

healthwatch

Liverpool

Mersey Care Walk-in Centres Listening Event Report 11 & 23 October 2018

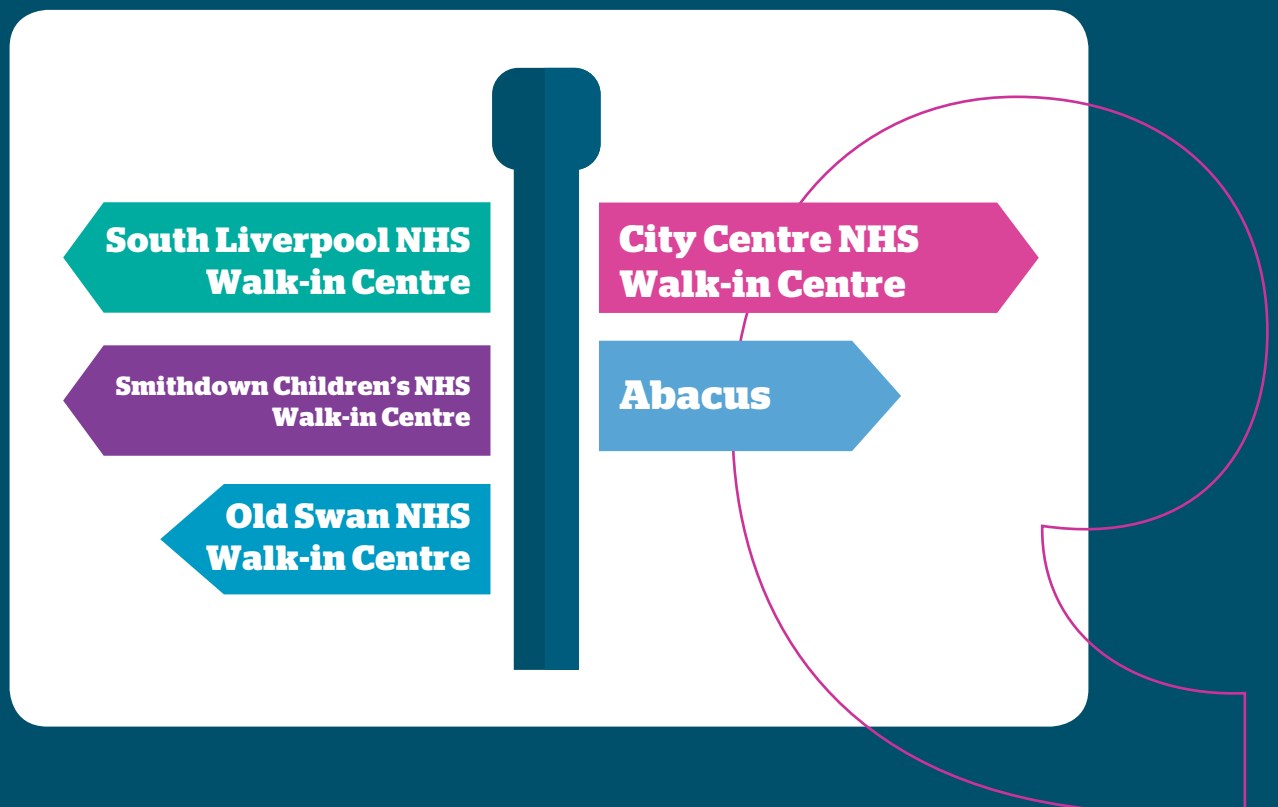


Table of Contents

Introduction.....	3
Key findings	4
Analysis of responses	6
Conclusions	11
About Healthwatch Liverpool.....	12
Appendix A - Survey Questionnaire.....	13
Appendix B - Equality and Diversity Data.....	15

Introduction

On 11th and 23rd October 2018 Healthwatch Liverpool held Listening Events at the 4 Liverpool Walk-in Centres (WIC), based in South Liverpool, Old Swan, the City Centre as well as the Smithdown Children's WIC. We also spoke to patients using the Abacus sexual health service which shares a waiting room with the City Centre WIC. Since April 2018 these services have been provided by Mersey Care NHS Foundation Trust.

