



# Healthwatch Wirral

Enter and View Visit to Central Park Medical Centre, Victoria Central Hospital Site, Mill Lane, Wallasey, Wirral, CH44 5UF

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**Site Introduction**



Central Park Medical Centre is a General Practice Partnership open to all patients living within their Practice boundary in Wallasey. They work in partnership with their patients and Patient Participation Group to provide medical care for their patients as a Personal Medical Services (PMS) Practice offering Primary care services for the diagnosis and prevention of disease. (image and information from [Provider website](#))

**Acknowledgement**

Healthwatch Wirral would like to thank the Partnership staff and service users for their cooperation during our visit.

**Foundations of Quality**

Foundations of Quality Improvement should always have what patients tell us about their treatment and care at the heart of everything, as a system, that we plan and do. We must be able to evidence that all actions and decisions made come back to this, making certain that everyone feels respected, involved and valued at each and every part of the journey. We should all feel confident that we are either giving or receiving quality care.'

Healthwatch Wirral, Age UK Wirral, NHS England and ECIST, Wirral System

## What is Enter & View?

Healthwatch has statutory powers and duties to carry out Enter and View visits to any site where regulated care is given. Local Healthwatch Authorised Representatives carry out these visits to health and social care services to find out how they are being run and can make recommendations where there are areas for improvement.

Section 221 of the Health and Social Care Act allows local Healthwatch 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, optometrists 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 we can learn about and share examples of what they do well from the perspective of people who use, or provide, the service first-hand.

Healthwatch can also be invited in by providers to seek a 'fresh pair of eyes' on their service and gain some external assurances that they are on the right track prior to their CQC inspections.

## Purpose of visit

This visit is not designed to be an inspection, audit or investigation, rather it is an opportunity for Healthwatch Wirral to get a better understanding of the service by seeing it in action and talking to staff and service users. The visits are a snapshot view of the service and what we observed at the time of the visit.

Healthwatch Wirral seeks to identify and disseminate good practice wherever possible. If during a visit, Healthwatch Wirral considers there may be a serious concern then this will be referred to the appropriate regulator. This also applies if we have safeguarding concerns and these will be referred to the Local Authority or Commissioner for investigation and our visit will cease with immediate effect.

Once the report has been drafted by Healthwatch Authorised Representatives it will be sent to the Provider for comments. After ten days the report will be published.

## Disclaimer

The contents of this report are based on what the users, staff and Manager told Healthwatch Authorised Representatives. The information within this report does not recommend or advocate on behalf of any service. Individuals should use a variety of information, such as CQC reports, when making a decision on where to reside and/or where to obtain care.

Name of Provider: Central Park Medical Centre

Name of Manager: Lisa Williams

Manager's email and phone number: [lisa.williams105@nhs.net](mailto:lisa.williams105@nhs.net) 0151 638 8833

HWW Representatives: Jacqui Canning and Dave McGaw

## What Healthwatch Wirral Authorised Representatives (HWWAR) observed and were informed of during the visit

**This visit was arranged after the original visit in 2021 was abandoned. This visit was rescheduled with the new Practice Manager.**

### Environment

The Practice is based on the ground floor of a purpose-built NHS facility. The foyer and reception area are light and airy, well-decorated and the waiting-room chairs provided looked in good order.

HWWAR observed that : -

- Patients attended the reception desk, which was located adjacent to another GP Practice, or signed-in using a touchscreen system. There were four display screens showing NHS information interspersed with patient instructions of who to see and where to go.
- There were no audio messages which may hinder patients who are visually impaired. We mentioned this to the Manager at the time, who said she would take that on board for future.
- Patient toilets looked clean and tidy with emergency cord pull system and were wheelchair accessible.
- There was a Patient Participation Group (PPG) notice board. This was cluttered with other notices using small typeset and not in easy read format.

