Enter and View

Enterprise House
11 September 2024

healthwatch County Durham

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Details of visit

Location:

Enterprise House,

Enterprise City, Meadowfield Ave.,

Green Lane Industrial Est.,

Spennymoor

County Durham

DL16 6JF

Date and time of visit:

Wednesday 11th September 2024 09.30 – 12.00pm

Healthwatch staff members present:

Claire Sisterson - Authorised Enter and View representative

Paul Stokes - Authorised Enter and View representative

Healthwatch Volunteer Support Officer:

Claire Sisterson claire.sisterson@pcp.uk.net 0775 6654223

Type of service:

Community Mental Health Team

NHS Trust:

Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV)

Specialisms:

Mental Health

Clinical Team Manager

Natalie Jones/Angela Cross

Acknowledgments and context

Healthwatch County Durham would like to thank the management, staff, and service users for making us feel welcome and taking part in the Enter and View visit.

An important part of the work local Healthwatch does is to conduct Enter and View visits. The purpose of this Enter and View Visit was to hear from service users and record their experiences at Enterprise House.

Local Healthwatch representatives conduct these visits to health and social care services to find out what the user values about the service, but also make recommendations about where there are areas for improvement. The Health and Social Care Act allows Healthwatch Authorised Representatives to observe service delivery and talk to service users, their families, and carers as well as staff, on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies.

Enter and View visits can happen if users tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn and share examples of what they do well from the perspective of users who experience the service firsthand.

Healthwatch Enter and View are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch 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.

Purpose of the visit

We have recently heard from users across County Durham about Community Mental Health Services. Although some of the feedback was positive, the majority were negative experiences from users and their carers.

We wanted to understand in more detail the issues users were facing whilst under the care of Enterprise House and decided to carry out a planned Enter and View. To gather a full picture of the situation we also asked to speak to staff members about their experiences of working at Enterprise House and supporting their service users.

This report relates only to the specific two and a half hour Enter and View visit, which includes feedback from service users and staff during and after, the visit. Also included is feedback from a questionnaire left for completion at Enterprise House before our visit and questionnaires given to users who receive support at home via Enterprise House. Therefore, it is not representative of all service users, only those who contributed within the restricted time available, through interviews and other feedback.

Description of the service

Enterprise House is a community adult mental health service base offering specialist mental health services for users living in Sedgefield, Trimdon, Fishburn, Ferryhill and Spennymoor.

There are 670 service users registered at Enterprise House.

There are around 38 members of staff working at Enterprise House.

Enterprise House also run a support group based at the Pioneering Care Partnership (PCP)in Newton Aycliffe.

The service operates between 9am and 5pm Monday to Friday.

Planning the visit

The questions used were carefully put together (appendix A) beforehand to reflect the approach we were taking. This was agreed with staff and authorized representatives and was also sent to the Team Manager before the visit.
We met with Natalie Jones initially to plan the visit, agreed to the processes, and made sure it would work for service users and staff.
We realised that there might be users who would like to comment on the service who were not going to be at Enterprise House on the day of the visit, so the surveys were left two weeks before the visit in the waiting area, on a Healthwatch display table, with a box for completed surveys to be left in.

We advertised the visit in advance (appendix B), and we asked Natalie Raine to brief the staff and answer any queries before the day.
We also prepared a risk assessment and considered areas such as layout, introductions, venue space and safety procedures, the process for taking photographs and we agreed to the use of a private space for conversations, if needed.

"Friendly and helpful. All of them are nice, although once I felt I was pushed/rushed off the phone quickly."

How was the Enter and View conducted?

To ensure we captured as many experiences as possible, including those that would not be there on the day, we created a 'pack.' The pack contained details about Healthwatch County Durham, a letter about the Enter and View visit, the survey, and a stamped addressed envelope to return. We also left posters with 'tear-off' telephone numbers in each toilet and a telephone contact sheet with reception, to encourage users to leave their contact number, so we could include their feedback by calling them, after the visit.
Surveys, sixty packs and a contact sheet were left in the reception area two weeks before our visit with a time limit of two weeks after our visit, to collect responses.

