



Report of Healthwatch Sutton
Enter and View visit
Jubilee Health Centre (West)
19th November 2013

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Background

The Jubilee Health Centre (JHC) is an “NHS local health centre” which will provide a range of health services, to include hospital outpatient services, community services and 2 GP practices.

Shortly after the JHC was opened, Sutton LINK carried out a monitoring visit, in January 2013, to gauge people's first impressions of the Centre and the services provided - and to obtain feedback on the patient experience of using the Centre. Few services were up and running at this time.

A number of issues were identified by LINK and recommendations for change or improvement were made.

Healthwatch Sutton (HWS) also identified the need for a further follow-up visit to look at progress with regard to the LINK recommendations, and to re-evaluate the patient experience, given the increased number of services introduced or relocated to the JHC.

Key recommendations from the LINK visit;

Building issues

- Improvements to the signage throughout the building
- Improvements to the temperature in the building and in particular to address the issue of the temperature in reception
- Addressing the lack of a ‘one door’ access for users of all services
- Improved ‘drop off’ / parking for people with mobility/disability issues
- Ensuring the Automated check-in system is fully operating
- Provide information on all bus services serving the area

GP services

- Ensuring the patient information/appointment boards are fully operational

Purpose and aim of visit

To use the statutory powers afforded to Healthwatch to 'enter and view' health or social care premises to see how services are being provided on a specific day.

To observe and obtain feedback on patient experiences of accessing and using the services now provided at the JHC (taking into account the issues/concerns raised by the LINK report).

To collect and collate views and evidence-based findings in an objective report to provide insight and make associated recommendations (good or bad) with a view to improving services and the patient experience.

The visit

Healthwatch staff and volunteers were accommodated with a stand in the ground floor reception/waiting area and with access to all public areas.

There were 11 Healthwatch authorised 'enter and view' volunteers and 1 member of staff present throughout the building from 8.30am - 1.30pm, with some areas being monitored for around 2 hours.

All volunteers were provided with a questionnaire asking them to record their own observations and comments and those of any staff or patients spoken to including feedback under specific headings - which are contained in this report.

Flyers were provided throughout the building explaining the role of Healthwatch and purpose of the visit.

Approximately 70 patients and staff provided feedback.

Services observed on the day;

Service	PROVIDER
Wallington Family Practice	GP practice based permanently at JHC
Shotfield Medical Practice	GP practice based permanently at JHC
Podiatry	Sutton and Merton Community Services
Physiotherapy	Sutton and Merton Community Services
Muscular Skeletal (MSK)	Sutton and Merton Community Services
Diabetic eye screening	Sutton and Merton Community Services
Dental	Kings Dental (specialist service)
X-ray - walk in service	Epsom and St Helier Trust
Bloods - walk in service	Epsom and St Helier Trust

Executive summary

Overall, the feedback from patients about the building and the services was positive.

Most people spoken to appreciated the extra services now provided at the Centre and their availability locally.

Typical comments;

“The Jubilee Centre is a good addition to health care in the area”

“easy to find”...”good public transport”

The building is being well used and fulfilling its remit to move services ‘out of hospital’

WHAT PATIENTS LIKED;

- The building itself, light airy and clean
- Easy access to public transport
- Friendliness of staff (reception and clinical)
- New/more services

- Improved waiting times
- Convenience for local people

“I am pleased that I have attended and had a good experience here”

WHAT PATIENTS DID NOT LIKE

- Difficulties finding their way around the building
- Poor choice of reading matter and facilities for children on 1st and 2nd floors
- the temperature of the ground floor reception /waiting area
- The system for drop-in blood test appointments
- Appointments being cancelled on the day
- Long waits for ‘hospital ‘ transport

Most of the issues raised in the LINK report (visit January 2013) have yet to be completely rectified.

Ongoing issues between the Landlord and London Borough of Sutton need resolving urgently to ensure the garden development and its need for access purposes can take place in the Spring.

All the other issues raised by LINK and Healthwatch Sutton should be addressed as soon as possible with a view to being resolved before further services are introduced and the volume of patients increases.

