



Enter & View Report

Urgent Care Centres

28 October & 4 November 2016

Acknowledgements

Healthwatch Leicestershire would like to thank the service providers, patients and Urgent Care Centre staff for their contribution to the Enter & View Programme.

Disclaimer

Please note that this report relates to findings observed on Friday 28 October 2016 and Friday 4 November 2016. Our report relates to this specific visit to this service and is not representative of the experiences of all patients and staff, only an account of what was observed and contributed at the time.

What is Healthwatch?

Healthwatch is the independent consumer champion to gather and represent the views of the public. We have significant statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services. Part of the local Healthwatch Programme is to carry out Enter & View visits.

What is Enter & View?

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 & 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.

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.

Enter & 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 experience the service first hand.

Purpose of the visit

- 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

Strategic drivers

- Healthwatch Leicestershire (HWL) has a focus on promoting pathways of access to pharmacies, **Urgent Care Centres**, Out of Hours availability and NHS 111 service.
- During our Summer Tour¹ last year, we found 40% of people were unsure where to find their nearest Urgent Care Centre (UCC). We have used that insight to design a new leaflet '#YourVoiceCounts'² to raise awareness about how to access these vital services which was distributed during our Summer Tour 2016.
- We wanted to see an UCC working first hand and to find out if the people that use the UCC are using the right service for their treatment.

1 <https://goo.gl/HkgJfD>

2 <https://goo.gl/MDhrFP>

Methodology

All the Enter and View visits were announced.

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 Urgent Care Centre - Friday 28 October 2016
- Oadby Urgent Care Centre - Friday 4 November 2016
- Market Harborough District Hospital - Friday 4 November 2016
- Melton Mowbray Hospital - Friday 4 November 2016

The visits took place on two separate Fridays due to authorised representatives capacity and availability. All the visits took place between 4pm - 7pm. We were aware that some of the UCCs opened at 5pm. By starting our visits at 4pm, we were able to make our observations and see any handovers that took place.

We contacted the providers for the services to arrange pre-meetings. We met with the Vocare Clinical and Operational Lead and the staff team a couple of weeks before our visits. We were able to discuss what our plans would be for the three centres (Oadby, Market Harborough and Melton Mowbray) we were to visit in East Leicestershire.

We contacted the providers for Loughborough UCC to see if they wanted a pre-meeting before our visit but they did not feel that this was necessary.

