



# Healthwatch Wirral

Familiarisation visit to Victoria Central Walk-In Centre, VCH, Mill Lane, Wallasey CH445UF

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## Site Introduction



Walk-in Centres provide advice and treatment for a number of minor illnesses and injuries, including coughs, colds and flu-like symptoms, skin conditions, stomach upsets, asthma and other breathing problems, UTIs, back pain, ear, eye and throat infection, and many more. No appointment is necessary.

## Foundations of Quality

‘Foundations of Quality Improvement should always have what patients tell us about their treatment and care at the heart of everything, as a system, that we plan and do. We must be able to evidence that all actions and decisions made come back to this, making certain that everyone feels respected, involved, and valued at each and every part of the journey. We should all feel confident that we are either giving or receiving quality care.’

Healthwatch Wirral, Age UK Wirral, NHS England and ECIST, Wirral System

<https://healthwatchwirral.sharepoint.com/Shared Documents/Reports/Enter & View/Victoria Central Walk-In Centre 07 Dec 2021/Final report file/Victoria Central Walk-In Centre Final 07 Dec 2022.docx1>





## What is Enter & View ?

Healthwatch has statutory powers and duties to carry out Enter and View visits to any site where regulated care is given. Local Healthwatch Authorised Representatives carry out these visits to health and social care services to find out how they are being run and can make recommendations where there are areas for improvement.

The Health and Social Care Act allows local Healthwatch Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies. Enter and 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 firsthand perspective of people who use, or provide, the service.

Healthwatch can also be invited in by providers to seek a 'fresh pair of eyes' on their service and gain some external assurances that they are on the right track prior to their CQC inspections. Enter & View Visits can be announced or unannounced.

## Methodology

Purpose of visit - Familiarisation

This visit is not designed to be an inspection, audit, or investigation; rather it is an opportunity for Healthwatch Wirral to get a better understanding of the service by seeing it in action and talking to staff, service users and carers /relatives. The familiarisation visits provide a snapshot of the service and findings are reported based at the time of the visit.

Healthwatch Wirral seeks to identify and disseminate good practice wherever possible. If, during a visit, Healthwatch Wirral identifies any serious concerns, these will be referred to the appropriate regulator. Any safeguarding issues identified will be referred to the Local Authority or Commissioner for investigation and our visit will cease with immediate effect.

## Findings and Observations

- HWW spoke with the Lead Nurse who gave authorisation for patient engagement.
- The department was busy; we spoke with 12 people awaiting treatment for various reasons. Patients checked in at reception to give personal details and reason for visit.

<https://healthwatchwirral.sharepoint.com/Shared Documents/Reports/Enter & View/Victoria Central Walk-In Centre 07 Dec 2021/Final report file/Victoria Central Walk-In Centre Final 07 Dec 2022.docx2>





- COVID safety screens were in place to separate waiting patients and mask wearing and hand sanitation was encouraged upon arrival.
- COVID screens appeared to be an obstacle to some people, regarding hearing. Patients had to raise their voice whilst giving personal details and became a cause for concern re data protection issues.
- Triage appeared to be working well and efficiently, with patients called by name and directed to relevant triage or treatment from nurse or doctor.
- The majority of patients said they had attended the Walk-In Centre because they were unable to access their own GP or were reluctant to wait at A&E (WUTH).
- A staff member informed us that everything seemed back to 'normal'; however, due to bad weather that day, they seemed slightly quieter.
- Waiting times appeared acceptable to patients.
- Drinking water was available for patients and a television was on for patient viewing.
- Individual patient comments during this visit have been entered onto Healthwatch Wirral Feedback centre  
<https://speakout.healthwatchwirral.co.uk/>

## Recommendations

- Patient confidentiality sometimes appeared compromised; could alternative patient check in be considered?
- The Walk-In Centre should actively encourage the patients, their families and the staff to share their experiences on the Healthwatch Wirral Feedback Centre <https://healthwatchwirral.co.uk/feedback-centre/> . This will ensure that the walk-in service receives independent and regular feedback to help improve/change their service.

## Conclusion

Healthwatch Wirral felt that the service provided on this day was satisfactory.

Healthwatch Wirral will endeavour to visit Eastham Walk-in Centre in 2022 as invited by the Lead Nurse.

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## Glossary

- ECIST - Emergency Care Improvement Team
- CQC - Care Quality Commission
- NHS - National Health Service
- A&E - Accident & Emergency
- WUTH - Wirral University Teaching Hospital

## Distribution

Healthwatch Wirral will submit the report to the Provider, Commissioner and CQC. Healthwatch Wirral will publish the report on its website and submit to Healthwatch England in the public interest.

## Comment box

Thank you for your visit and time spent preparing the report.

Noting your recommendations regarding confidentiality. I believe the booking in process is where people conversations can potentially be overheard.

We have recently postered new signs in VCH both walk in centre and outpatients regarding privacy.

These signs encourage patients to highlight to reception staff when they feel it is necessary to speak to them in private.

We are also looking at the potential for physical barrier/screens within the constraints of the building layout to reduce this risk and increase privacy.

I hope you can take up the offer of visiting Eastham.

I would value your opinion.

<https://healthwatchwirral.sharepoint.com/Shared Documents/Reports/Enter & View/Victoria Central Walk-In Centre 07 Dec 2021/Final report file/Victoria Central Walk-In Centre Final 07 Dec 2022.docx4>