Recommendations

Outstanding issues from the earlier LINK visit (November 2013) and the recommendations made; (not otherwise included in this report)

- The provision of anti-bacterial hand gel close to touch screens
- Finalise action to ensure ‘drop off’ spaces and ‘disabled’ parking are maintained as such
- Provide information on all bus services serving the area
- Source and encourage information and about support services delivered by voluntary and community groups

HWS Key Recommendations

BUILDING ISSUES

1. Improve signage in reception by providing a large board indicating the location of services with floor and or room number /reception area to report to (which can be easily changed according to services available on the day)
2. Improve signage for toilets and to assist patients to find their way around the building, particularly on the first floor. If patients are required to find rooms by numbers these should be on doors.
3. Provide greater clarity regarding reception desks on ground floor with “general enquiries” being clearly signed and clear signs indicating GP reception only with a for all other services “go to “/see information board.
4. Address issues of temperature throughout the building particularly ground floor reception/waiting area
5. Garden development to be completed to allow use of the doors between the two Jubilee buildings, with monitoring of temperature in the winter resulting from 2 sets of external doors opening onto the reception area
6. Provide signage on the exterior of the building indicating opening times, the GP practices available , and what to do for ‘Out of Hours’
7. Provide a contact telephone number for the JHC

SERVICE PROVIDER ISSUES

1. Improve the management of patients arriving for blood tests.
2. ESTH to check transport wait times for elderly patients
3. Provide more reading material and some activities for children on 1st and 2nd floor

4. Service providers at both Jubilee buildings to review appointment letters to ensure patients are directed to the correct building, provided with a map/directional information, floor and room numbers or location of reception
5. Support the provision of clear signage to reception/waiting areas

GP PRACTICE ISSUES

1. Ensure the digital appointment system for GP appointments is fully operational
2. Issues relating to GP Practices to be referred to the respective Patient Participation Groups to obtain further feedback and improvements to the patient experience particularly
 - Any issues regarding privacy at reception
 - Politeness of reception staff,
 - Use of the automated check-in
 - Comfort/ temperature in waiting areas
 - Management of waiting areas
 - Online appointments
 - Promptness of appointment times
 - Information and outreach stands in reception
 - Reading material in waiting areas

ACTION BY HEALTHWATCH SUTTON

- HWS to monitor complaints and monitoring by service providers
- HWS to be notified as to whether the “hearing loop” is installed and fully operational in all areas of the building.
- To provide patient input to an updated leaflet for the Centre

Findings

ACCESS/PARKING

On-site parking is currently not monitored and the “drop off” area was being used for indiscriminate parking, often for long periods and one disabled space was, for a time, taken up by a vehicle not displaying a ‘blue badge’ whilst another had a badge but had overstayed the 1 hour waiting time.

People with mobility issues report liking the ‘drop off ‘facility.

HWS understands that options are being considered to ensure the limited parking and “drop off” facilities are used appropriately.

Access by public transport is reasonable and patients reported that it was convenient for bus services especially as many of them could use the stop outside.

There was mixed feedback from patients on public parking, as locally-based patients tend to know where the nearby free car parks or spaces are, others using the nearest (Shotfield) car parks can often find them full.

Patients appreciate the charges for nearby car parks are reasonable and generally cost less than elsewhere.

The ease with which patients find the Centre depends largely on the information provided when the appointment is arranged. Those who had been sent clear instructions and a map found this very helpful. Staff reported an issue with patients referred to services at Jubilee Health Centre East, who frequently find their way to reception at Jubilee Health Centre West and have to be redirected.

Appointment letters should be provided for all first appointments (even if made over the telephone) where possible with details of floor/room/where to report to with a map.

There is no telephone number for the JHC which people could use to check services, appointments etc. and one patient reported that his appointment was made over the telephone with no confirmation letter issued.

OVERALL AMBIANCE

Most patients reported a pleasant, friendly atmosphere, free from unpleasant smells and with acceptable noise levels.

Some indicated they appreciated the extra space in reception/ground floor waiting area whilst others found it more clinical (compared to previous locations for GP surgeries)

TEMPERATURE

Issues with the temperature throughout the building have been previously, and continue to be, reported by HWS volunteers, patients and staff;

The ground floor reception area was noticeably cooler than all other areas, some of which were too hot. The ground floor reception/waiting area could be quite cold if patients (and staff) are sitting for any length of time.

HWS was advised that a 'heating curtain' would be installed which will hopefully address the situation.

**A visit to the building on 10th Jan (not particularly cold day) the reception area was still cool and a member of staff was heard to say she was very cold.*

Staff reported that consulting rooms are too hot in the summer and too cold in the winter.

STAFF

Overall patients reported that staff were generally helpful and informative. Further comments about staff have been recorded under later particular headings.

Staff welcome the opportunity to attend planned event(s) giving them the opportunity to meet other staff which should facilitate better communication between the various providers now based or working in the JHC.

SIGNAGE

Signage remains a key issue, and a major problem, as this was the area most commented on with complaints from patients struggling to find their way around the building.

The signage for 'drop in' in services is particularly poor with no indication, on arrival in the building, as to where to go eg for blood tests.