One of our trained Enter and View Authorised Representatives conducted the visit along with the Healthwatch County Durham Volunteer Support Officer.
We asked at reception if they could provide details of users booked that morning, but it seemed that reception staff were not informed of our visit, so we did not get this information. We came across no service users during the visit but after further communication on the day, Angela Cross quickly pulled staff together in order that we could gain feedback from them at Enterprise House.
Unfortunately, Enterprise House had not taken any service users' details at reception who might have liked to speak to us, so we could not follow up with any additional users in this way. No packs had been taken out to users to gather their feedback and posters with 'tear off' telephone numbers had been removed.
Because of this, the Volunteer Support Officer agreed to extend the end date for feedback to 9th October, on the premise that: -

- Every user who came in from now would be offered a pack to complete and send in, or if they wanted to, leave their name/number for us to call
- Staff would now take packs out to users who are supported in their own home
- Staff had packs to take to the Tuesday morning session at PCP
- More Staff would fill in a survey form to be included

We were unable to conduct any user surveys on the day and obtained feedback from six (6) staff on, or shortly after, the day of the visit. One (1) user survey was left in the HWCD box on our stand, and we received two (2) more which were posted to us.
We were later given four (4) names of users and telephone numbers, who wanted us to call them to give us feedback.
In total we obtained six (6) staff surveys and seven (7) user surveys.

How we recorded the findings

Representatives completed the survey with staff by interviewing them or alternatively users and staff sent in completed questionnaires or were called by telephone, after the visit. They also made a note of any other relevant information given. All the questionnaires were anonymous. Following the visit, all results were input into a spreadsheet for analysing.

Feedback and findings

Healthwatch County Durham observation

On arrival at Enterprise House, entry is accessed via a buzzer, as the main door is locked. Once inside there is a larger reception area (shared with other projects/groups with seating area) with another buzzer entry door to access the service itself. Once through this door you arrive at the reception which has a window into the office that creates a barrier for individuals and doesn't feel very welcoming.

The entrance is clean and bright and led into a narrow small size waiting hall (one seat).

There were several information boards.

There was a water machine available to use.

Service user feedback

Staff attitudes and behaviors

We asked service users about their experiences with the staff at Enterprise House.

Overall, the feedback was complimentary. Most staff were said to be supportive and kind, with one service user feeling staff "listened to my needs". Users said they felt confident in the staff. Most said that staff are lovely and have never had a problem however, one person said once they felt like they were "pushed and rushed off the phone". Several suggested that they were offered privacy and treated as an individual, when receiving care.

"The service knew about my past MH issues, but they gave me the opportunity to tell them which I am grateful, and I have not seen this with other services"

Has your history affected what the service has offered?

We asked service users if they thought their history affected what Enterprise House offered them and if they thought this was beneficial or not.
One user said they had "no worries about staff knowing my history, I feel this has helped my care". One person said that they didn't know if the service had read their records but had no worries about this. Another felt that they had been given the chance to tell them their history personally and was grateful for this. One user though felt that because there had been some controversy about medication-he had been "put on the scrapheap".

Were your preferences looked at when creating your care plan/support?

We asked if service users were able to maintain a level of choice and control over their care plan or support offered.
Four of the seven users said yes, they felt they had choice and control regarding their care plan and that for one of these "had helped maintain a good level of independence". However, three users did not know if they had a care plan. One of the users said that they had one previously (in another service) but was happy to go on what the services said- "they know more than me!"

Have you been told about or offered an 'Independent Mental Health Advocate (IMHA)'?

Only two users said they had been offered advocacy or other support by the service but added "he helped me a lot, but since I've been discharged, I haven't heard from him" and another said, "he said he'd send something to the housing section for me, but I've heard nothing since". Four users said they had not been offered any other independent support and one said this was not appropriate for them.

Would you know how to complain and feel comfortable?

Four of the service users said they knew how to complain or knew where to get the information from. One person said they "would only complain if I wasn't getting the help". Four users also said they would feel confident in complaining, one said they would use Google to find out, and one was aware of PALS. One person said that it wouldn't make sense complaining as he had trouble and difficulties with words, "so I wouldn't be understood anyway".

Do you understand what you are being offered, are you kept informed

Two users felt they understood what was being offered by Enterprise House and that they were kept informed and up to date.

Two people felt this was not applicable for them and one said they had no expectations but felt the service had gone "over and beyond". One user said he had no psychotherapy intervention since 2020, had seen a social prescriber who could only offer certain type of support.
One person said they had an issue with a staff member confusing their file with another user, this left questions about what had been said to whom and confidentiality.
One user said he gets meds weekly but felt it would be much more convenient to get them monthly.

