



Healthwatch Central West London

**Dignity Champions Visit
Hammersmith Hospital Urgent Care
Centre**

September and October 2018

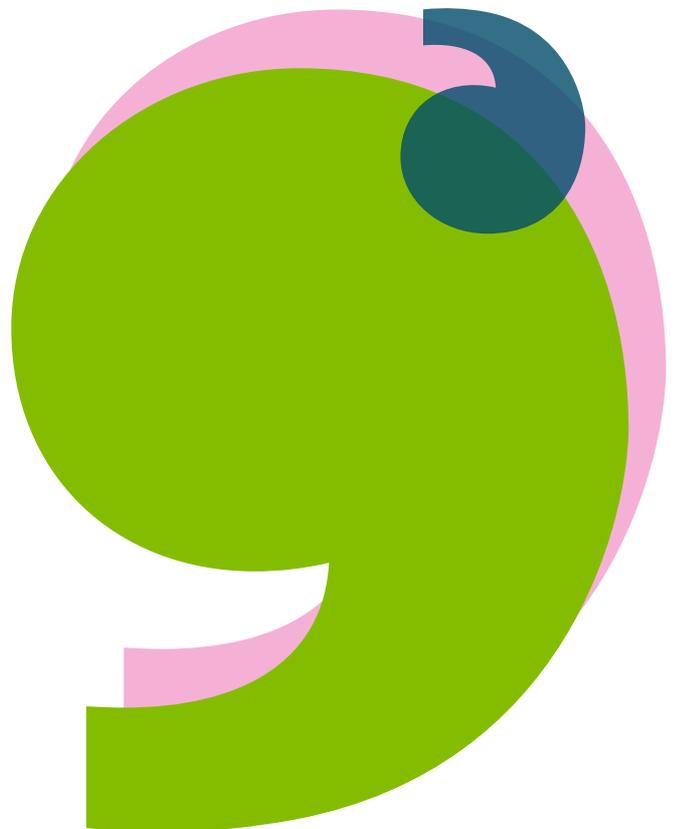


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1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	Hammersmith Hospital Urgent Care Centre Du Cane Road London W12 0HS
Service Provider	Imperial College Healthcare NHS Trust
Date and Time	22 nd September 2018, 2PM-5PM 5 th October 2018, 11AM-1PM
Authorised Representatives	Zivile Adulcikaite, Amy Boliter, Hannah Cinamon.
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1.2 Acknowledgements

Healthwatch Central West London would like to thank the Hammersmith Hospital Urgent Care Centre, patients, and staff members for their contribution toward the Enter and View programme.

1.3 Disclaimer

Please note that this report relates to findings observed on the specific dates and times set out above. The Enter and View report is not a representative portrayal of the experiences of all service users and staff. It is only an account of what was observed and contributed through interviews at the restricted time of Healthwatch Central West London representatives' visits.



2 Executive Summary

Healthwatch Central West London (Healthwatch CWL) champions for better standards of care in health and social care services. Its team of Dignity Champions are volunteers recruited from the local community who work to improve standards of dignity in health and social care services. This report presents the findings of the Dignity Champions' Enter and View visit of Hammersmith Hospital Urgent Care Centre (HHUCC) situated in Hammersmith Hospital. The Hospital is in the borough of Hammersmith and Fulham and is run by the Imperial College Healthcare NHS Trust.

Access to primary and urgent care is a recurrent theme in the data gathered by Healthwatch CWL. The Enter and View visit to Hammersmith Hospital Urgent Care Centre was conducted as part of our ongoing work on changes that are happening in primary and urgent care provision in the area covered by Healthwatch CWL work.

At the time of the Enter and View visit, the HHUCC was delivering quick, safe, and effective urgent care services. The Dignity Champions observed that the clinical team provided a high standard of care in relation to dignity and respect. Patients and visitors had positive opinions about HHUCC in general and spoke highly of the medical and administrative staff and the care they received. Patients considered HHUCC to be a convenient place to receive quality urgent care.

Overall during the visit, the HHUCC clinical and administrative teams demonstrated evidence of good practice. However, the Dignity Champions noted some areas for improvement regarding information sharing and bathroom maintenance.



3 What is Enter and View?

Healthwatch Central West London (Healthwatch CWL) works to ensure local people's voices count when it comes to shaping and improving local health and care services across the London Borough of Hammersmith and Fulham, the Royal Borough of Kensington and Chelsea and the City of Westminster.

