessibility of the service.

100% found all the information they received about their appointment clear and easy to understand.

Patients were communicated with through a variety of methods including phone calls, text and occasionally letter. Patients appreciated having a text to remind them of their appointment.

Safe, dignified and quality services

Patients described staff as very understanding and professional.

100% were happy with this service and rated it as '**excellent**'. They were happy that staff had answered all their questions.

100% were '**very likely**' to recommend this service to friends and family.

"It's a pleasure to visit this clinic and especially as it's local to me"

Information and education

The waiting area had various health related posters. Staff also promote good health during the consultation.

Choice

80% had been given a choice to attend this clinic, one patient was particularly pleased to come here as it was on a local bus route.

Being listened to

100% of patients stated that they were listened to around their health needs

Comments and complaints.

There was no complaints, comments, compliments process advertised at Foot Health Clinic.

However **100%** knew how to make a comment. It was pointed out by all the Patients that they had never had a need to complain and they would give the Podiatrist a compliment if relevant.

Being involved

Staff promote patient involvement, this is achieved by open communication with the patient during the appointment.

Staffing and feedback

The Foot Health team is made up of a wide variety of experienced Podiatrists, Foot care assistants, technical instructors and administrative staff. On the day of the visit, there was one Podiatrist on duty.

The team are centralised and visit the various foot clinics around the Borough; there are approximately 25 - 30 staff full and part time.

We were informed that all staff receive ongoing staff development, which includes supervision, where training needs are identified and relevant training provided to meet staff's needs. Staff also participate in monthly virtual staff meetings. The Podiatrist had participated in the National Preceptorship Framework for Nursing¹ As a mature Practitioner, the Podiatrist felt confident to ask questions if unsure especially during the induction process, it was described that Managers/colleagues are always willing to guide/assist.

Staff described how communication needs of patients are met, such as those who are: visually, hearing impaired, learning needs and where English is a second language. This is achieved in various ways:

- For people who are visually impaired, the staff verbally explain what is taking place
- For people who are hearing impaired, the staff encourage lip reading and wear a clear mask
- For people with a learning disability, carers are encouraged to join the consultation
- Where English is a second language, staff would talk slowly, however for a long consultation the administrator would book an interpreter

We were informed that staff at Clinic do not encounter anti-social behaviour and this was attributed to having professional working relationships with Patients.

We were informed that staff receive compliments via emails from Patients but they do not actively seek feedback.

Staff enjoy working in this service and described various reasons why, which included:

- Enjoy promoting good health by using coaching skills
- Providing hope that Diabetes Type 2 can be reversed with healthy lifestyle choices/habits

¹ The goal of preceptorship is for the newly registered nurse to develop their confidence and autonomy. This preceptorship framework is a resource for health care organisations and can be utilised in other care settings such as social care to support the practice of newly registered practitioners in England : [National Preceptorship Framework for Nursing | NHS England](#)

Staff in this clinic face challenges, which cause frustration, which included:

- patients who do not incorporate health promotion advice into their lifestyle choices which results in poor foot health. This advice is repeatedly given, including not wearing flip flops. It was acknowledged that factors such as poor mental health and a lack of education impacted on the person's choices in these matters.
- staffing levels, due to vacancies (retirement) and sick leave
- large caseloads which is a challenge to time management skills

Recommendations

The Sandwell and West Birmingham NHS Trust to consider:

1. providing a loop system for hearing impaired patients and advertise this facility
2. be proactive in informing patients of the comments and complaints process
3. providing signage informing where the car park is

Provider feedback

No comments were received from the Provider.



Address: Walker Grange, Central Avenue, Tipton. DY4 9RZ
Website: <https://www.healthwatchesandwell.co.uk/>
Telephone: 0121 569 7211
E mail: info@healthwatchesandwell.co.uk
Social media:
Facebook: <https://www.facebook.com/HWatchSandwell>
Instagram: www.instagram.com/healthwatchesandwell
Twitter: @HWSandwell