Enterprise House site and building

We asked service user's opinions of the building and attending the Enterprise House site.
Four users said they found the building and site good, with pleasant rooms which were airy and fresh. There were negative comments regarding the need for better parking, the waiting area being very small (one single chair) and the main waiting area having other services based there – "Letting everyone know I am here for Mental Health support".
The locality of the unit- "I have to get a bus to the main town centre then walk to the service which takes 40 minutes".
Another said they liked the fact that the service is 'out of the way' and another gave it a '6 out of 10'!

"The waiting area/s are not good-I don't want to wait in an area where several services are running from, for a MH staff member to come call me, letting everyone know why I'm there"

Activities and programmes

Only one user mentioned being offered information about activities outside of the support Enterprise House offered and said, "I am waiting for 'Talking Therapies' getting back to me anytime".
Even if they had been, three users said this was not for them but felt that family members could be involved in their care if they requested it, which was welcomed.
One person felt strongly that 'they didn't want to take part in activities and programmes outside of their care'.

Anything else...

We asked service users if there was anything else they would like us to be aware of about Enterprise House.

Although there weren't any themes from the additional information, a couple of negative comments were that someone felt 'because of being borderline diabetic the meds given were making this worse'-when he raised this the service said, 'he needed to see a specialist-I just feel pushed aside'!

Also, that the service needs its own specific appropriate waiting area. Another said they had got much needed help from having employment support through the service, but this had stopped- 'People should still be able to access this type of support afterwards to get into work, for example'.

Two positive comments were that someone had moved from the 'South' to County Durham and, 'services were much better here'. "I have separation issues-I rang them one day in bits, and they sat chatting to me on the phone for half an hour until I was able to calm down!".

Enterprise House staff feedback

Staff attitudes and behaviours

We asked staff if they felt they were able to listen to and support users and offer good customer care.

All six staff felt that they were delivering 'person centred' care. Half of the staff felt that they 'did not have enough time for users' but one also said "I always get back to people within 24 hours". Five of the six staff we talked to said they felt very supported through staff supervision and training.

Two staff said that they are 'trying hard in difficult situations' and mentioned that privacy is maintained. One staff member said they mainly speak on the phone to users, but it can be hard to hear in the room they work from. On a positive, a staff member felt that the 'Skill mix' within the staff team helped when supporting users.

"**Big expectations from people but I always get back to people within 24 hours**"

How does client's history affect what the service offers them?

Staff commented that client history is imperative to support risk management and care planning. One staff member saying that 'we should always ask about past history, however, some users are not keen to repeat this if they have already given information to previous staff'. Another said that in the past they had often said to users that they had read their information but wanted to assess what the current issues are with the user, now.

"Here we treat patient symptoms rather than diagnosis".

One staff member said that 'there are custodial users so there are risks, I say to people that that's the past, more bothered about what's going on now'.

Another staff member said that she understood how people feel judged, adding that "on paper the loveliest of people can look horrendous" but "no matter what their background, shouldn't and doesn't affect things".

Users' preferences when creating a care plan/support

We asked staff if Enterprise House helped service users to maintain a level of independence, choice and control when creating their care plan or support.

Five of the six staff we talked to agreed that users should be involved and are encouraged to be part of their own 'Care Plan'. Describing this as "Do 'with' them (users) rather than 'to' them", "Co-produced care planning, client and staff work together to identify goals". One staff member said that if safely done users should have choices as it is "common sense to make sure the person has input".

However, half of the staff said they felt they either needed 'more training for care plans and/or using the new I.T. system for these'.

One member of staff said, "I don't like the way safety plans are laid out-they can be/look patronising".

"Recently had computer system, which is challenging, we need support for that"

How do you let users know about Independent Mental Health Advocacy?

All six staff answered this question saying they were aware and most of them had referred users to advocacy or other types of support. Sometimes contact is via the users' GP. Examples were given of supporting users with tribunals and hospital stays, 'sometimes a care needs assessment identifies the need for housing or charitable support'.

How do you let users know how to complain and reassure them about comeback?

Two staff members talked about the Patient Experience Team (PALS) when directing service users to complain, or to the leadership team at Enterprise House. Another spoke about there being 'a complaints leaflet' and that 'users could speak to clinicians' if they wanted to complain.