We visited South Liverpool WIC in the morning and the Children's WIC in the afternoon of 11th October; on 23rd October we visited Old Swan WIC in the morning and the City Centre WIC/Abacus in the afternoon. We spoke to 80 people altogether; 63 patients and (mostly at the Children's WIC) 17 family members or carers:

- 23 people in South Liverpool WIC
- 16 people in the Children's WIC
- 10 people in Old Swan WIC
- 14 people in the City Centre WIC
- 17 people at the Abacus service in the City Centre.

The aim of the Listening events was to speak to as many patients as possible to find out what they thought about the services provided at the Walk-in Centres and Abacus. The feedback that we received was collated and shared with Mersey Care; this feedback is available on request. This report aims to provide some analysis of the feedback and possible recommendations.

We used a questionnaire to make sure that we asked everyone the same questions (please see Appendix A for a copy of the questionnaire). Questions we asked included:

- How did you find out about this service?
- Had you been here before?
- Why did you choose to come here instead of going somewhere else?
- Do you feel that they can provide you with the treatment you need here?
- What do you think is good, or could be improved about the service?
- How well does this service take account of your privacy and dignity? Do you feel listened to?
- Do you have any comments about the building itself (waiting areas etc.)?
- Do you know who to contact if you've got any concerns about the service?



The feedback that we received varied between the different services and locations that we visited. However, to give a summary of what people told us overall, the following report outlines our findings.

Key findings

Of the 80 people we spoke to and who answered the relevant questions:

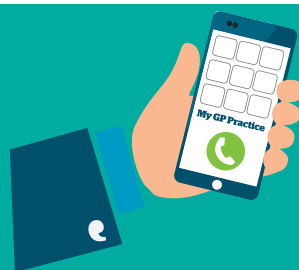
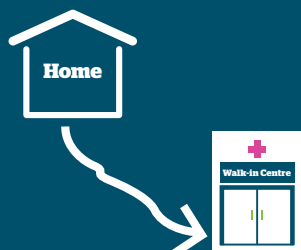


73% had been to a Walk-in Centre before

21 people mentioned helpful, friendly staff as a reason they thought the service was good, making it the biggest single reason given



34 (43%) said they used a WIC because it was convenient



15 (19%) said they had come because they could not get a GP appointment

50 positive comments (63%) received about the building environments, versus 21 less positive comments



33% said that waiting times could be improved, making it the most mentioned issue for improvement.

4.1 out of 5
The average star rating awarded across the services on the day - however this varied from 3.3 to 4.6 between individual services



55% said they would not know who to contact if they had any concerns about the service

Recommendations

We expect Mersey Care to share the feedback that we received with staff at the relevant services; we think that it is important staff know where the public say that they are doing well, and to spread and learn from good practice. At the same time, possible improvements need to be identified and acted on.

Most of the feedback that we received about these services was positive; however, after having analysed the feedback we do recommend:

1. That Mersey Care looks at options for enlarging the waiting room area at the Children's WIC;
2. That Mersey Care raises more awareness amongst patients about how to raise a concern or make a complaint. As the PALS and Complaints teams have recently merged this is probably a good time to relaunch this service to a wider audience.

Analysis of responses

How did you find out about the service?

This question was answered by 80 people:

- 19 respondents said they knew about it because they had been before
- 16 said it had been mentioned to them by family, friends or colleagues
- 10 people said they had been told about the service by another health professional, e.g. at the GP, A&E, or 111
- 10 more said that they knew about it because they lived locally.
- 7 people mentioned they had found out about the service through an online search
- Smaller numbers gave a variety of reasons, including 3 people who said that the WIC was next to a GP or Abacus, or one person who had seen the WIC on the way to a shop.