Under Section 186 of the Health and Social Care Act 2012 Healthwatch has a statutory power to 'Enter and View' places that provide publicly funded Health and Social care services¹. This may be unannounced or through prior arrangement to view and assess a service.

Enter and View visits can happen if people tell Healthwatch CWL there is a problem with a service; or equally if the services have a good reputation - to learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Enter and View visits can be carried out if one, or a combination of the factors are identified by Healthwatch CWL:

1. As a contribution to a Healthwatch CWL programme work;
2. As a consequence of service user, or public feedback;
3. As a strategy to explore good practice;
4. As a method for checking the responses of a service following an earlier Enter and View visit;
5. As a response to a request or recommendation by a professional from the health or social care who has involvement in the commissioning, contracting or regulation of that service.

The Healthwatch CWL authorised representatives who carry out Enter and View visits are a group of volunteers referred to as 'Dignity Champions'. They receive training on the Care Act 2014 and the duties and implications in the provision of care around respect and dignity, safeguarding vulnerable adults and health and safety. All the Dignity Champions have a current enhanced Disclosure and Barring Service (DBS) certificate.

When carrying out Enter and View visits, the Dignity Champions follow the 10 standards set out in the Department of Health's 'Dignity Challenge':

1. Demand for emergency and urgent care health services to have zero tolerance of all forms of abuse
2. Support people with the same respect you would want for yourself or a member of your family
3. Treat each person as an individual by offering a personalised service

¹ Apart from Children's Social Services

4. Enable people to maintain the maximum possible level of independence, choice and control
5. Listen and support people to express their needs and wants
6. Respect people's right to privacy
7. Ensure people feel able to complain without fear of retribution
8. Engage with family members and carers as care partners
9. Assist people to maintain confidence and positive self-esteem
10. Act to alleviate people's loneliness and isolation

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies.

3.1 Purpose of Visit

All Enter and View visits must have a clear purpose identified by Healthwatch CWL to ensure effective evidence gathering and reporting.

A combination of factors led to the Enter and View visit to Hammersmith Hospital Urgent Care Centre (HHUCC):

1. Access to primary and urgent care is a theme that often occurs in the data gathered by Healthwatch CWL.
2. The provision of urgent and primary care has been undergoing through some changes in West London and Healthwatch CWL has been actively monitoring this.

The Enter and View visit to HHUCC was conducted as part of Healthwatch CWL ongoing work on access to and provision of urgent and primary care services in West London. Building on the previous work on access to and changes in urgent and primary care in West London, Healthwatch CWL carried out the Enter and View visit to HHUCC to get a better understanding of the service provision.

3.2 Strategic drivers

Hammersmith and Fulham Clinical Commissioning Group (HHCCG) is currently looking at Urgent Care Centres and Out of Hours services as part of the changes to primary care services in West London.

3.3 Methodology

The team of Healthwatch CWL Dignity Champions collected data using the following methods:

- The announced visits were set up to be carried out on 22nd September and 5th October 2018.
- An introductory letter was sent to the HHUCC Service Manager.
- A meeting was arranged with the Service Manager.



- During the meeting a member of Healthwatch staff and the Service Manager discussed the Enter and View visits.
- An observation check-list was devised to help the Dignity Champions to record their observations of the environment of HHUCC.
- Two different questionnaires were developed for patients and the clinical team.
- Healthwatch CWL representatives talked to patients and the HHUCC staff who were willing to share their opinion. It was made clear that they could end the interview at any time.
- In total Healthwatch CWL representatives spoke to:
 - 15 HHUCC service users
 - 3 members of staff

3.4 Summary of findings

- At the time of the Enter and View visit, the evidence showed that HHUCC was delivering a quick, safe, and effective urgent care services.
- The Healthwatch Representatives observed the clinical team providing a high standard of care in relation to patients' dignity and respect.
- Despite of evidence of good practice, there were some areas of improvement. The Dignity Champions noted some considerations for the HHUCC in regards to information sharing, maintenance and bathroom cleanliness.

4 Results of visit

4.1 Background

Hammersmith Hospital Urgent Care Centre (HHUCC) located within Hammersmith Hospital, provides an urgent care service within West London.