"We had a lady come in last week with a complaint, she wanted her issue known (users' appointment said 10am-she was seen at 10.15am). We took the details here then escalated to the manager, the doctor contacted the user, so a new appointment was made. Now we can adjust to meet her needs"

Three staff members suggested either that they welcomed the opportunity to learn from situations but also reassured the user that the complaint is not recorded in their clinical record. One staff member specifically said "people aren't treated differently. I've never seen anyone treated less favourably after complaining".

Any breaks in the service that affect ongoing care?

Most staff said that Mental Health services are struggling to meet demand. 'This impacts on our ability to deliver quality care to our MH population'. Having regular supervision with managers helped. One staff member said that 'if someone is looking for a psychological pathway, we need to be honest and explain that often this is something we are unable to offer, and we need to stepdown to another outside service. We should be not promising users' services which are not available'.

Staff said that ongoing care can be affected where workers change, but It's rare that staff don't attend appointments. Another said that if this ever happened, they would send a letter to the user and a copy to their GP. Reschedule and apologise if it's a service to user error. Can be human error sometimes.

Two staff told us that users sometimes cancel appointments themselves.

One staff member said there was an issue when a newly qualified staff member promised medication or another service, which caused an issue.

"There has been significant increase in demand for Mental Health services, particularly from neuro-diverse population"

Do users get what they expect from the service?

Most staff said that there were ways they check that users understand what they are getting against expectations, of the service. Good partnership working and weekly huddles for all services was mentioned, staff said they fully explain what services can be offered and not set unrealistic goals. Several staff mentioned that when rounding up an appointment they would always summarise what had been agreed. Plus ask clients if there's anything else they'd like to ask about. Two staff said that they would ask "do you understand or have any questions, give me a ring", they would make sure they didn't use jargon, speak clearly-ask users with Autism/ADHD if they want to stay on.

Another example offered was that they will send a letter with notice of when to expect a telephone call, from the service.

What do you think about Enterprise House site and building?

All six of the staff had a negative comment regarding the building and all said they needed somewhere with more rooms. Office spaces are cold in the winter and far too hot in the summer, windows leak if it rains. Worryingly, office space is not confidential as you can hear what is being said in the room next door. One said, although not a bad space, her room was small with no window. Another added that the doctors were upstairs, but it was way too hot up there.

Staff had a difference of opinion about car parking at the site saying there was good car parking, but another saying the car park can be busy and is 'hitty missy' whether you can get parked.

One said it was a filthy building, especially the kitchen although the kitchen had plenty of facilities including a table to sit at. A staff member mentioned that

there was a Cafe being introduced. Four staff members told us the site has a water machine ('but sometimes empty') and one mentioned access to hot drinks for users.

Two staff members felt very strongly that there was a clear need for another telephone (line), although they had access to mobiles this was not adequate/enough. Often mobiles had no signal so ineffective and frustrating.

What about activities and programmes?

Staff told us that 'Yes, carers and family members are central to care/safety planning, with consent of the user', but no support groups run on site. However, they told us that they signpost users to community events. The site does have sessions in, 'coping skills' and 'understanding and managing emotions', but there is a waiting list for this.

Two staff members told us about Tuesday sessions for the service run at The Pioneering Care Partnership (PCP) in Newton Aycliffe.

Anything else….?

One staff member mentioned that they have 'reduced waiting times for assessments'

Conclusion

The service users we spoke to were generally happy with the support they were offered from Enterprise House; they acknowledged that staff were friendly and accommodating and gave an example of staff really taking the time on the phone to help. Important to note that staff felt that they 'did not have enough time for users.

Issues that came up were around 'follow up support', 'confusing user files', some 'users did not know if they had a care plan', user having ''difficulty expressing in words' (linked to potential for complaining) and 'staff struggling with new I.T. software/system'.

On a positive, staff seemed to all have a healthy approach to managing complaints and reassuring users. There also seems to be a consistency in offering ways to check that users understand what the service can/will offer, within appointments.

Both users and staff feel the site has issues such as not enough rooms, rooms not soundproofed so confidentiality can be compromised, building dirty, either too cold or warm, leaking windows, difference of opinion about car parking, inappropriate waiting area/s and a clear need for another telephone line to accommodate the service continuity. Site seen as difficult to get to, but one user liked the idea that the site was 'out of the way'!

