

Same Day Health Centre

Same Day Health Centre – Cavendish Court – Doncaster Central locality

Engagement purpose: Visit to Same Day Health Centre to listen to local people's experience of the service.

Healthwatch Representative/s: Natalie Bowler-Smith

Service Provider: FCMS

Service address: Devonshire House, Cavendish Court, South Parade, Doncaster. DN1 2DJ

Service details: Patients contact 0300 123 3103 or NHS 111 to book a same day appointment if they are unable to access an appointment with their local GP. The service offers advice and support for illness and minor injury. The service operates 365 days of the year, 10am-10pm. Appointments with doctors, nurses and paramedics are available. The service is located within Doncaster town centre - Cavendish Court.

Date of visit: Tuesday 4th June 2024

Time of visit: 1pm-3pm

Disclaimer: The evidence reflects the experiences shared during the visit. It does not represent how care is delivered at any other given time or date.

Methodology

The evidence was captured through a Healthwatch Doncaster feedback form (see appendix 1). Our feedback form draws out what patients feel works well within a service, what could work better and where improvements could be made. It also touches on aspects including whether accessing the appointment was an easy process and a snapshot of demographics which help us understand who use the services which we visit.

Visit findings

What works well?

- 83% of people asked were seen in clinic in 3 hours or less from the initial phone call to the Same Day Health Centre service.
- The majority of people attending the Same Day Health Centre were repeat users and all recalled previous positive experiences.
- An employee from Autism Plus shared “I always have a good experience when supporting service users to appointments”



What could have been better?

- Communication – When a health practitioner came face to face with one patient they immediately recognised how difficult it was for them to mobilise and queried why they didn't ask for a home visit. The patient's granddaughter explained that they weren't offered one as an option when booking the appointment despite her sharing that the patient had been bed bound for the past 8 months.

Access

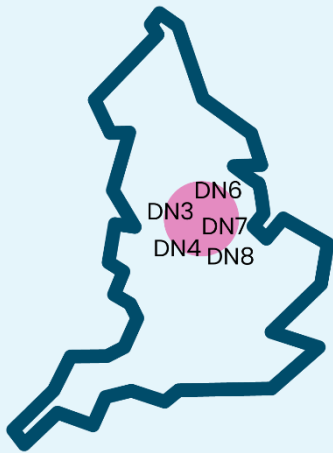
- All patients were there because they couldn't access an appointment at their local GP practice.
- One patient was there due to refusal of appointment rather than lack of availability at their local practice.

Environmental Observations

- Clear signage to direct patients to the correct area of the building.
- Clean waiting area
- Seating provided without mobility variations.
- Dementia clock/signage not present.
- Signposting information well presented on walls.

50%

of people attending SDHC were aged between 25-49 years old.

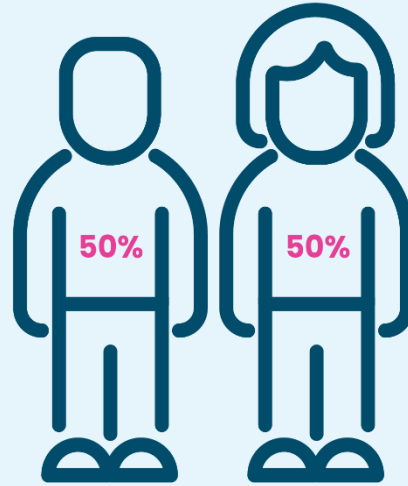


4/5 villages people live in are within the top 20 areas of deprivation in Doncaster

