Enter & View Report

Unannounced visit to:

Litherland Urgent Treatment Centre

Litherland Town Hall, Hatton Hill Road.
Liverpool L21 9JN

Tuesday 10th February 2026

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Who we are?

We are your health and social care champion. If you use GPs and hospitals, dentists, pharmacies, care homes or other support services, we want to hear about your experiences. We have the power to make sure leaders and other decision makers listen to your feedback, and improve standards of care. We also help people to find reliable and trustworthy information and advice and have an Independent Complaints Advocacy Service, to support residents who need help to make a complaint about an NHS service.

What are our core beliefs?

We believe that health and social care providers can best improve services by listening to people's experiences.

We believe that everyone in society needs to be included in the conversation, especially those whose voices aren't being listened to!

We believe that comparing lots of different experiences helps us to identify patterns and learn what is, and isn't working

We believe that feedback has to lead to change, listening for listening's sake is not enough

What is Enter & View?

Healthwatch has a legal right to visit health and social care services to see how they are working. This is called Enter and View. These visits help Healthwatch carry out its legal duties and understand what services are doing well and where improvements could be made.

During an Enter and View visit, we see and hear what is happening first-hand. We may talk to staff, people using the service, or observe how care is delivered.

Visits are carried out by trained staff and volunteers known as authorised representatives. A full list can be found on our website.

Visits can be announced, where the service knows we are coming, or unannounced, where the service is not told in advance. Enter and View

visits are allowed under the Local Government and Public Involvement in Health Act 2007 and support Healthwatch's statutory role. Visits may take place if there are concerns about a service, but also when a service is working well, so we can share good practice based on people's real experiences.

Thanks, and Recognition

Healthwatch Sefton would like to thank all the staff who were on duty during this visit. In particular we would like to thank Paula Whitfield, Associate Director of Nursing, Anne Lamkin, Clinical Service Manager and Rachel Williams, Clinical Director for Same Day Urgent Care.

We would also like to thank patients, family and friends who were in attendance in the waiting area.

Litherland Urgent Treatment Centre

This is the only Urgent Treatment Centre based in Sefton. Patients can access the centre regardless of age and what GP practice they are registered with. This allows for choice, flexibility and accessibility

Patients can book in to be treated or arrive on foot and the centre is open, 8:00- 20:30, 7 days a week. The centre provides medical help and treatment when it's a none life threatening emergency, supporting Accident and Emergency departments and local GP practices by preventing people from going to hospital or their busy GP practice.

There is a lot of treatment and care that is offered at the centre. When patients first arrive, they will be assessed, treated and diagnosed by nurses or a doctor.

The team also offers advice on how to stay healthy, and look after yourself.

- They can help patients by doing a number of tests and assessments:
- Prescribing medicines and treatment for minor injuries and illnesses

- Dressing for wounds
- Taking blood pressure
- X-rays of below elbow/below knee (5 days per week). Over the weekend patients can have an X-ray in another Urgent Treatment Centre
- Blood tests
- Urine tests

Further information about Litherland Urgent Treatment Centre can be found on the following webpage (https://www.merseycare.nhs.uk/our-services/sefton/walk-in-centres) or by contacting Mersey Care NHS Foundation Trust on 0151 473 0303

Please note that this report relates to findings observed on the specific date of the visit. Our report is only an account of what was observed and contributed at the time.

Why we visited the Centre.

During July – August 2024, in partnership with Mersey Care NHS Foundation Trust, we undertook a series of engagement sessions at the centre to gather feedback and make observations on service delivery. A report was published and Healthwatch Sefton has continued to work in partnership with the trust, to review the action plan from our recommendations and monitor progress. It was agreed in November 2025, that all of the recommendations had been completed. This visit forms part of the final steps in our assurance process.

Authorised representatives used a checklist on the day to record observations, requested information from staff and spoke with patients, family and friends in the waiting area to make sure the recommendations had been completed.

Type of Enter & View visit undertaken

This was an unannounced Enter & View visit. We provided one hours' notice of this visit, phoning the centre at 8am.

This visit was undertaken by the following authorised representatives from Healthwatch Sefton:

- Wendy Andersen
- Holly Hinchcliffe
- Carol Hayes

How the visit was planned

This visit was not an inspection, but was planned as part of our assurance processes. The purpose of the visit was to assess that the recommendations agreed by both Healthwatch and the trust were in place and were improving the experience for everyone attending the centre.

Authorised representatives used a check list to record observations and findings. We also spoke to patients and asked staff members questions to complete our check list.

Observations / checks on day

The check list we used included:

- An overview of the recommendations originally made by us
- Updates received from the trust and recorded on the action plan
- The ways we recorded our checks (observations, talking to patients or asking staff questions)
- An overview of what we found and if the recommendations had been achieved, partially achieved or not, along with comments.