Had you been here before?

This question was again answered by 80 people:

- 58 people said they had been to the service before
- 22 said they had not.

The City Centre WIC was the only one where a small majority of people who we spoke to were attending for the first time (8, compared to 6 who had been before). In Old Swan WIC 9 out of 10 people had been before.

Why did you choose to come here instead of going somewhere else?

The main reasons people gave for attending the services were:

- **Convenience**, ease of use and it being a local service, as mentioned by 35 people.
- 15 people attending the Walk-in Centres said they could not get a GP appointment.
- 6 people said it was quicker than going to a doctor or hospital; 3 of those had come to the Children's walk-in.
- Others gave a variety of reasons, including 3 people mentioning the specific expertise at the Children's WIC, and individual reasons such as feeling more comfortable going to a WIC compared to other health services.

Comments included:

"She was injured this morning and we could have gone to Alder Hey and waited 5 hours. Instead she went to school for a bit and then came here for an x-ray" (Children's WIC)

"I tried to book an appointment with my GP surgery but they were full today so they advised me to come here" (City Centre Walk-in Centre)

"It's convenient, and easy for me to get to" (Old Swan WIC)

“Quicker to be seen than at the GP or the Royal” (South Liverpool WIC)

“I’ve been with a friend previously, felt comfortable coming here” (Abacus)

Do you feel that they can provide you with the treatment you need here?

Out of 79 responses:

- 57 people said that yes, they would be able to get the treatment here
- 9 said that they hoped so
- 7 said maybe, we’ll see
- 2 said they didn’t know
- 2 said that they weren’t sure
- 1 person said that they were not confident about it

What do you think is good or could be improved about the service?

We asked people to describe what they thought was good, or what could be improved about the services. This question was answered by 77 people.

People gave many different responses to what they thought was good. The following topics were mentioned most:

- 21 people gave positive feedback about friendly, helpful and/or polite staff
- 9 people said there were less waiting times compared to other services (e.g. GP or hospital)
- 8 people liked that they did not need an appointment and could ‘drop-in’
- 8 people said they liked that the service was local to them
- 6 people said there had been a short waiting time until triage
- and 5 people said they thought the opening times were good.

There were many more and varied comments about what people thought was good, some more specific to a particular Walk-in Centre; for example, 3 people mentioned that they liked that the Children’s WIC specialised in children’s health.

At South Liverpool WIC 3 people liked that there were other services including x-rays available in the same location.

Comments included:

“There’s less of a wait here. There’s all of the services here too – x-ray, scans. It’s local for me. It feels welcoming” (South Liverpool WIC)

“Don’t need an appointment, you will always be seen, have always been helpful” (Old Swan WIC)

"The nurses (are good), there is no judgement, they're open-minded and respectful" (Abacus)

"The triage is relatively quick" (City Centre WIC)

"They are always lovely on the desk, with triage and when seen. They never rush you through" (Children's WIC)

In terms of what could be improved, the issue mentioned most often was **waiting times**, mentioned by 26 people, 13 of whom were attending the Abacus service, 5 each the City Centre and South Liverpool WICs, and 3 the Children's WIC. Comments included:

"I know there are some staffing issues and this means the waiting times are long. I've tried to come here a couple of times over the last week or so and been told the Abacus service isn't running due to staff shortages." (Abacus)

"The waiting times! I was told the wait would be an hour and 20 minutes and I've been waiting now for nearly 3 hours." (Abacus)

20 people said that nothing could be improved.

Other than this, a variety of topics were given for potential improvement. These included more privacy at reception, mentioned by 2 people (Abacus, City Centre). Further topics were mentioned by 1 or 2 people each, including staff attitude (Old Swan and City Centre), staffing levels (South Liverpool WIC), having a doctor on site (South Liverpool and Children's WICs), and the size of the waiting area (Children's WIC). Comments included:

"The staff situation. Sometimes there's not enough staff." (South Liverpool WIC)

"I do think they need to have a GP available here." (Old Swan WIC)

"The person on reception that I spoke to was a bit rude and abrupt." (City Centre WIC)

"Make it bigger! Most families bring their children here as a first step." (Children's WIC)

How well does this service take account of your privacy and dignity? Do you feel listened to?