HHUCC is open 24 hours a day, 7 days a week, including public holidays. It provides assessment and treatment of minor illness and minor injuries for adults and children. Patients attend the Centre on a walk-in basis. The majority of visits to HHUCC are self-referrals. The Centre also sees patients that are referred to them by their GP, St Charlotte's and Hammersmith Hospitals, NHS111 and other healthcare services.

The GP-led service has a multi-disciplinary team consisting of General Practitioners, Emergency Nurse Practitioners, Emergency Care Practitioners, Advance Nurse Practitioners and Healthcare Assistants. Every shift is covered by 3-4 members of the clinical team. On average, the clinical team assess and treat around 100 patients every day according to the provider.

4.2 Environment

At the time of the Enter and View visits at HHUCC, Healthwatch CWL Dignity Champions made observations about the environment of the Centre. Some points were raised and discussed with the Service Manager.

4.2.1 Reception and Waiting Area

- The Urgent Care Centre is situated in the Hammersmith Hospital B block and is spread over two floors. The ground floor is used exclusively by the Urgent Care Centre, however the first floor facilities are shared with the Hammersmith and Fulham Centre for Health (a hospital based GP practice).
- When patients arrive at HHUCC, they present themselves at the reception located on the ground floor².
- Patients are asked to fill out an assessment form and to wait in the waiting area on the ground floor to be seen by a GP for an initial assessment (triage).
- The Dignity Champions noted that the HHUCC reception area does not offer much privacy for the patients to talk to the receptionist in confidence. Although most of the patients the Dignity Champions spoke to did not mind it, some patients with more private or sensitive issues felt uncomfortable when

² The Hammersmith and Fulham Centre for Health reception is located on the ground



talking to the receptionist as they did not want to be overheard by other patients.

- After an initial assessment, patients are either asked to wait in the waiting area on the ground floor or sent to the first floor to be called in for a clinical consultation.
- At the time of the Enter and View visit, the waiting areas on both floors were bright, well lit, and ventilated. However, some significant wear and tear was visible on the walls and flooring and the Healthwatch Representatives thought that the Centre could do with some redecoration.
- The Dignity Champions noted that the noise levels were quite high in both waiting areas. Two patients mentioned that it was hard to hear who members of clinical team were calling to the assessment room. The patients told the Dignity Champions that they were anxious to miss their turn.
- Healthwatch Representatives did not think that the Urgent Care is a child friendly place and it does not have a designated children's area. The service manager showed the Dignity Champions the proposal plans for the renovation of HHUCC. In the proposed plans the extended reception area has a designated area for children. Whilst waiting for the renovation plans to be approved, the Centre prioritises patients under 16 to be seen first.
- The Urgent Care Centre does not have a quiet space for patients that might need it. However, the service manager mentioned that they prioritise such patients to be seen first. If the clinical team is not able to see them right away, patients requiring a quiet space are offered to wait in one of the consultations rooms that is not in use.
- A jug with drinking water was available on the reception counter on the ground floor. A water cooler was placed at the end of the corridor on the first floor but was not easily visible to patients. Because of this one patient thought that drinking water was not available to patients.

4.2.2 Health and Safety

- The Dignity Champions did not have any concerns about cleanliness and hygiene of either the waiting areas or consultation rooms.
- However, during the time of both visits the Dignity Champions noted that patient toilets on the ground floor needed cleaning.
- Moreover, the Dignity Champions noticed, that the tap in one of the toilets on the ground floor needed to be repaired.
- There was a bin for offensive waste and hand sanitiser available for patients' use in both the waiting areas.
- The Dignity Champions observed that staff followed the infection prevention control procedures.
- The clinical team wore appropriate and clean uniforms and most wore name badges. However, not everyone in the clinical team had name badges pinned and it was difficult to see their names.



- All other safety measures were in place. All emergency exits were signed and accessible. Fire extinguishers were on site.