Healthwatch County Durham has continued to hear negative experiences from mental Health service users generally around the County, since the Enter and View was carried out. These experiences were like the views that led to the Enter

and View being arranged, therefore, we want to reassure users that this Enter and View report is only a snapshot of experiences. We had two and a half hours where we talked with staff on site and we spoke to four users over the telephone, after the visit.

Limitations

This Enter and View Report was not designed, nor does it claim to provide a representative view of the service users, carers and staff at Enterprise House. Service users could have been at a sensitive time in their mental health recovery, and we were only able to speak over the telephone for a short amount of time, so their frame of mind could influence the responses we got.

It should be noted, that although everyone was welcome to come and speak to us, we have only spoken to seven users of the service (3 surveys came through the post from 60 packs that went out to users with clinical support workers (we collected 12 unused packs from the site) and 4 names/contacts were given to us to telephone), within the extended time frame.

Recommendations

Below are our recommendations and highlights from our visit
Look to improve staff training and support in the use of new I.T. software especially around 'Care plan development' and users 'personal files'. This will ensure that users are aware and involved in their own care plans and errors are limited, with users' files. This will add to the staff already feeling that they are well supported through supervision and having a good mix of skills.
Ensure staff follow up on support offered outside of appointments, including advice when users have worries about medication affecting other areas of their health.
Look at how to manage the issue of access to rooms and confidentiality when on site-rooms not soundproofed-maybe look to use less clinical spaces within the community, in the meantime.
Whilst there seems a positive approach to 'Complaints', look at how individuals are encouraged and specifically supported who need extra support (for example difficulty with words and writing) to do this.

Ensure that the service is clear and promotes what it can and cannot offer, so that this limits potential for differences in expectations (both for users and new staff members). Especially around types, length of support and medication requests
Continue to check with individual users how they would like their Mental Health history used. Staff should double check how users would like this aspect managed-i.e. some users are happy that it is enough to have their support staff read up on this prior to meeting, some users want to relay this verbally to staff and others do not want to have to go through this with a new member of staff each time. This will continue to help users feel comfortable in getting care that has considered their feelings.
Location of site-ensure users are offered the most appropriate timed appointments because of difficulty in getting to the site.
For the comfort, wellbeing and continuity of service, consider issues linked to the building itself. Including taking advice on how to better maintain appropriate temperature within various areas of the building and repair to leaking windows. Look at the potential for staff to leave the building for a break (as some are working in small rooms with no natural light/windows). Raise with appropriate staff/managers cleanliness of kitchen area and maintenance of water machines, to make sure they are restocked There is a definite need for an additional telephone line installed. Look at this as a priority.
Consider Improving signposting to community resources/activities and other types of localised support, especially as sessions on site have waiting lists.
Promote and celebrate that users feel cared for when they have contacted the service in difficulty and continue to promote where the service manages to reduce waiting times.

Provider Response

We would like to take this opportunity to thank health watch for their visit (11 September 2024) and highlighting the issues identified in the report.

The feedback has been very useful and we have already begun to implement some improvements.

- The additional telephone lines are up and running.
- The issue with the care planning has been addressed through in-house training. We would like to reassure our service users that all our staff are competent and confident in coproducing care plans with service users.

We have listened to the concerns regarding the building, and it is evident that this if from both staff and service users.

- we will create further capacity within our waiting area, so that service users can wait within the community mental health team section of the building, we will no longer ask service users to sit in the shared foyer.
- The issues with the rooms and soundproofing, we would like to assure service users that the rooms have been soundproofed to protect confidentiality.
- TEWV lease the property, therefore there are limitations in what we can change. We will however note the general building cleanliness concerns with the property owner.
- We agree there is a need for a physical hub rather than virtual, we will explore future options for the location of services.

We will continue to support service users to make complaints. We have Complaints leaflets available in the waiting area, and staff will continue to advise patients how to raise concerns. We feel all complaints are dealt with in a timely manner, the first point of contact is to speak to our team manager, who will try to provide a local resolution to your concern. If we are unable to resolve the concerns, we will advise on next steps.

Finally, we acknowledge the reception window could be perceived as a barrier, however, it is there to maintain confidentiality for reception staff in that room who are speaking to patients and carers. In relation to patient appointments as a service we try to be as flexible and amenable as possible in terms of offering appointments, this will include seeing service users in their own home, at the PCP to move away from a clinical environment.