There is a general map located by the lifts but the print is far too small.

LNk had suggested 'paper maps' which could be given to patients but these were not in evidence.

The lack of signage results in queues at the reception desks, often with people approaching the wrong reception desks, by mistake.

Signage for toilets needs improving; signage identifies on which floors toilets are located and each toilet has an appropriate sign but otherwise their location is not clear e.g. on the ground floor there are 2 toilets between the reception area and the Shotfield GP sub waiting area - which cannot be seen - are not signed. An indication of the nearest alternative toilet if one is occupied would also be helpful.

Signage is needed on the exterior of the building indicating opening times, the GP practices available, and details of the 'Out of Hours' service.

Permanent signs are needed where possible.

Patients found the first floor layout the most confusing, which suggests the need for directional arrows to guide them.

Positioning room numbers above the doors is not ideal for patients with visual impairments. If patients are required to identify room numbers these should be repeated on doors.

MAIN/CENTRE RECEPTION

The sighting of the 2 GP receptions with the smaller 'general' reception alongside is confusing and causes numerous problems for patients and staff.

The main reception desk is not easily identifiable on arrival and it was clear from observations that patients frequently end up at the wrong desk and in the wrong queue.

As a consequence of the lack of information on where to go and limited signage patients approach desks and are frequently referred to a different desk/queue leading to frustration, time wasted and gives the impression that staff are not helpful..

The member of staff observed on the general information desk was fully informed and knowledgeable on where services were located and very helpful, pleasant and polite.

Staff questioned why the original plan for a central separate reception had been changed as this was thought to have been a better option than the current layout.

Some examples of good practice were observed - a mildly aggressive patient was redirected quickly and quietly. Another patient, also for the Jubilee Health Centre East, who had a visual impairment, was accompanied to the correct building by a member of staff.

The travel information is still limited to information about one bus service.

Concerns remain that conversations can be overheard by others waiting at reception, although staff can take people aside.

Whilst there is some health and community related information more on voluntary and community support services should be encouraged and supported.

GARDEN

Until the garden space is developed between the 2 Jubilee buildings it will not be possible to have the 'one door' access for all services, as currently mental health services are based in a separate building.

Most patients did not comment on the garden area although all observations recorded noted that it was a "mess" and not a good view from the ground floor.

Ongoing issues between the Landlord and London Borough of Sutton need resolving as a matter of urgency to ensure the garden development can take place in the Spring.

GP SERVICES

Reception

Queues form at both GP reception desks (and frequently not for GP services) where conversations can be overheard. At the Wallington Family Practice desk queues form from both sides as people return to the desk from sub waiting areas.

Check in

At times the automated check in was not working, some patients struggled to use it and the stands are sited too far away from reception for staff to be immediately on hand to help.

The patient calling system has a display board which still advises people to check for their name to appear. As this is not working and the screen remains blank, it is confusing, and patients need to be clear that they will be called, by the clinician, for their appointment.

Apart from causing delays in the large waiting area, people here clearly struggle to hear when clinicians call them for appointments. On one occasion, a patient was called through, checked her name with the member of staff and was taken through for the appointment despite being the wrong patient.

Two patients complained about having waited over 20 minutes for their appointment.

Shotfield Medical Practice (SMP)

It was noted that for the first part of the morning patients waited in a sub waiting area adjacent to the GP consulting rooms whilst later they were being called from the main waiting area even though the sub area was empty.

Some patients complained about the time taken to get through to the practice on the telephone.

Wallington Family Practice(WFP)

With permission, a patient was “shadowed” at WFP reception; she was 5th in a queue, with two staff on reception where one was also taking phone calls one patient queuing needed the first floor and not GP service.

The patient was not happy that there were no routine appointments, with her preferred GP, available for 2 weeks. Other patients reported similar dissatisfaction.

Information regarding the availability of online appointments was misleading as enquires identified that this was only available on a trial basis for selected patients.

NON GP SERVICES

Reception 1st floor

Staff here were described as friendly and approachable, very pleasant and helpful

Reception 2nd floor

Clean and clutter-free, seating in waiting area is a good distance away so conversations at reception cannot be overheard.

Phlebotomy

Patients reported liking the choice of where to go for blood tests and most had chosen JHC as they preferred it over other locations, **such** as St Helier.

Patients were greeted warmly and treated promptly.

Patients found this service difficult to find because of the poor signage, and those who had attended previously found the appointment number system had moved - which was confusing. A clear sign on the ground floor, with new directions would have been helpful.