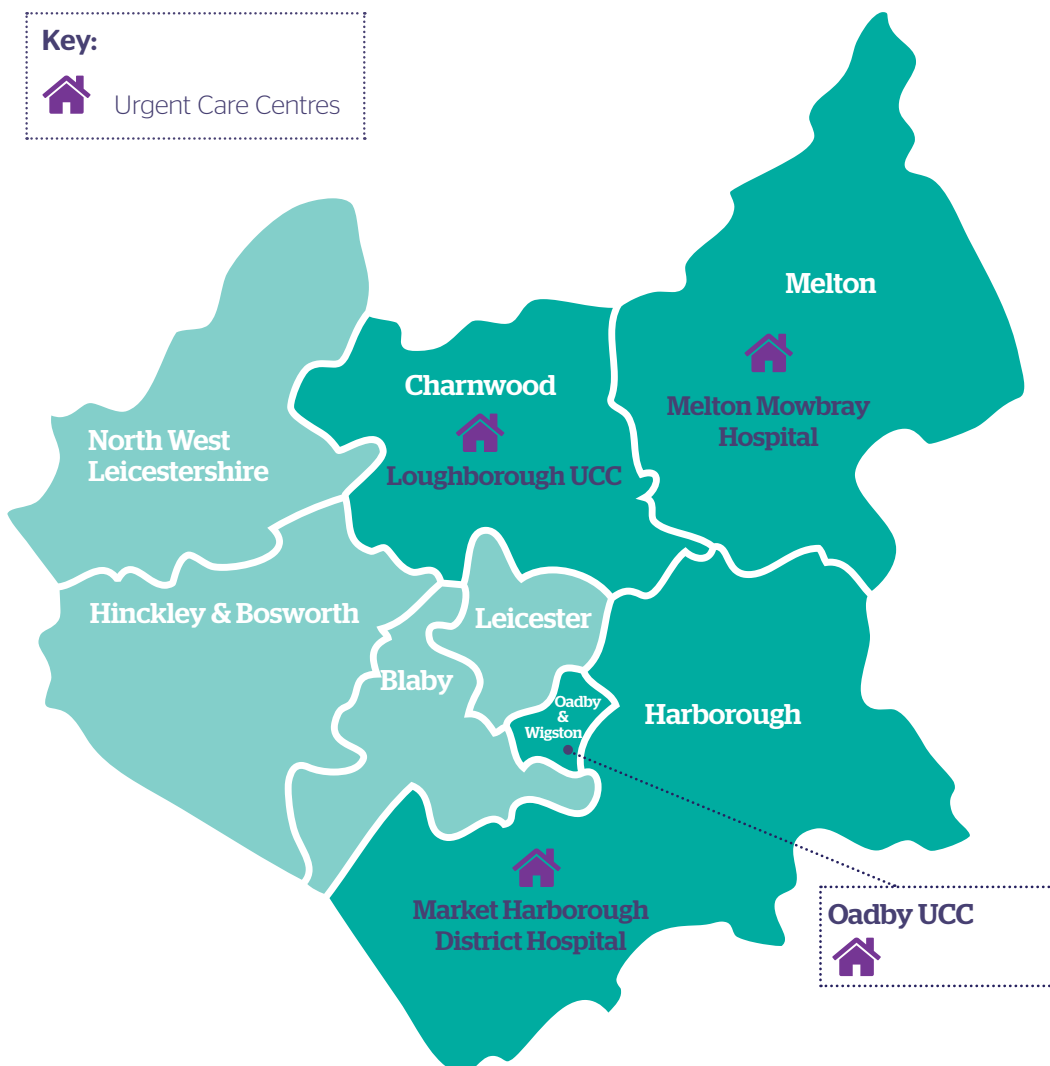
On the day of our visits to each UCC we met with staff members before we conducted our visit. We created a survey that we used to ask patients about their experiences of the service. The questions focused on waiting times, access, reasons for attending the UCC and patient information. The authorised representatives explained to everyone they spoke to why they were there and left them with a Healthwatch Leicestershire leaflet.

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.

At the end of each visit, we discussed our findings with the providers who were able to provide clarity on some of our observations.

Description of the Urgent Care Centres in Leicestershire

Urgent Care Centres treat patients for injuries and illnesses that require immediate attention, but are not life threatening. Urgent care centres offer access to a range of treatment for minor illnesses and injuries including, lacerations, stomach upsets, burns and strains.



At the time of our visit, the evidence is that the UCCs provides a very good standard of care. The majority of the patients that we spoke to were very positive about their experience at the UCC and the treatment they had received.

The main body of our report is divided into four individual sections for the four UCCs that we visited. The results of each individual visit are provided, including; access to the UCC, reception and waiting areas, information for patients, patient facilities and what patients told us about the services. We have also listed recommendations for each separate service.

Service Provider Feedback

This report was agreed with both service providers as factually accurate and their full responses can be found in the report.

Derbyshire Health United (DHU) Health Care CIC said that they look forward to continuing a good relationship with HWL in the future.

Northern Doctors Urgent Care Limited (Vocare) thanked the Enter and View team for conducting the visit and appreciated the useful feedback and comments provided.

