



HEALTH AND WELLBEING BOARD: 16 MARCH 2017

REPORT OF HEALTHWATCH LEICESTERSHIRE

ENTER & VIEW OF URGENT CARE CENTRES IN LEICESTERSHIRE

Purpose of report

1. The purpose of this report is to present the findings of Healthwatch Leicestershire's (HWL) visit to four Urgent Care Centres (UCCs)/ Walk in Centres across Leicestershire.

Policy Framework and Previous Decisions

2. Under the Healthwatch regulations, local Healthwatch has a statutory power to enter and view providers so that our authorised representatives can observe care being delivered and listen to the experiences of people that receive health and social care services. Organisations must allow an enter and view visit to observe activities on premises controlled by the provider as long as this does not affect the provision of care or the privacy and dignity of people using services.
3. Members of the public volunteer are trained to become Authorised Representatives to carry out visits on behalf of Healthwatch Leicestershire.

Background

4. Enter & View visits are conducted by a small team of trained volunteers, with Healthwatch staff, who are prepared as 'Authorised Representatives' to conduct visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvements.

Enter and view is the opportunity for Healthwatch Leicestershire to:

- Enter publicly funded health and social care premises to see and hear consumer experiences about the service
 - Observe how the service is delivered, often by using a themed approach
 - Collect the views of service users (patients and residents) at the point of service delivery including staff views
 - Collect the views of carers and relatives
 - Observe the nature and quality of services
 - Collect evidence-based feedback
 - Report to providers, the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners.
5. Enter & View visits are carried out as 'announced visits' where arrangements are made between the Healthwatch team and the service provider, or if certain circumstances dictate as 'unannounced' visits.

6. The aims of the visits were to:
 - View an Urgent Care Centre and how it works
 - Observe the delivery of care to patients
 - Observe what support is used by the centre for patients
 - Capture the experience of patients, their families or carers and staff of an Urgent Care Centre
7. This report summarises our observations and themes from Enter & Views in four UCCs. Over the four visits we spoke to 45 patients and 10 staff members. The four UCCs visited in Leicestershire were:
 - Loughborough - Friday 28 October
 - Oadby, Market Harborough and Melton Mowbray - Friday 4 November
8. A large proportion of the visit was observational, involving the authorised representatives observing the surroundings to gain an understanding of how patients engaged with staff members and the facilities.
9. At the end of each visit, we discussed our findings with the providers who were able to provide clarity on some of our observations.

Summary of findings

10. Following the visits, we have collated the findings that emerged across all four UCCs so that these can be considered and taken forward by all the providers across Leicestershire.
 - (a) From the data captured, patients were unsure what illnesses and injuries can be treated at an UCC.
 - (b) The majority of patients had not heard of the NHS Now App.
 - (c) Patients did not know the process for triage or have a good understanding of the NHS 111 service. Information about services were not displayed prominently in all of the UCCs.
 - (d) Patients were unaware of the opening hours for the UCCs and whether x-ray facilities were provided.
 - (e) From the data captured, patients had either been unsuccessful in getting a GP appointment that day or at short notice and had therefore made the decision to visit the UCC for immediate treatment.
 - (f) Although local late night pharmacy information was available on asking, this was not displayed in the waiting areas.

Report recommendations

11. The individual recommendations can be found in the full report after the summary of each visit.

Recommendations to the Health and Wellbeing Board

12. The Health and Wellbeing Board is asked to:
 - I. Note the findings from the visits.
 - II. Comment on the findings that refer to the NHS App and information regarding pharmacies.
 - III. Note that there are four separate sets of recommendations from each UCC for commissioners and providers to address.

Officer to Contact

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Relevant Impact Assessments

Equality and Human Rights Implications

1. Healthwatch Leicestershire is aware that the Public Sector Equality Duty (PSED) applies to all functions of public authorities that are listed in Schedule 19 Equality Act 2010. Schedule 19 list does not include Healthwatch England or Local Healthwatch organisations, however as bodies carrying out a public function using public funding we are subject to the PSED general duty.
2. Healthwatch Leicestershire is committed to reducing the inequalities of health and social care outcomes experienced in some communities. We believe also that health and social care should be based on a human rights platform. We will utilise the Equality Act 2010 when carrying out our work and in influencing change in service commissioning and delivery.

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