This question was answered by 75 people. For the Children's, Old Swan and the City Centre WICs all responses were positive, and comments included:

"It's good, and yes they listen to me." (Children's WIC)

"No complaints, absolutely feel listened to. Much better than A&E." (Old Swan WIC)

"There are dividers on reception desk. Listened to well." (City Centre WIC)

For South Liverpool WIC 21 responses were positive, while one person gave a mixed response:

“It’s ok but the reception area is very open and you have to say what you’re there for, so other people can hear.” (South Liverpool WIC)

For Abacus, 14 responses were positive, 1 mixed, and 1 negative:

“Quite well. They did ask questions about symptoms at reception which was a bit embarrassing.” (Abacus)

“It’s a very open desk with a queue - it doesn’t feel very private.” (Abacus)

Do you have any comments about the building itself?

Across the service 25 people said the building environment was good, nice or OK, including 8 at Abacus and 7 at South Liverpool WIC. A further 20 people made more specific positive comments, including:

“It’s welcoming and the design is excellent” (South Liverpool WIC)

“Very spacious, not cramped at any time, good seats, water fountain if you need a drink” (Old Swan WIC)

“Good space, ample seating, bright colours, welcoming” (Abacus)

“I like the fact that the entrance is off the main street. It’s around the back so more private” (City Centre WIC)

Whilst 5 people said that the waiting area at the Children’s WIC was ‘good’ or ‘fine’, 1 person commented that there were not enough seats in the waiting area, and 8 out of 16 people we spoke to said that the waiting area there was (too) small:

“It’s quite small, some people are having to stand up”

4 people said that the waiting area was very warm in the City Centre WIC/ Abacus building. Other individual comments about the building environments included that there were not enough toilets, and that the shared waiting area with Abacus was ‘a bit strange’ (City Centre WIC).

Do you know who to contact if you’ve got any concerns about the service?

57 people responded to this question; 44 said they didn’t know who to contact if they had any concerns. 2 people said they did but did not give any specifics, while 11 people would contact a variety of people, including 5 who said that they would contact the reception desk, 2 the Trust’s PALS service, and 1 each the Care Quality Commission (CQC), local MP, 111 or Mersey Care (the service provider).

Please rate the service here overall:

75 people provided a 'star rating', rating the service between 1 (poor) and 5 (outstanding). The overall rating across the services was 4.1



However there was considerable variation between services:

Service	Average Rating
Abacus	3.3
Children's WIC	4.6
City Centre WIC	4.2
Old Swan WIC	4.2
South Liverpool WIC	4

Any other comments

We asked people if there were any other comments they wanted to make; 19 chose to do so. Positive comments included 5 about the service being good, 4 about the staff, and 2 about the waiting times:

"I'm happy with the service here, I accept a bit of a wait, but it's clean and they're polite" (South Liverpool WIC)

"Really couldn't complain at all" (Old Swan WIC)

"The nurses are superheroes, it must be stressful" (City Centre WIC)

"Every time we've been here they've been good, we've been seen straightaway, or if they thought we should go to Alder Hey then they would send me there." (Children's WIC)

The main issue for improvement also was **waiting times**, as mentioned by 4 people:

"I'd give a score of 1 (star rating) based on the waiting times." (Abacus)

Conclusions

Our survey has shown generally high levels of satisfaction amongst the patients that we spoke to, especially about the staff and the easy accessibility of the service, for example the convenience of being able to drop in without an appointment.

Those patients who could not get an appointment at their GP were pleased that the option of going to a walk-in centre exists, and nearly everyone we spoke to felt that the Walk-in Centre or Abacus could provide the treatment that they needed.