The Manager informed us:

- They have just under 10,000 Patients registered at the Practice.
- Patients can make appointments by telephone, face-to-face or via PATCHS (previously eConsult).
- Operating hours are 7.30am – 6.30pm. GP Enhanced Access (EA) is via Primary Care Network (PCN) Monday to Friday 6.30pm – 8pm and Saturday 9am until 5pm.
- The appointment slots include face to face(f2f)/tele-triage/tele-consultation.
- They offer between 110 and 114 appointments daily which include clinic appointments.
- Patients are triaged before appointments are made with 80% being f2f, 19% via telephone and 1% are home visits.
- There are 4.5 WTE GP's (3 partners and 4 salaried GPs) 2 Phlebotomists, 2 Pharmacists, PCN staff delivering in Practice include 2 Paramedics, 1 Nurse Associate and 1 ANP.

- GP EA appointments are offered over the phone or at the Walk-In Centre on a Saturday.
- The Practice has the facilities of Phlebotomy service and Physiotherapy on-site, as well as an X-Ray Unit adjacent.
- The building facilities are close to public transport and it has a good-sized car park appeared in good order. There is also a café on the first floor.

### **Safeguarding and Complaints**

The Manager presented us with a copy of their complaints policy, which is also available on the Practice website, patient Information board and at reception.

The Manager informed us that : -

they have open discussions with Partners, clinicians and clinical staff regarding safeguarding issues and actions are taken accordingly at the end of each month.

Written complaints are acknowledged by the PM, discussed with relevant staff member/clinician and the complainant is responded to. This can be by a f2f meeting with patient/PM/clinician to agree an outcome.

The complaint is then stored securely and reported to NHS Digital Strategic Data Collection Service.

They have received 28 written complaints in the past 12 months. If complaints are upheld the outcomes are fed back to NHS DSD Service.

Changes made as a result of complaints include:

- Change to answerphone message
- Advising patients who they may see at Practice at an appointment
- Introducing Cloud Based telephony.

The Manager also said that they gather regular feedback from patients using their website, email and suggestions box on reception and by chatting to patients in the reception area.

We asked the Manager about staff training; she told us they use Bluestream Digital Academy Training and training is ongoing. It would be further enhanced with the Protected Learning Time training days now increased. She also informed us the staff have regular monthly team meetings and annual appraisals.

We discussed the Navigator Training currently on offer from NHSE and the localised bespoke Care Navigator training being developed by HWW. The Manager said she would feedback to her Board.

We discussed, with the Manager, how staff manage the challenges from patients, which seems to have increased since the Covid pandemic. She told us this has been an issue recently and she has introduced a 'Patient Behavioural Policy,' this has led to a number of patients receiving letters regarding their behaviour toward staff and how poor behaviour will not be tolerated.

Staff have welcomed this new policy and told us they feel supported. The Manager said she talks to staff who have experienced aggressive behaviour from patients and reflects on how the staff member handled it and techniques that they could try if it were to happen again.

### **Infection Prevention Control**

The Manager told us that :-

the Practice no longer require face masks or hand sanitiser gel, although these are still available if patients want them.

### **Patient Engagement**

We spoke to a number of patients in the waiting area. Overall, they told us that once seen by a clinician or GP they are happy with the service. However, there are problems getting through to the Practice by telephone or electronically, which leads to frustration.

None of the patients we spoke to said they had been offered appointments through the GP EA service such as an evening or a Saturday appointment and they were unaware they could have same day appointments.

### **Staff Engagement**

We spoke to staff who were on reception and front facing as well as in the back office. They explained their roles and any issues they had. Most said they have been there for a number of years, live locally and were happy in their roles now the new Manager has introduced policies that supported them.

We asked staff what the alternative would be for patients who called in the morning and no appointments were available. We also asked about the GP EA service where a patient can be offered an appointment in the evenings between 6.30-8pm or Saturdays. We were surprised to be told that the patients are advised to visit the Walk-In Centre as it is on-site and has appropriate clinicians who can help them. No alternatives appear to be offered.