4.2.3 Signage and Information

- The Centre is well signposted from outside and all patients the Dignity Champions spoke to mentioned that the Centre was very easy to find.
- The indoor signage is big enough, clear, and easy to understand.
- Information leaflets with relevant information were available in the racks placed in the waiting area upstairs. However, none were available on the ground floor.
- A feedback box and Friends and Family Test (FFT) feedback forms could be found on the reception counter on the ground floor. The most recent results of FFT were displayed on the board at the entrance.
- The Dignity Champions did not see information displayed about how patients could make a complaint and only a third of the patients that they spoke to knew how to make a complaint.
- A sign with patient's waiting times was displayed on the reception counter on the ground floor. The sign was updated hourly. However, it was rather small and none of the patients the Dignity Champions spoke to noticed it.
- Although most of the patients said they were happy with the information received, two patients mentioned that the receptionist did not explain how the Urgent Care Centre works (triage system) and did not provide all other relevant information whilst waiting.
- The reception on the second floor does not provide any information to the Urgent Care Centre patients. A few patients waiting on the first floor mentioned that they were afraid to miss their turn if they went downstairs to ask for information.

4.2.4 Service Accessibility

- The Urgent Care Centre is fully accessible to people with mobility difficulties - there is a wide entrance to HHUCC and a lift to the waiting area on the second floor.
- Only one patient the Dignity Champions spoke to had an additional need. The patient had a learning disability.
- The staff members at HHUCC said that they use various methods to support people and that there are arrangements in place to support any other additional need.
- At the HHUCC, patients' needs are identified by the receptionist and passed to the clinical team via internal messaging system.
- However, the Service Manager admitted that they do not have a hearing loop to support people with hearing impairments.



4.3 HHUCC Patients

To learn about patients' experiences of care and treatment, the Dignity Champions spoke to 15 patients in both waiting areas.

4.3.1 Patients Using the Service

- Most of the patients who attended the Urgent Care Centre were young or middle-aged adults. Only 2 patients indicated that they belonged to the age group of 60 to 74 years old. Although the Centre's manager mentioned that the clinical team see quite a few children, the Dignity Champions only spoke with one carer of a young child.
- 12 patients that talked to the Healthwatch Representatives either lived, worked, or studied in Hammersmith and Fulham. Most of them traveled up to 15 minutes to the Centre by foot, public transport, or taxi. Only one patient was receiving a maternity support from Charlotte's Hospital
- All but one patient the Dignity Champions spoke to were registered with a GP. More than a third of patients were registered with GPs in the borough of Hammersmith and Fulham. One fifth were registered with GPs in the borough of Ealing³.

4.3.2 Why did People Use the Service

- More than a half of all the patients the Dignity Champions talked to, came to the Urgent Care Centre with minor injuries, such as broken or cut finger, fractured toe or sprained ankle. Three patients said they had minor illness, 2 people had pregnancy concerns and 2 patients had other reasons for why they needed to see a member of the clinical team.
- A majority of the people said that they chose to use the HHUCC because it was their nearest option, 4 people thought that their case was an emergency, 2 people were referred by a GP or other services (Charlotte's Hospital), and 1 patient mentioned that they could not get a GP appointment.
- All patients that the Healthwatch representatives spoke to said that HHUCC was very easy to get to, they appreciated that they could be seen quickly and considered it to be a good alternative when patients were not able to get a GP appointment.

4.3.3 Waiting Times and Care Received

- None of the patients had to wait longer than a set 15-minute target for an initial assessment (triage).

³ People who were registered in other boroughs either worked or studied in Hammersmith and Fulham, or received maternity support from Charlotte's hospital.



- Only one individual that spoke to the Dignity Champions said they had to wait longer than 1 hour to receive the treatment
- The Dignity Champions observed that the HHUCC staff treated patients with dignity and spoke to them in a compassionate and caring manner.
- The team demonstrated professionalism, sensitiveness and understanding of patients' needs. A receptionist stepping out to help a patient with mobility difficulties to get to the taxi is one good example witnessed by the Dignity Champions.
- A majority of the patients spoken to were satisfied with the service they received at the Centre.
- Patients told the Dignity Champions that the staff were helpful and friendly and listened to them.

4.3.4 What Works Well and Not that Well

Dignity Champions asked patients what they thought worked very well at the Centre and what could improve their experience at HHUCC.

- Among the main things that worked well the interviewees mentioned:
 - HHUCC being a convenient place; especially when a patient is not able to get a GP appointment:
 - “It is good just to be able come in”
 - “that you can come in when accidents happen”
 - HHUCC location;
 - Quality of the care provided; helpful and caring staff
 - Short waiting times:
 - “You can be seen quickly”
 - “It is never too busy”
- Among the main areas for improvement the interviewees mentioned:
 - Waiting times not being communicated/displayed
 - How the patients are called in to the consultation room:
 - “Hard to hear names being called from down the corridor”;
 - “It [the Centre] could have a calling board”.
 - The lack of the confidentiality at the reception:
 - “Something like wait behind the waiting line could work”
 - Lack of information about triaging process
 - Cleanliness



5 Additional findings

Healthwatch CWL representatives talked to three members of the HHUCC team to find out what they thought about the services they were delivering.