Appendix

Appendix A:

Enter and View Questions for Enterprise House (Service Users)

Thank you for your time today. Healthwatch are speaking to users, family members and staff about Enterprise House and want to hear the stories behind these views.

How do you find staff attitude/behaviour here at this service?
How well do staff listen and support you to show what you need and want? Is your right to privacy is offered here? Have you seen good customer care? Do staff treat each person as an individual? Do you feel confident in the staff?

Do you feel that your history has affected what the service has offered you?
Did you tell the service about any past mental health issues? Had someone read your previous notes, did you feel this meant they already knew about you? Any good points/worries about the service knowing about this?

Were you involved when creating your care plan?
Is the service helping you to maintain a good level of independence, choice and control? Is it reviewed?

Have you been offered any form of Advocacy'?

Would you know how to complain, would you be able to do this comfortably?

Do you understand what is being offered or what you are getting from the service? Is it what you expected? If not, explain

How do you hear from the service? If you were unable to do what the service asked you to do, what happened? Were you offered any type of alternative help? Have you ever been put in touch with other organisations to help with your wellbeing? Linked to your support, have you made a specific request and was this organised for you?

What do you think about the service site and building (if you use it)-
What do you think of the building and are the spaces/rooms comfortable-could you suggest any improvement? Are you offered refreshments during your visit/s? How do you find the waiting room? Do you ever take away information from the unit (i.e. leaflets) or can you get information in any other way?

What about Activities and programmes?
Are you able to involve your family members and carers as part of your support here? What regular support groups meet at the site/service or elsewhere and do you access them?

Anything else you would like us to be aware of: -

Age.....Gender.....First part of postcode.....

Appendix A cont…

Enter and View Questions for Enterprise House (staff)

Thank you for your time today. Healthwatch are speaking to users, family members and staff about Enterprise House and want to hear the stories behind these views.

Staff attitude/behaviour at this service?
Can you listen and support users to show what they need and want? Is client's right to privacy offered here? Have you seen staff offer good customer care? Do staff members treat each person as an individual? Are you supported with the skills/tools required to work to the best of your ability?

How does client's history affect what the service offers them?
Do all staff find out any past mental health issues of users? Do staff read previous notes, in order to have some prior knowledge of each client? Are there good points/worries knowing about a client's mental health history?

Client's preferences when creating a care plan/support?
How does the service help users to maintain a level of independence, choice and control? How are users involved? Do you feel you receive appropriate training in this area? Is this reviewed?

Have you offered any form of 'Advocacy' to users?

How do you let users know how to complain and reassure them about comeback?

Is there anything that adversely affects ongoing or promised care?
What happens if someone is offered some type of support that does not happen, or was different to what they expected? Do users tend to see the same staff for their support or are they seeing different users? Would you say the service meets what it has offered users, if yes how and if no, why not?

How do you check/know that users understand what is being offered and get from the service, what they expect?
Do you have the required resources? Do you put users in touch with other organisations to help with their support? Linked to support, if someone makes a specific request, how is this managed/considered?

What do you think about this site and building-
What do you think of the building and are the spaces/rooms comfortable-could you suggest any improvement? Are you able to offer refreshments during client visit/s? How do you find the waiting room? Can users take away information (i.e. leaflets) or can they get information in any other way?

What Activities, groups and other programmes are offered?

Are users able to involve family members and carers as part of their support here? What regular support groups meet at the site/service or elsewhere and how do users access them?

Anything else you would like us to be aware of: -

Age……Gender……First part of postcode……..

Appendix B:

Tell us about your Service!

Wednesday 11th September 2024
9.30am-12 noon

Enterprise House-Spennymoor

Healthwatch County Durham is your local, independent health and social care champion. We are visiting this service on the above date/time to find out what you think about what it offers. We would like to hear from users, carers and staff about their experiences.

Come and tell us what you think about the service

Claire Sisterson (Volunteer Support)

claire.sisterson@pcp.uk.net 07756 654223

www.healthwatchcountydurham.co.uk **Tel: 0191 3787694/Text: 07756 654218**

Whitfield House, Meadowfield Industrial estate, Durham, DH7 8XL

Tel: 0191 3787694 Text: 07756 654218

Appendix C

Anonymised data – available on request

healthwatch
County Durham

Healthwatch County Durham
Whitfield House
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DH7 8XL

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