Overall summary of findings

Following the visits, we have collated the findings that emerge across **all four UCCs** so that these can be considered and taken forward by all the providers across Leicestershire as follows:

1. All patients were seen within two hours of arriving at an UCC. We saw evidence that children and older people were given priority if necessary.
2. From the data captured, patients were unsure what illnesses and injuries can be treated at an UCC.
3. Water was available to all patients at all UCCs. However, patients told us that they would like hot drink/ vending machine facilities available after 5pm.
4. The majority of patients had not heard of the 'NHS Now' App.
5. Patients did not know the process for triage or have a good understanding of the NHS 111 service. Information about the NHS 111 service was not displayed prominently in all of the UCCs.
6. We saw evidence of clean and welcoming reception and waiting areas.
7. Patients were unaware of the opening hours for the UCCs and whether X-ray facilities were provided.
8. 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.
9. Although local late night pharmacy information was available on asking, this was not displayed in the waiting areas.
10. Dedicated noticeboards with information about UCC services available for patients were not available in all the UCCs.



Results of Individual Visits

Loughborough Urgent Care Centre

Address	Loughborough Urgent Care Centre Hospital Way Loughborough. Leicestershire LE11 5JY
Service Provider	DHU Health Care CIC
Service Commissioner	West Leicestershire Clinical Commissioning Group
Date and time of visit	Friday 28 October 2016 4pm-7pm
Authorised representatives undertaking the visit	2 - Authorised Representatives 1 - Staff Lead

Services available

Loughborough UCC is open 24 hours all year round. X-ray facilities are available between 9am-5pm, 7 days a week except on bank holidays which is between 10am-2pm.

Access to Loughborough UCC

Loughborough Urgent Care Centre (UCC) is based at Loughborough Hospital, which is a community hospital with two inpatient wards.

The Loughborough UCC is well signposted from the hospital road entrance. There is a large free car park directly outside the entrance to the Loughborough UCC with disabled spaces and well-marked off drop off zones. The Loughborough UCC is accessed via two large automatic doors. We observed patients accessing the centre with ease. In the hospital entrance, there were wheelchairs available for patient use.



Reception and waiting area

The Healthwatch team was given a friendly and warm welcome by the receptionists and staff on arrival. There were two receptionists on duty and we observed that patients were given a form to fill in on arrival and were asked to wait to be seen. The reception desk had two levels - a higher and lower section. There was a hearing loop sign to indicate that this was in operation.

There were ample seats available in the seating area. The chairs were clean and had no rips or tears in the padding. We did note that there were no high back chairs available. On tables, there was a variety of magazines available for patients to read.

We noted that there was a large television in the waiting room that was not in use. We asked the staff if the television was ever used and were told that it was not.

Information for patients and visitors

There is a large noticeboard in the waiting area with patient information about the services available. The notices were informative, although we did not observe any patients reading the notices during our visit.

The majority of patients were seen between 30 minutes and 2 hours. There was no information on estimated waiting times displayed in the Loughborough UCC but there was a sign to indicate that waiting times may vary. Some patients felt that they waited a long time and would have liked to have the estimated waiting time on display. We also observed that there was no clock in the reception area.



We noted that patients were able to leave comments or complaints in a number of ways. There was a Care Quality Commission (CQC) comments box on the reception desk inviting people to 'tell us about your care'. Near to the door, there were DHU Health Care CIC (who are the providers) information leaflets and feedback postcards available, that people could complete to leave their feedback.

Patient facilities

There was an area for small children with a colourful wall mural and small seating area. There were colouring pens and paper available. We observed families using this area.

The Woman's Royal Voluntary Services (WRVS) run a coffee shop at the hospital. The coffee shop is not open after 5pm. A water machine is available to patients, however there are no hot drinks facilities or vending machines available when the WRVS coffee bar is closed. Patients and their relatives told us that they would like to be able to get a hot drink in the UCC whilst waiting to be seen.




Male, female, disabled toilets and baby changing facilities were clearly labelled and accessible from the waiting area. It was noted that the disabled toilet door closure was not working. This meant that the door did not close completely unless anyone was using it. As the toilets all had eco lighting that shut off when the facilities are not in use, this meant that the light remained on and patients were unsure if anyone was already inside.

Inside the disabled toilets were two bins for different waste, however there were no signs to indicate to patients which bin to use.

We did not see a list of late night pharmacies on display. We asked the staff if they provide this information and we were able to obtain a list from the reception staff. However, there are no notices to let patients know this.