Our findings can be found below using the template we used for the check list:

Recommendation from Healthwatch Sefton	Checks on day included:	Achieved / Partially achieved / Not achieved and comments
To improve communication		
- Introduce patient well-being checks in the waiting area	- Observations - Ask patients	**Achieved** We did not observe patient well-being checks, However, staff were frequently observed in the patient waiting area.
- Staff to enter waiting area to call patients to treatment rooms	- Observations	**Achieved** - All staff entered the waiting area to call patients.

Recommendation from Healthwatch Sefton	Checks on day included:	Achieved / Partially achieved / Not achieved and comments
- To keep the screen in the waiting area up to date with waiting times	- Ask coordinator - Observations - Observations	**Achieved** - On the day the screen showed that the service was providing triage assessments within 30 minutes of arrival. - Patients waited less than the screen time estimates. - The clinical lead informed us that the screens are updated every 2 hours if there are changes to waiting times. **Achieved** - A 2nd screen had patient information including 'need help communicating', 'looking for information', 'speak up guardians', 'need support from PALS', 'Talking Therapies' and more.
- Reception to hand out leaflet 'your journey through an urgent treatment Centre' to patients on arrival	- Observations	**Achieved** All patients were given a copy of the leaflet. The leaflet was also displayed on the patient information board.

Recommendation from Healthwatch Sefton	Checks on day included:	Achieved / Partially achieved / Not achieved and comments
- Paper copy of friends and family test feedback available	- To check in waiting area - Ask staff if available - Take a copy	**Achieved** - Paper copies were available in the information leaflet rack. - A poster sharing a QR code was displayed on a wall. - Information on the TV screen informed patients of the friends and family feedback, including a QR code and to ask at the reception desk for further information.
- Triage only – to clearly explain what this means to patients	- Observations (are posters displayed)?	**Achieved** - Patient information was available on the TV screen explaining what triage is. No physical posters were observed.
- Patient waiting times	- Observations - Ask patients - Check electronic board for waiting times	**Achieved** TV screens displayed waiting times. We observed that patients didn't wait longer than the waiting times displayed on the screens'

Recommendation from Healthwatch Sefton	Checks on day included:	Achieved / Partially achieved / Not achieved and comments
- To review clinical staffing levels and expertise. - In particular within triage to assess if low level conditions are being treated at this point of triage.	- To ask manager how many clinical staff should be on shift / how many on today? Are patients being treated at triage for low level conditions?	**Achieved** - There are currently no staff vacancies/ full staffing levels. - Full complement of staff on duty. - Low level conditions treated during triage – this is decided by the coordinator when the centre opens daily.
- Wound dressings and removal of stitches	- Ask manager - Ask reception staff - Ask patients in waiting area	**Achieved** - A pilot service is in place for patients who turn up for wound care. If they are able to wait, they are offered an appointment at the centre. This service is held on a Wednesday morning. - Patient choice – they are able to choose to attend the centre for treatment. - The centre now has staff trained to a 'Band 3' role. - Patients attending for wound care or stitch removal receive information on local

Recommendation from Healthwatch Sefton	Checks on day included:	Achieved / Partially achieved / Not achieved and comments
		services, especially those needing ongoing support for long-term wound care.
Environment		
- Daily cleaning – introduce cleanliness checks throughout the day	- Observations check on arrival and on leaving/ Observe if staff doing checks - Ask manager if cleanliness checks are completed and logged	**Achieved** - The waiting area was clean on arrival. All bins were clean with new bags. During our visit staff came in and picked up cups and checked on the cleanliness in the toilet area. - No cleanliness logs were on display - On asking the clinical lead, paperwork is documented for housekeeper cleaning.
- Provide a vending machine	- Observations / check how you can pay / what it provides	**Achieved** - A vending machine was in place and switched on. We did not observe it being used during the visit.

Recommendation from Healthwatch Sefton	Checks on day included:	Achieved / Partially achieved / Not achieved and comments
		- There were only chocolate and crisp items available to purchase from the vending machine - On asking the clinical lead, we were informed it may just be low on supplies due to use. - We were told that the company attend on a regular basis to fill the machine and can be called in at different times of the day. - We were informed cold drinks are normally available in the vending machine. - A water cooler is also in place.
- Ensure children's table is furnished with activities and clear of rubbish and magazines	- Observations to include children's table and sign on communication board	Partially Achieved - The children's table had crayons and coloured paper / 2 books available. There was no activity board observed on any wall. A sign was observed up by a