- The team mentioned that HHUCC is mainly used by the young populations, aged 14 to 48.
- Majority of the patients attend the Urgent Care Centre with presentation of minor injuries and minor illnesses. Only a few people used the service because they cannot get a GP appointment. The team admitted that they have a couple of regular patients who use the service out of convenience.
- HHUCC mentioned to the Healthwatch representatives that some patients still come to the hospital thinking there is an A&E department. The Centre has arrangements with London Ambulance Service to make sure that people needing an emergency care are transferred promptly.
- The staff members the Dignity Champions spoke to enjoyed working at the UCC. They felt that most of the patients were happy with the service provided. Moreover, they described their patients as respectful and compliant.
- The team praised the training opportunities offered by the Imperial College NHS Trust.



6 Recommendations

6.1 Healthwatch CWL Recommendations

By listening to people and recording their experiences, Healthwatch CWL has formulated some recommendations designed to help the HHUCC management to improve patients experience.

Based on the Enter and View visit to HHUCC, Healthwatch CWL recommends that:

- Consideration is given in how to provide more privacy at the reception area to ensure that patients are comfortable in saying what their problem is and then get the help they need from HHUCC
- Staff should enter the waiting area before calling patients’ names to ensure that they can be heard and explore the feasibility of installing a calling board.
- Information on waiting times and complaints procedures should be clearly displayed to ensure that people get all information they need while at HHUCC.
- Staff should always wear badges that clearly state their name, so patients know who they are talking to.
- Consideration is given to provide a greater selection of toys and books so that children and families waiting to be seen have something to do.
- The HHUCC could explore the feasibility of installing a hearing loop in the reception area to ensure that patients with hearing impairments can clearly hear reception staff.
- The management should ensure that toilets are cleaned more regularly.
- The management should ensure that all the maintenance jobs are reported and carried out promptly.

6.2 Providers Response

The provider welcomes the Healthwatch CWL feedback and would like to provide the following update since the visit

Recommendations	Actions	When
Consideration is given in how to provide more privacy at the reception area to ensure	There was a sign on the first floor at the time of the visit which offers patients the option of a private area	Completed



that patients are comfortable in saying what their problem is and then get the help they need from HHUCC	to talk to the receptionist. This sign has been replicated and is now affixed on the Ground Floor reception area.	
Staff should enter the waiting area before calling patients' names to ensure that they can be heard and explore the feasibility of installing a calling board.	Staff are now going to the waiting area for calling patients for their consultation.	Completed
Information on waiting times and complaints procedures should be clearly displayed to ensure that people get all information they need while at HHUCC.	Information on waiting time has been made bigger and is displayed in the reception area. Information leaflets on complaint procedure are now available at both UCC receptions.	Completed
Staff should always wear badges that clearly state their name, so patients know who they are talking to.	Staff have been reminded to wear their ID badge at all times and to clearly introduced themselves to patients.	Completed
Consideration is given to provide a greater selection of toys and books so that children and families waiting to be seen have something to do.	The Service Manager has requested the hospital infection control team to undertake a further risk assessment regarding the provision of toys and books for child friendly waiting area.	In progress
The HHUCC could explore the feasibility of installing a hearing loop in the reception area to ensure that patients with hearing impairments can clearly hear reception staff.	While awaiting the installation of a hearing loop, patients with hearing impairment are offered extra assistance with written communication and escorted to the consultation room when required.	In progress
The management should ensure that toilets are cleaned more regularly.	The Service Manager has requested the Hospital Cleaning Team to review	Completed



	<p>their cleaning schedule for patients' toilet.</p> <p>They are now cleaned three times a day and the cleaning team will attend outside the schedule when required.</p>	
<p>The management should ensure that all the maintenance jobs are reported and carried out promptly</p>	<p>Following a previous audit, requests were made to the property maintenance team for repairs of the flooring and walls. (Task reference HH23505)</p>	<p>In Progress</p>