What patients told us

 **18** We spoke to 18 patients during our visit.

Patients were very complimentary about the staff customer care.

Over a third of patients (7) had visited the UCC before. Nine patients were at the UCC because they were unable to access an appointment at their own GP Practice and felt that they needed treatment that day so self-referred to the UCC.

Three of the patients were children who had been referred directly to the UCC from their secondary school due to injuries sustained that afternoon. They all reported that they had a positive experience at the UCC.

There were a number of students from Loughborough University who had been to see a GP and had been referred to Leicester Royal Infirmary A&E rather than the UCC. These students told us that they had decided that their conditions were not life threatening and had made their own decision to come to the UCC instead of going to A&E as they felt that the UCC was the most appropriate service for them.

Patients told us that they were unsure what the X-ray facilities times were and the opening times for the UCC - even though the UCC is open 365 days a year.

All of the patients that we spoke to had no knowledge of the 'NHS Now' App.

Recommendations

This report highlights the good practice that we observed and reflects the appreciation that patients felt about the care and support provided. The following recommendations reflect the findings from the Enter & View visit.

We have included the **service provider response** below each recommendation where available.

1. Review signage and consider displaying X-ray facilities times for patients and a sign that indicates the UCC is a 24-hour service open all year round.
We are putting signs up regarding opening times for x-ray facilities and that the UCC is open 24/7.
2. Consider a larger display for treatment times and a list of what can be treated at an UCC.
We are putting signs up regarding treatment times although will be approximate.
3. Review the use of the television in the waiting area.
This is being picked up with the supplier (Pro Vision) and taken forward.

4. Consider installing a clock in the waiting area.
We are currently looking into the purchase and installation of a clock.
5. Explore options for having a coffee/ drinks machine available in the waiting area.
This is ongoing, but needs further investigation in relation to the cost involved and any health and safety implications.
6. Explore ways of providing patients with information on NHS 111 and the process for triage.
We are putting some promotional leaflets etc within the waiting area and perhaps a small display with the patient journey mapped. In the future we may ask the Patient Experience Group to carry out some form of educational training and information sharing with patients about NHS 111 and when to call etc.
7. Display the list of late night pharmacies prominently in the waiting area.
A poster is being created to list opening times and will be displayed in the waiting area.
8. Fix the disabled toilet door and include signs for the waste bins.
The estates department have been contacted regarding the problem with the door and for a resolution as soon as possible.

Additional feedback

In addition to providing responses to the recommendations above, the service provider also gave us an update on other issues raised in the report.

1. Orange bags for clinical waste were used for the bin in the disabled toilet instead of black.
The estates department have been contacted as they provide the cleaning services to ensure this does not happen again.
2. There were two bins for different waste in the toilets, however there were no signs to indicate to patients which bin to use.
We are currently looking into the provision of signage. Signage for all the bins within the LUCC is being updated.
3. Patients said that they were unsure what times the X-ray facilities are available and it would be a good idea if the information rolling loop could be reinstated.
If the TV in the waiting room is not reinstated it will be removed and an LED message board will be sourced which could include all the relevant information including waiting times. Alternative are currently being looked into.
4. There were no high back chairs available in the waiting area.
This issue will be investigated regarding cost.
5. Patients were not aware of the NHS Now app and there was no advertisement or promotion of it within the waiting area.
We have started to look at the app and how it can be promoted.

Oadby Urgent Care Centre

Address	Oadby Urgent Care Centre 18 The Parade Oadby LE2 5BJ
Service Provider	Northern Doctors Urgent Care Limited (Vocare)
Service Commissioner	East Leicestershire & Rutland Clinical Commissioning Group
Date and time of visit	Friday 4 November 2016 4pm-7pm
Authorised representatives undertaking the visit	3 - Authorised Representatives 1 - Staff Lead

Services available

Oadby UCC is open from 8am to 9pm Monday to Friday and 8am to 8pm Saturdays, Sundays and Bank Holidays. There are no X-ray facilities available.