### **Community Support**

We asked about the Social Prescribers who are on-site. The Manager told us they do refer into the service. We did suggest asking the Wallasey Wellbeing

PCN to organise a Health Fayre and have a Marketplace with Third Sector Organisations who can help patients access services in the local community such as Age UK Wirral for older people and WIRED who can support unpaid carers access help and advice.

### **Plans moving forward**

We asked the Manager what plans she had for the future. She told us “I am relatively new in post and am undertaking the GP Improvement Programme with the Practice which is having a positive impact already. I’m looking at increasing PATCHS capacity, implementing a new phone system and refreshing the website to improve communication to patients. I am open to new ideas and opportunities.”

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### **Recommendations**

- Consider including audio messages in addition to smart board visual messages for patients who are visually impaired
- Consider including easy read formats for notices for patients who have issues with small print and those with LD
- We suggest staff should be familiarised with, and promote, the GP EA service as they do not appear to signpost to any other services other than Walk In Centre.
- We suggest a Health Fayre event for patients to get information about other services in the community who may be able to offer help other than from a clinician. HWW could offer advice on how to go about this.
- Undertake the bespoke Care Navigation Training provided locally by HWW. This will provide a generic and local approach across primary care to help towards meeting patient access within the GM contract.

### **Conclusion**

From our last visit in 2021 we noted there is a definite improvement. The new PM appears aware of previous issues which impacted on the patients causing poor patient feedback. Staff also seem more engaged and have an improved morale. Training around the Enhanced Access service is an important issue moving forward; this will help with increasing patient access and flow and supporting the wider system, in particular as winter plans are now being revised.

We wish the PM luck in her new role and look forward to visiting again in the future.

## Glossary

ANP-	Advanced Nursing Practitioner
CQC-	Care Quality Commission
DSD-	Dynamic Support Database clinical support tool
eConsult-	Brand of online consultation tool
EA-	Enhanced Access appointments service
ECIST-	Emergency Care Improvement Support Team
EMI-	Elderly Mentally Infirm
f2f-	Face-to-face
GP -	General Practitioner
HCA-	Health Care Assistant
HWWAR -	Healthwatch Wirral Authorised Representative
HWW-	Healthwatch Wirral
IPC-	Infection Prevention Control
LD-	Learning Differences
NHS-	National Health Service
NHSE-	National Health Service England
PATCHS-	Brand of online consultation tool
PC-	Personal Computer
PCN-	Primary Care Network
PCS-	Person Centred Software
PLT-	Protected Learning Time
PM-	Practice Manager
PMS-	Personal Medical Services [Practice]
PPE-	Personal Protective Equipment
PPG-	Patient Participation Group
RGN-	Registered General Nurse
RM-	Registered Manager
WTE-	Whole Time Equivalent
WIRED-	Wirral Information Resource for Equality & Diversity.

## Distribution

Healthwatch Wirral submit the report to the Provider, Commissioner and CQC. Healthwatch Wirral publish the report on their website and submit to Healthwatch England in the public interest.

## Comment box

It was a pleasure to meet the HWW team and talk to them about the Practice.

I will discuss the recommendations with the partners and staff teams to develop and move things forward for the patients we care for.

Notes continued on page 8.....



### Comment box (continued)

Central Park Medical Centre

RE : "*Patient Participation Group (PPG) notice board.... cluttered*" - We will look into addressing this with PPG members.

RE: "*Patients can make appointments by telephone, face-to-face or via PATCHS...*" - PATCHS is not currently used for appointments, so just f2f or telephone.

RE: "*Patients are triaged before appointments are made with 80% being f2f, 19% via telephone and 1% are home visits.*" - This figure varies depending on patients, demand and capacity.

RE: "*Manager told us this has been an issue recently and she has introduced a 'Patient Behavioural Policy,'*" - The behaviour policy was already in place when I came into post but I have encouraged staff to report any aggressive/abusive behaviour directed towards them as a significant event and warning letters will be sent.

RE: "*Staff have welcomed this new [Patient Behaviour] policy and told us they feel supported*" - I'd say they welcome action being taken and the policy being followed.