However there are some areas where patients said there could be improvements. Some of this was around waiting times; although patients understood that they may have to wait as there is no appointment system, the waiting time at the Abacus service in particular was mentioned. Some patients thought this may have been because of staffing levels at the time.

Most feedback about the building environments was positive; however, at the Children's WIC the waiting area was considered to be small or too small by half of the people who we spoke to.

Most people we spoke to said they would not know who to contact if they had any concerns about the service; as the PALS and Complaints teams from Mersey Care have just been consolidated this may be a good time to make sure that public awareness of this service is increased.

We hope that this report will help Mersey Care to give credit where credit is due, especially to its staff, and will help to push for improvements to benefit patient experience. To this end, we look forward to continuing our work with Mersey Care.

About Healthwatch Liverpool

Healthwatch Liverpool is the independent champion for people who use health and social care services in Liverpool. We're here to make sure that those running services put people at the heart of care.

One of our main purposes is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

As part of a national network made up of local Healthwatch organisations in every local authority area of England and Healthwatch England, the national body, our work contributes to a nationwide perspective of health and social care services.

We also work with neighbouring local Healthwatch to gather patient experiences from a wider local footprint when it is useful to do so.

At Healthwatch Liverpool we also provide a dedicated information and signposting service which helps to put people in touch with services and activities that can help maintain and improve their health and wellbeing.



Appendix A - Survey Questionnaire

**Mersey Care NHS Foundation Trust
Community Services
Listening Event
October 2018**



1. Are you: a Patient ☐ Family / Carer / Friend ☐
Professional Carer ☐ other

2. First part of your postcode (eg L8, L22, L36)

3. Which service is your feedback about?

4a. How did you find out about this service?

4b. Had you been here before? Yes ☐ No ☐

5a. Why did you choose to come here instead of going somewhere else?

5b. Do you feel that that they can provide you with the treatment you need here?

6. What do you think is good or could be improved about the service?

Good:

Could be improved:

7. How well does this service take account of your privacy and dignity? Do you feel listened to?

Please turn over



8. Do you have any comments about the building itself (the waiting areas etc)?

9. Do you know who to contact if you've got any concerns about the service?

10. Please rate the service here overall:



11. Any other comments

Some details about you. We don't ask for your name, so any information you give is anonymous.

Age Prefer not to say ☐

Do you consider yourself to have a disability? Yes ☐ No ☐ Prefer not to say ☐

Do you consider yourself to have a religion or belief? Yes ☐ No ☐ Prefer not to say ☐

If yes, which religion or belief?

Which best describes your situation?

Full-time work ☐ Part-time work ☐ Retired ☐ Full-time education ☐ Unemployed ☐

Self employed ☐ Unable to work ☐ Carer ☐ Prefer not to say ☐ Other

How would you describe your race or ethnicity? Prefer not to say ☐

How would you describe your sexual orientation? Prefer not to say ☐

Which of the following describes how you think of yourself?

Woman ☐ Man ☐ In another way (please state) Prefer not to say ☐

Is your gender identity the same as that you were given at birth? Yes ☐ No ☐ Prefer not to say ☐

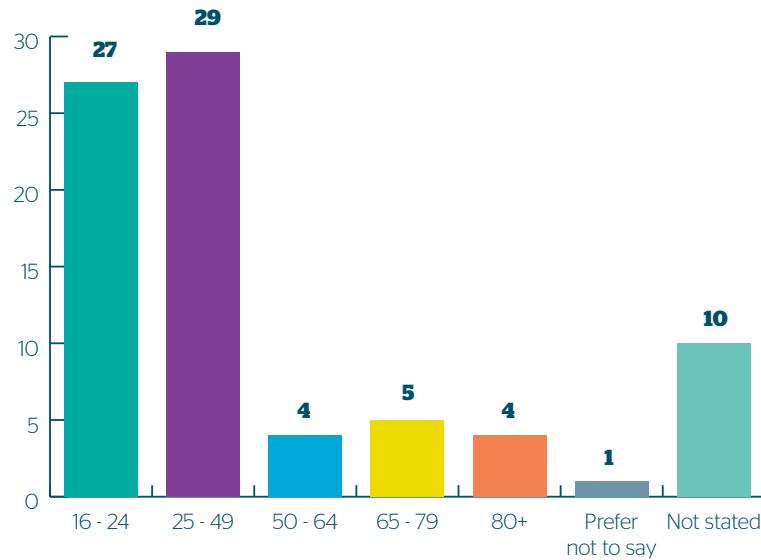
How well does the service meet your needs in terms of equality?