Access to Oadby UCC

Oadby UCC provides urgent care for minor injuries and illnesses for the residents of Oadby and the surrounding areas.

The authorised representatives found Oadby UCC difficult to find. A covered walkway leads from The Parade to the UCC entrance. The sign is small and above eye level. One small sign opposite points directly to the walkway. Neither this sign nor the signs at the centre entrance indicate the medical services provided.

When driving to Oadby UCC the signage is similarly problematic. There is a sign



directing traffic for the UCC towards the town centre but once you have turned into the Parade the next small sign is obscured by leaves on a nearby tree.

There is ample free parking on two car parks at Sandhurst street and East street (3 hours free) and free on street parking on the Parade.

There is a small free car park (11 spaces) and one for Oadby UCC but it is difficult to gain access, which is via the residential area behind the UCC.



There is one disabled parking space. This could be particularly difficult for patients with mobility issues.

Reception and waiting area

Oadby UCC is located in a single storey building and initial access is via automatic external doors. The inner doors are heavy and difficult to open. There is a notice to tell people to knock on the window if they need assistance with the door. The opening hours for Oadby UCC are clearly displayed.

The receptionist and the centre manager were pleasant, helpful and welcoming. We observed patients being greeted on arrival and they were given a form to complete. (Except for those with appointments made via NHS 111). The form included a voluntary description of symptoms. The centre manager said the receptionists could judge if they needed to 'jump the queue' from patients' appearance and stated symptoms. Depending on their symptoms, patients were booked to see a GP or an Emergency Care Practitioner.

A notice on the reception stated that waiting time was currently 20 minutes. Whilst we were there, we did not observe anyone waiting this long.

The rows of chairs in the waiting area are well spaced with room for pushchairs or wheelchairs. None of the chairs had arms but when we raised this with staff at the end of the visit, we were told that chairs with arms were available from one of the treatment rooms. There were no tables or magazines available to patients.

There was not a separate area for children.

Information for patients and visitors

The noticeboards were all very tidy with appropriate health information on display. For example, Sepsis identification, Sexual Health Services, how to make a complaint, Emergency dental service etc. We observed a patient reading the notices during our visit.

However, there was very little information for patients about what services were available and what conditions could be treated at an UCC.



Patient facilities

There is a water machine in the reception office. We were told that due to misuse by some patients, patients have to request a drink from a staff member. There is a sign notifying patients. There is no onsite access to hot drinks or snacks for patients.

There are no X-ray facilities for patients. We asked the staff about this and were told that the current building would not be suitable to provide X-rays as it is too small.

There are two toilets off the reception area. Both of the toilets were clean. There was a third toilet in the treatment area for use of those giving samples.

What patients told us

18 We spoke to 18 patients during our visit.

Patients who had previously visited Oadby UCC shared positive experiences of the centre and clinical staff. The staff told us that it was quieter than normal for a Friday night.

Two thirds of patients (12) had visited Oadby UCC before. 14 patients had not been in contact with the GP before arriving at the UCC. Some of these patients reported that they had visited Oadby UCC as they were unable to get a GP appointment at short notice.

Four patients had problems locating Oadby UCC and said that the signs are very small and the car park is difficult to access.

Patients felt that they received a good service at Oadby UCC.

All of the patients that we spoke to had no knowledge of the 'NHS Now' App.

Recommendations

This report highlights the good practice that we observed and reflects the appreciation that patients felt about the care and support provided. The following recommendations reflect the findings from the Enter & View visit.

We have included the **service provider response** below each recommendation where available.