Recommendation from Healthwatch Sefton	Checks on day included:	Achieved / Partially achieved / Not achieved and comments
	- Request to see sensory toys	window asking for children to be supervised at all times. - There was a sign on a wall indicating sensory toys were available - to ask at reception. - Sensory toys – on asking at reception we were told that sensory toys were not available as patients had taken them home. We were told that more can be ordered. - We observed 2 children sat at the table colouring in.
- Review health and safety of chairs in the waiting room	- Observations – new coverings and sign	Partially Achieved - We observed that chairs had been recovered, however some now had rips. - The health & safety issue we had highlighted within our report was the metal / plastic ends that joined chairs

Recommendation from Healthwatch Sefton	Checks on day included:	Achieved / Partially achieved / Not achieved and comments
		together and how they could be dangerous for small children. - This was raised with the clinical lead who will look into whether soft furnishings can be purchased to cover the ends.
- Plastic screen covering reception to be reviewed/ removed?	- Observation	Recommendation not accepted due to Health & Safety of staff - - Plastic screen is in place and informed this was for the health and safety of staff. - We observed posters / information stuck on the plastic screens.

Summary and next steps

Following our visit, we can confirm the majority of the recommendations were acted upon and completed.

We have highlighted the below areas that we ask the trust to follow up and respond to:

- The chairs in the patient waiting area had been upholstered the issue highlighted was with the interlocking / linking system. The metal or plastic join is visible at the end of each row of chairs. Following the visit, we spoke with the trust who have confirmed they will look into purchasing coverings.
    - We ask the trust to provide an update when the coverings have been purchased and in place?
- Sensory toys – is there a process in place for staff to re-order sensory toys when they are no longer in place?
- Children's activity board for wall – Will the trust purchase and provide an activity board?
- Plastic screen covering reception to be reviewed/ removed – this recommendation was not accepted for reasons of Health & Safety for staff. We observed posters / information stuck to the plastic screens.
    - We ask for posters / information on the plastic screens to be removed to make reception feel more welcoming and accessible.

Response from NHS Mersey Care Foundation Trust

NHS
Mersey Care
NHS Foundation Trust

Chief Executive's Office
Mersey Care NHS Foundation Trust
V7 Building
Kings Business Park
Prescot
L34 1PJ

8 May 2026

Ms Wendy Andersen
Engagement Manager
Healthwatch Sefton

Sent by email only

Dear Wendy

Re: Healthwatch Sefton Enter & View Report unannounced visit to: Mersey Care NHS Foundation Trust Litherland Urgent Treatment Centre

Thank you for your letter of 7 April 2026 and for sharing the draft Healthwatch Sefton Enter & View report following the unannounced visit to Litherland Urgent Treatment Centre on Tuesday 10 February 2026. We welcome the opportunity to review your observations and the feedback gathered from patients and those accompanying them on the day. Please accept this letter as our formal response.

We are pleased that your report indicates the majority of the recommendations from the previous programme of engagement have been achieved. We note the areas identified as partially achieved, together with the additional request regarding the presentation of information on the reception screen. We have set out below our response and the actions we will take in relation to each point.

Ensure children's table is furnished with activities and clear of rubbish and magazines:

Sensory equipment previously available within the service was provided through a successful bid to the Starlight charity and was reported to be beneficial for children and individuals who require sensory support. In response to your feedback, the service will aim to: (1) refresh the children's activity provision (for example single-use crayons and paper) and ensure it is checked and replenished each day and the area is kept clean and clear or rubbish; (2) introduce a simple stock-check/re-order process for sensory resources so that items are replaced promptly if they are taken or become unavailable; and (3) explore sustainable options for sensory resources, including submitting a further bid to charitable funding.

Review health and safety of chairs in the waiting room:

The service requested a review by the Mersey Care NHS Foundation Trust Health and Safety Team regarding the potential risk associated with the metal/plastic linking ends of the chairs. The assessment concluded that the seating is safe for use and that replacement is not required. However, we recognise the concern raised and the service will explore whether

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suitable end caps/covers can be sourced and fitted at the next point of planned refurbishment/replacement of chair coverings.

Plastic screen covering reception to be reviewed/ removed:

The plastic screens at reception remain in place to support the health and safety of staff and patients and are consistent with arrangements across our walk-in centre and urgent treatment centre sites. We acknowledge your feedback that attaching posters and information to the screens can make reception feel less welcoming and can reduce visibility. The service has been asked to remove posters and other notices from the screens and to use alternative display methods (for example notice boards and digital screens) going forward.

Thank you again for Healthwatch Sefton's continued engagement with our services and for the constructive way in which the Enter & View process supports improvement. If you would find it helpful, the service team would be pleased to meet with you again to discuss the remaining actions set out above and to provide any further clarification required ahead of publication of the final report.

Yours sincerely

P. Bennett.

Trish Bennett MBE
Chief Executive Officer