Thank you for taking part in this survey!

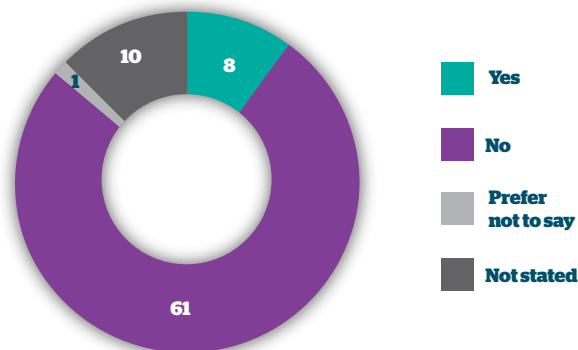
Appendix B - Equality and Diversity Data

As part of our survey questionnaire we asked people a series of equality and diversity questions. These are asked to ensure that Healthwatch Liverpool are speaking to a broad cross section of the local population.

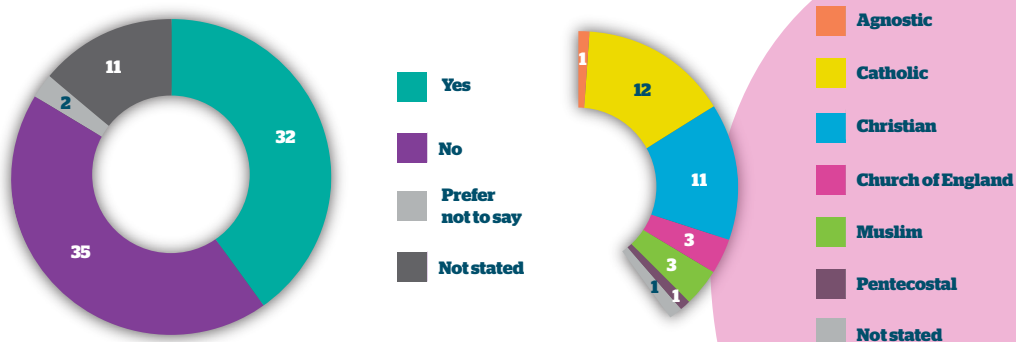
Age



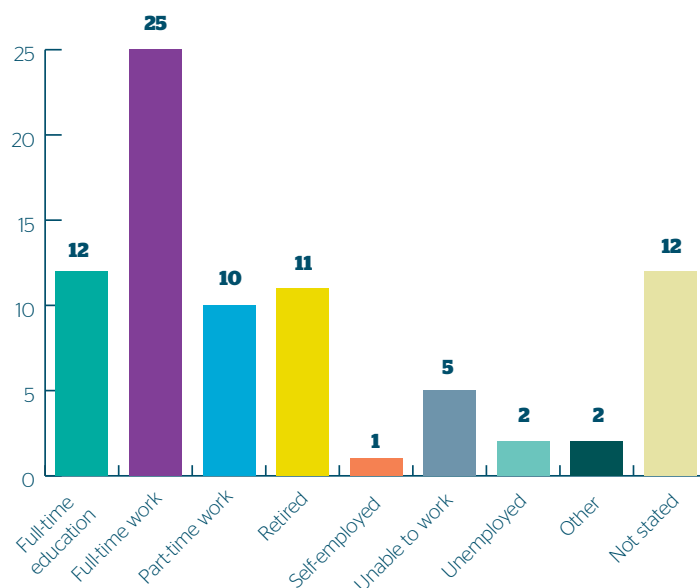
Do you consider yourself to have a disability?