- 1.** Improve the road signage to the UCC and the exterior signs to the centre.
This is a highways issue and we are unable to influence this, we have all the original signage from when the UCC was a GP surgery. We have recently ensured that signage is on the end of the walk way and there is also a large sign on entrance to the car park and on the building itself.
- 2.** Investigate having X-ray facilities available for patients.
There is no space to be able to install this facility within the centre and is also not part of the contract which was procured by the CCG.
- 3.** Include chairs with arms in the waiting area.
- 4.** Review the inner door to make it easier for patients to open.
Unfortunately this is a fire door so we are restricted to keeping it closed. We have ensured that the sign is at a height which is wheelchair friendly to try and rectify this.
- 5.** Investigate having a space for children in the waiting area.
Unfortunatly there is very little space in the waiting room especially on busy days, weekends and bank holidays. We try if needed to use a spare room near reception to sit children if they appear to be poorly.
- 6.** Explore options for having a coffee/ drinks machine available in the waiting area.
We have previously trialed having a water machine in the waiting area and this caused problems with water being spilt. There would be a health and safety concern with having a hot drinks machine when there are children in the waiting room.

Market Harborough Urgent Care Centre

Address	Market Harborough District Hospital 58 Coventry Road Market Harborough LE16 9DD
Service Provider	Northern Doctors Urgent Care Limited (Vocare)
Service Commissioner	East Leicestershire & Rutland Clinical Commissioning Group
Date and time of visit	Friday 4 November 2016 4pm-7pm
Authorised representatives undertaking the visit	2 - Authorised Representatives

Services available

Market Harborough UCC is open from 5pm to 9pm Monday to Friday and 9am to 7pm Saturdays, Sundays and Bank Holidays. X-ray facilities are available on weekdays between 8.30am to 5pm.

We are aware that the hospital and UCC is due to relocate to a new build on the St Luke's Hospital site early in 2017.



Access to Market Harborough UCC

Market Harborough UCC is located within Market Harborough District Hospital.

This is an old Victorian Hospital Building, which serves to provide out patients, physiotherapy and a number of other clinical services including Minor Illness/ Injury and the Urgent Care service.





Market Harborough UCC is accessed from the small car park at the back of the main building. The directional signage at the front of the hospital points visitors towards the rear of the hospital building. The signs are small and the directions were unclear, especially in the dark. It was also not clear where to progress once you enter the main corridor as there were no internal signs to the UCC. Overall, the team found that the access and entry to Market Harborough UCC is confusing.

Reception and waiting area

On arrival, we were not expected even though we had made all the necessary contact and pre-arrangements leaving us having to explain to the receptionists and staff who we were and that we were visiting to speak with patients and staff. We were unable to establish where the breakdown in communication occurred.

At 5pm, the main entrance doors to the hospital are locked. Access to Market Harborough UCC between 5pm and 9pm is by door buzzer operated through to the receptionist.



The reception desk is situated within the patient's waiting room and this is where patients are booked in and out. There is no privacy or screen from other patients waiting.

There was a white board above reception that related to staff on duty and waiting times. During our visit this was not changed or updated after 5pm when Market Harborough UCC became operational.

The doorway to the waiting area is accessible for wheelchairs and pushchairs.

There are individual adult sized chairs and a circular table on which was displayed several magazines. There is a large clock in the reception area.

We noted that a hearing loop was not in operation. We were advised that a hearing loop is in operation in the clinical rooms but not in the waiting area.

We noted that Market Harborough UCC appears tired and desperately in need of the planned replacement. The plaster on the walls is peeling and flaking and hazard strips are plentiful on the floors.

We noted that there was a hand sanitiser available but we did not observe anyone using this. We noted that it is not necessarily in the right location as it is located on a far wall opposite to the entrance door.

Information for patients and visitors

There are three noticeboards with an assortment of posters and we noted that some of which were not up to date. The posters on two of the noticeboards were confusing as they were not categorised by topics. The majority of posters were not laminated.

No information was observed that would provide patients with Market Harborough UCC opening times and what services are provided.

There was an information rack on one wall in which there were an assortment of information leaflets - including commercial material, self-care leaflets and other health care leaflets. One of the noticeboards contained in a very neat and well-presented manner, several posters on Antibiotic Awareness. We noted that there were two 'NHS UCC Wheels' promotional material hidden at the back of the rack.

We noted that the Friends & Family Test forms were available. However, the box for completed forms was old and faded. We did not see any information or posters on display about how to make a complaint.