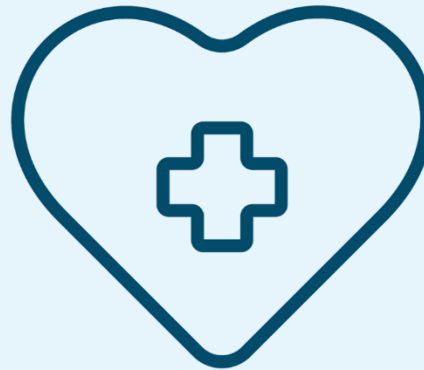


1 person identified as a carer

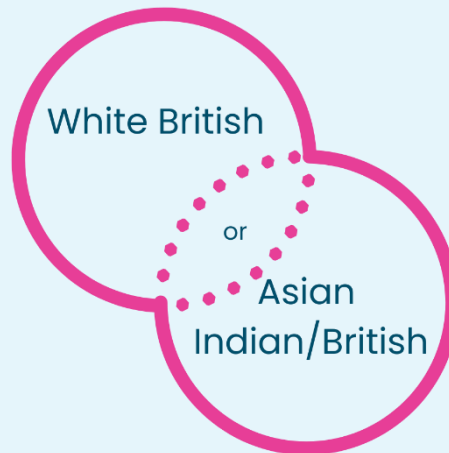
50% male - 50% female. All attendees were of the same gender identity as assigned at birth



1 person identified as having a long term health condition



People identified ethnically as



Recommendations

Public recommendations

- Improvements to the car parking arrangements – car parking is currently shared with the offices within the cavendish court complex.
- Make home visits available to those who need them.
- Improve access to patient's local GP

Healthwatch Doncaster's Recommendations

- Improve communication between call handler and patient so the patient is aware of all appointment types and health professionals available to them when booking a same day appointment.
- Provide free car parking for attendees, local people many of which live in the deprived areas of Doncaster should be able to access free healthcare at no additional cost to them.
- Make every contact count – during same day appointments ensure patients are aware of alternative provisions including Pharmacy First and Enhanced Access appointments at their local GP practice's.
- Increase seating to provide additional seating to accommodate variety of patient needs including but not limited to; high backed chairs and bariatric seats.
- Implement dementia signs for better navigation around SDHC and dementia clocks to further support neurodiverse patients.

Share YOUR Feedback Today!

Have your say on local health and wellbeing services by completing this quick and easy form.

What area of care you would like to tell us about?

- GP Services
- Dentists
- Pharmacies
- Hospital inpatient (day treatment or overnight)
- Hospital outpatients' appointments
- Mental Health Support
- Social Care eg. Care home or home care support
- Accident and Emergency/Minor Injuries Unit
- Ambulance & Paramedics
- NHS 111
- Other

Please tell us about your experience.

What went well? What could have been better?

How easy was it to access the help and support you needed?



Very hard



Hard



OK



Easy



Very Easy

What could you suggest to make services better?

I'm providing this feedback on behalf of myself

I'm providing this feedback on behalf of a friend/ relative/ someone I care for

Can we stay in touch? Please give your email below

No, but thank you for listening to my feedback today

We'd love to understand more about the people who use services locally in Doncaster, by completing the questions below you can help us do just that. These questions are voluntary so please only share what is comfortable. If you are sharing information on behalf of another person, please make sure you have their permission.

Please tell us your age:

- 0-17 years
- 18-24 years
- 25-49 years
- 50-64 years
- 65-79 years
- 80+ years
- Prefer not to say

Please share the first half of your postcode:

Please tell us your gender:

- Woman
- Male
- Non-binary
- Prefer not to say
- Prefer to self-describe

Is your gender identity the same as your sex recorded at birth?

- Yes
- No
- Prefer not to say

Please tell us which sexual orientation you identify with?

- Asexual
- Bisexual
- Heterosexual/Straight
- Lesbian/ gay
- Pansexual
- Prefer not to say
- Prefer to self-describe

Please select your ethnicity?

- Arab
- Asian/Asian British: Bangladeshi
- Asian/Asian British: Chinese
- Asian/Asian British: Indian
- Asian/Asian British: Pakistan
- Asian/Asian British: Any other
- Asian/Asian British background
- Black/Black British: African
- Black/Black British: Caribbean
- Black/Black British: Any other
- Mixed/Multiple Ethnic Groups: Asian and White
- Mixed/Multiple Ethnic Groups: Black/African and White
- Mixed/Multiple Ethnic Groups: Black and White
- Mixed/Multiple Ethnic Groups: Black Caribbean and White
- Mixed/Multiple Ethnic Groups: Any other
- White: British/English/Nothern Irish/Scottish/Welsh
- White: Irish
- White: Gypsy, Traveller or Irish Traveller
- White: Roma
- White: Any other White background
- Any other ethnic group
- Prefer not to say

Please select any of the following which apply to you?

- I have a disability
- I have a long term condition
- I am a carer



healthwatch Doncaster

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