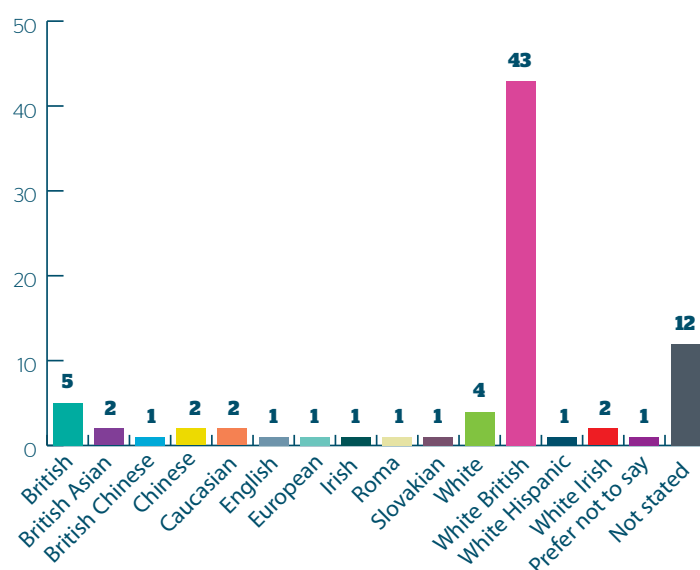
Do you consider yourself to have a religion or belief?



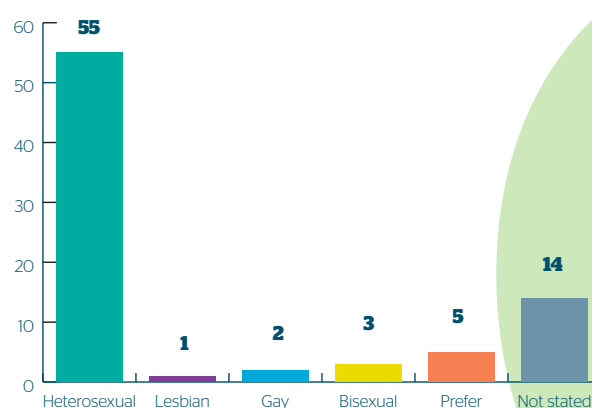
Which best describes your situation?



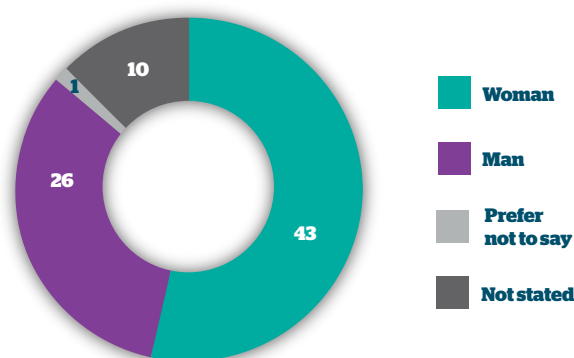
How would you describe your race or ethnicity?



How would you describe your sexual orientation?



Which of the following describes how you think of yourself?



Note: One patient said that they identified as a different gender they were given at birth.

How well does the service meet your needs in terms of equality?

We asked people how well the service met their needs in terms of equality. The question was answered by 63 out of 80 people.

Nobody we spoke to expressed any concerns related to equality; in fact, 20 people said it was very good or excellent, 22 said it was good, fine or OK, 10 said that yes, they were treated with equality, and 8 said there were no issues.

Some of the comments included:

“It treats everyone the same”

“No issues, and I’ve never heard otherwise”