Patient facilities

Wheelchair access is available and we observed one patient wheelchair user.

There is one unisex toilet available that is old with a high cistern with a high chain that may be difficult to some patients to reach. The toilet was clean and functional.

On asking we were shown a disabled toilet available in the decommissioned ward, although there did not appear to be any signs advising this.

What patients told us



5

We spoke to 5 patients during our visit.

We asked the staff if this is usual for a Friday night and were told that usually there would be 16 patients.

None of the patients had been to the GP before they arrived at Market Harborough UCC.

Patients were frustrated that they had to travel elsewhere after 4.30pm for an X-ray although the information given on leaflets 'states Urgent Care Centre with X-ray facilities'.

There is no doctor on site. Patients were told by NHS 111 service what was provided and at what time the UCC was open - indicating that patients would be able to see a doctor or have an X-ray within the UCC. This led to some patients making a 25-mile round trip and still not being seen for an X-ray or by a doctor.

All of the patients were seen within 30 minutes. The patients that we spoke with were pleased to be able to access the service, near to home where the wait is short.

Some patients told us that it was difficult to find unless you had visited before. One patient got lost and was directed to the wrong hospital. Overall, those spoken to seemed to understand what the service provided having been at least once before.

All of the patients and staff that we spoke to had no knowledge of the 'NHS Now' App.

Recommendations

This report highlights the good practice that we observed and reflects the appreciation that patients felt about the care and support provided. The following recommendations reflect the findings from the Enter & View visit.

We have included the **service provider response** below each recommendation where available.

1. Keep the white board in reception up to date in line with the service being provided or consider removing the board.
2. Look at ways of improving communication and privacy for patients booking in and out of reception.
This is unfortunately a space issue which will be addressed with the new build due to move in March 2017.
3. Remove the old posters and notices.
4. Provide and promote up to date UCC information. Provide details about the 'NHS Now' App, NHS 111 and 'Choose Better' campaign.
This information has previously been available but we are unsure why it is no longer in the waiting area. We will ensure this information is displayed.
5. Review the publicity material available and clearly differentiate between the Minor illness, Minor Injury service and UCC Services. Promote clearly which services are provided, their opening hours and the distinction between them so that patients are less confused.
Vocare clearly display an opening sign on the outside of the building.
6. Agree delegated responsibility for the management of the shared space.
7. Improve signage to the toilets.
8. Replace the Friends and Family Box.
9. Provide information to patients on how to make a complaint.
Vocare do have a poster on their wall space on how to make a complaint.
10. Review the position of the hand sanitiser.
This will be addressed when the services move site in March 2017.

Melton Mowbray Urgent Care Centre

Address	Melton Mowbray Hospital Thorpe Road Melton Mowbray Leicestershire LE13 1SJ
Service Provider	Northern Doctors Urgent Care Limited (Vocare)
Service Commissioner	East Leicestershire & Rutland Clinical Commissioning Group
Date and time of visit	Friday 4 November 2016 4pm-7pm
Authorised representatives undertaking the visit	2 - Authorised Representatives 1 - Staff Member

Services available

The UCC is open from 5pm to 9pm Monday to Friday and 9am to 7pm Saturdays, Sundays and Bank Holidays. There are no X-ray facilities available.

Access to Melton Mowbray UCC

Melton Mowbray UCC is located within Melton Mowbray Hospital. The UCC supports patients with minor injuries, illness and urgent care needs.

Melton Mowbray UCC is located just outside the town centre. There is an ample size car park directly outside the hospital entrance and nine disabled parking spaces. On entering Melton Mowbray UCC there is a sign about the Minor Injury/illness Service based at the hospital but there is no information about Melton Mowbray UCC and opening times. The hospital is on one level and access is via two large automatic doors. We observed patients accessing the hospital with ease.





Reception and waiting area

The main reception area is very spacious and the UCC waiting area is located just off from the reception desk. There is a large reception desk where patients can sign in to Melton Mowbray UCC. There are Friends and Family Test comment cards available at the reception desk, which patients can complete to share their experience of the service.