The process for queuing for blood tests is far from ideal, as patients are required to report to a desk on the 1st floor which is not signposted anywhere. When they arrive, they are issued with laminated paper numbers and wait. One patient had not been aware of this process, and was sitting waiting without a number for some time.

At the time of the visit the area was comparatively quiet (availability of tests being new on this day and the busiest early morning period was over)

Reports from patients attending on previous occasions identify;

At busy times staff call 10 people at a time to a sub waiting area which is small and has seating for only 9 people. Not everyone hears this and the sub waiting area becomes congested, especially if patients are accompanied by

children, relatives or carers. Whilst not observed, concerns were raised about adequate space for wheelchairs.

Staff are not always aware of the process for calling patients, one having just called for “the next 10 patients” another “next please”

Doors to the treatment rooms are left open and some patients can be seen from the waiting area, creating privacy issues and potentially off putting for waiting patients.

Podiatry

Staff at the reception desk, on the first floor, appeared friendly and approachable. All those spoken to felt the treatment given and surroundings were very good. Patients reported lengthy waiting times.

Dentistry

All patients spoken to felt that a good service is provided, that appointments were prompt and children are treated sympathetically.

Radiography/Ultrasound

Very quiet (as a new service with few patients yet to be referred.)

Physiotherapy

Comments were largely positive, ranging from nice, clean, spacious and light.

A number of patients spoke of previous appointments being cancelled on the day and one commented they would like written confirmation of an appointment made over the telephone.

Patients were complimentary about the efficiency and courtesy of staff.

Of seven patients spoken to about the automated check-in, five reported not having seen it and only one had used it. One patient felt an indication of waiting times would have been useful.

Some found the clinic waiting area cramped and one described it as “a clinic in a corridor”.

Musculoskeletal

Some people reported not liking this area because it is confusing and difficult to find your way around.

Patients commented they would like to see direction arrows on walls or floors to help guide them to the correct areas.

One patient described the area as a 'clinic housed in a corridor' and one that they would like to see a rubbish bin

Staff comments

Wash basins have controlled sensors which cut out too quickly before the water reaches the correct temperature.

Elderly patients attending clinics, who are provided with transport by ESTH, often have to wait over an hour (in the ground floor area) to be collected after their appointment.

REASONS GIVEN FOR USING JHC

Patients for services on 2nd floor (inc Physiotherapy) stated that in the main this was their first visit with services offered because the waiting list was shorter than at St Helier or Nelson this is appreciated

Of 5 patients spoken to waiting for musculoskeletal appointments 3 were referred to JHC as it is closer to home, 1 patient had been given a choice of locations and chosen JHC and one had previously attended at Epsom hospital and was happy with the change.

Of 5 patients attending Physiotherapy, 2 were offered a choice of location and chose JHC as nearer to home, 2 were new patients referred directly and 1 had previously attended at St Helier, preferring the JHC.

THE JHC LEAFLET

This requires updating to give clearer information and support for patients finding their way to and around the building. Healthwatch to input.

Appendix 1 Provider Responses

Wallington Family Practice

The Practices are actively working on a number of options for a patient calling system

Shotfield Medical Practice (in addition)

Re the use of waiting areas:

The waiting area chosen is not relevant to days or am/pm it relates to the clinician being seen. We ask patients waiting to see clinicians who are furthest away from the waiting areas to use the sub waiting area which is a little nearer and those who are closer to use the main waiting area, this assists and saves time for our clinicians who are still having to come out and call patients each time.

The sub waiting area is quite small with limited chairs so not all our patients can wait there and as we are directing patients from an automated check-in we have to standardise the approach by clinician and not change this day to day or am to pm. depending on who is in, to keep changing waiting areas is also more confusing to patients who get used to waiting in a particular area for a particular clinician anyway after time.

We hope we will get separate operational calling boards soon which will mean we can call patients to the correct room from either waiting area also alleviating the issue of some patients finding it hard to hear their name being called by a doctor or nurse.

Sutton and Merton Community Services

SMCS staff are also aware of the requirement to improve signage throughout the building and firmly uphold the HWS recommendation.

SMCS can provide some children's books but other toys come with an associated infection control risk that would need to be managed. Ideally children are discouraged from accompanying adults for MSK and Out-patient physio appointments due to space etc.

When appointments are booked it is the procedure to offer confirmation in writing or texts should the patient wish.

Written confirmation of appointments is not routinely offered due to the high volume of appointments and associated costs.

SMCS staff fully appreciate the need for better signage and are currently working to develop this as part of the JHC signage working party.

Staff appreciate that signage needs to be better and are working with the JHC to improve this.

A new reception area on the 2nd floor should improve orientation.