The hospital walls are painted pale blue and the waiting area is clean and bright. There are a number of paintings on the wall in the waiting area. The waiting area was clean with rows of ample chairs. We did note that there were no high back chairs in the waiting area.

There are wheelchairs available in the reception. During our visit, we observe a patient arriving to check in who nearly fainted at the reception desk. The nurses and staff all helped to get the patient in a wheelchair and the patient was seen straightaway.

Information for patients and visitors

In the waiting area, there is a small freestanding noticeboard with a couple of posters. As the hospital is a shared space, there are a number of noticeboards with general patient leaflets and information. None of these are specific for Melton Mowbray UCC.

There is a small noticeboard near the entrance/ exit which was not well utilised.

No information was observed that would provide patients with Melton Mowbray UCC opening times and what services are provided. There were no details about NHS 111 on display. We did not observe any details about late night pharmacies. We asked the reception staff who were able to provide details of a local late night pharmacy. However, there are no notices to let patients know this.



Patient facilities

We noted that there was a water machine available. There were no hot drinks facilities or a food vending machine. This was a frustration for patients and visitors at the hospital.

We noted that there was not a children's area in the waiting area. There were also no magazines available to patients.

From the reception area, there is not a clear sign to indicate where the toilets are. The male and female toilets were clean and spacious. The disabled toilet was out of order and we were told that parts had been ordered for the toilet. The staff were able to redirect visitors to an alternate disabled toilet.

We noted that hand sanitisers were available for patients and visitors.

There are no X-ray facilities for patients.



What patients told us



4

We spoke to 4 patients during our visit.

We asked the staff if this is usual for a Friday night and were told that usually there would be 16 patients.

One patients had been to the GP before they arrived at the UCC. Two of the other patients had been advised by the GP receptionist to go to the UCC.

All of the patients located the UCC with ease.

There is no doctor on site. Patients would like to have a doctor available for serious diagnosis. One patient would like to see the hospital turned into an A&E department due to the distance to the closest A&E.

Patients were frustrated with the lack of a hot drink and snack machine available.

All of the patients were seen within 1 hour.

Two of the patients that we spoke to had used the 'NHS Now' App to find the UCC.



Recommendations

This report highlights the good practice that we observed and reflects the appreciation that patients felt about the care and support provided. The following recommendations reflect the findings from the Enter & View visit.

We have included the **service provider response** below each recommendation where available.

- 1.** Have a dedicated UCC noticeboard with details about the 'NHS Now' App, NHS 111, pharmacies and the 'Choose Better' campaign.
- 2.** Investigate having a space for children in the waiting area.
There is a separate children's waiting room next to the clinical room.
- 3.** Explore options for having a drink / vending machine available in the waiting area.
There was a vending machine in the waiting area. This area was managed by the hospital who decided it should be removed. We do not have any influence on this.
- 4.** Have a toilet direction sign installed in reception.
This will be passed on to NHS Property Services as we do not own the building. We are also not the majority users of the building.
- 5.** Display the UCC times inside and outside the building.
There is a sign on the wall outside the UCC stating the UCC opening times.
- 6.** Consider installing a television and including magazines for patients in the waiting area.
This will be passed on to NHS Property Services as we do not own the building.

Enter & View Report

Urgent Care Centres

Distribution

The report has been distributed to the following:

- DHU Health Care CIC
- Northern Doctors Urgent Care Limited (Vocare)
- West Leicestershire Clinical Commissioning Group (WLCCG)
- East Leicestershire & Rutland Clinical Commissioning Group (ELRCCG)
- Leicestershire Partnership Trust (LPT)
- University Hospitals of Leicester (UHL)
- Care Quality Commission (CQC)
- Leicestershire County Council (LCC)
- LCC Health & Wellbeing Board
- Overview & Scrutiny Committee (OSC)
- NHS England (Leicestershire and Lincolnshire) Local Area Team
- Healthwatch England and the local Healthwatch Network

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