

# healthwatch Kingston upon Hull

**Executive Report of Enter and View Visits to:**

**Bransholme Health Centre - MIU**

**Freedom Centre - MIU**

**Story Street - Walk in Centre**





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## **Enter and View**

One of Healthwatch Kingston upon Hull's key areas of work is to carry out Enter & View visits to Health & Social Care services across the City.

### **Enter & View is the opportunity for authorised representatives:**

- To visit Health & Social care premises to hear and see how service users experience the service
- To collect the views of patients and residents at the point of service delivery
- To collect the views of carers and relatives of service users
- To observe the nature & quality of services
- To collate evidence based feedback
- To report to providers, CQC, Local Authority & NHS commissioners as well as any other relevant partners

### **How can Enter and View benefit you?**

- Enter & View gives you the opportunity to share best practice and activities that work well as Enter & View Ambassadors report on the positive
- Enter & View gives you an opportunity to demonstrate to the CQC inspectors and commissioners that you are supporting patient engagement
- Enter & View gives service users the opportunity to give their views and opinions in order to improve service delivery





## Introduction

In May and June 2016, Healthwatch Kingston upon Hull conducted a series of Enter and View visits to both Minor Injury Units (MIUs) and the Story Street Medical Practice and Walk in Centre. All three reports have been completed, and are attached to this report. Below is the summary of those findings.

Subsequent to any visit a report is prepared, factual detail agreed by the manager of the facility visited, and then shared with the HWKuH Board before distribution.

The visit was pre-arranged. We used a prepared visit recording sheet to log relevant facts, observed practice premises, facilities and access and spoke to staff, residents and visitors as relevant.

Disclaimer: This report relates only to the service viewed on the date of the visit, and is representative of the views of the service users who contributed to the report on that date.

## Purpose of visits

Healthwatch Kingston upon Hull, (HWKuH) received contact from a number of patients regarding the Emergency Department (ED) facilities at Hull Royal Infirmary (HRI). These contacts related to delays in ED treatment over the winter period (2015/16). After significant investment and a programme of modernisation to the ED infrastructure, we visited the ED to ascertain reasons for delays in patients' treatment and gather patient opinion of the Accident and Emergency process. To be clear, the department has previously been known as A&E (Accident and Emergency) or casualty to patients, HEYHT (Hull & East Yorkshire Hospitals Trust) refers to the Emergency Department (ED).

Further to the publication of our report it was agreed that in order to give a fuller picture of urgent care provision a similar programme of visits and patient surveys should be undertaken at all premises currently offering Minor Injury & walk-in services within the city.

At the time of our visits the services available were:

**Bransholme Health Centre, Minor Injuries Unit**

Open 9am - 8pm, Monday - Sunday (including bank Holidays)

**Freedom Treatment Centre, Minor Injuries Unit**

Open 9am - 5pm, Monday - Friday

Closed - Saturdays, Sundays & Bank Holidays

**Story Street, GP Walk in Centre**

Open 8am - 8pm, Monday - Sunday (Including Bank Holidays)

## Findings

**The Freedom Centre MIU (16-05-01)**, at the time of the Enter and View visits, was described as warm, clean, bright and, for the most part, looked to be well staffed (on the second visit the E & V team had to wait for a short while for a member of staff to return to reception).

During the visits, three patients completed the patient observation survey. They complemented the plentiful free parking surrounding the centre, and the convenience for those using public transport. All three patients expressed how difficult it was to get an appointment with their own GP, which was why they had presented at The Freedom Centre.

The only negative mentioned was the sign displaying waiting times, which cited ninety minutes or two hours as the waiting time, even when it was not busy. This could put people off waiting to be seen there, and instead divert them to A&E.

The final report's recommendations were, to display more accurate waiting times, and to ensure a member of staff is always available on reception.

**The Bransholme MIU (16-05-03)**, located within the purpose built Bransholme Health Centre, at the time of the Enter and View visits was described as bright and busy. All four floors have colour coded signage, which is clearly visible and understandable. The reception area was warm, clean and tidy.

Nine patients completed the patient observation survey. The centre was praised for having excellent parking facilities nearby and good public transport links. A significant percentage of those spoken to explained that they attended the MIU owing to a lack of available appointments with their own GP. Some were even referred by their GP to the MIU.

During each of the three E&V visits to the site, the MIU was not busy. Not patient waited longer than forty-five minutes to be seen. The centre was advertising waiting times of significantly longer than that. All patients who completed the survey responded in a positive manner to it. There were no negative comments.

The only recommendation in the final report was, to ensure waiting times being displayed were accurate.

**The Story Street Medical Practice and Walk in Centre (16-05-02)**, located at The Wilberforce Health Centre was visited twice by Healthwatch's E&V team. The report states that the main reception was bright and airy and well-staffed. The Health centre has clearly visible, colour coded signage.

Ten patients completed the patient observation survey. Owing to the renovation work being carried out at the nearby Hull New Theatre, parking was (at the time) quite an issue. Most of those surveyed had walked, cycled or used public transport to get there.

Most of those surveyed explained that they had attended the walk in centre because they could not get an appointment with their own GP.

None of those surveyed offered any negative comments about the MIU.

The final report offered no recommendations for improvements.

### How these findings were used.

The initial findings from the individual 'Enter and View' reports were shared with NHS Hull CCG and fed into the urgent care consultation (explained overleaf).





## About The Urgent Care Consultation:

As part of their Five Year Forward plan, NHS Hull CCG proposed changes to the way MIU services were to be delivered in Hull.

The CCG proposed three options for Urgent Care delivery within the city and consulted on these options in autumn 2016.

The options consulted on were:

Relocate the Freedom Centre MIU & the GP out of hours service to a Bransholme Health Centre, including x-ray facility(to be open 24/7).With no services remaining at the Freedom Centre

Relocate the Freedom Centre MIU & the GP out of hours service to a Bransholme Health Centre with X-ray facility (to be open 24/7). Services at the Freedom centre to be developed based on the needs of the local population.

Keep the current service locations, access times and facilities as they are.

The consultation period ended in November 2016, with a decision being taken and a report published in the same month.

The preferred option by most of the respondents was to relocate the Freedom Centre MIU & the GP out of hour's service to a Bransholme Health Centre with X-ray facility (to be open 24/7) with services at the Freedom centre to be developed based on the needs of the local population.

The agreed option is currently being implemented with services being opened 24/7 at the Branhsolme Centre from 1<sup>st</sup> April 2017 and x-ray facilitates to be available from summer 2017.





## Verification of Report

Produced on behalf of HWKuH by		Date:
Signed on behalf of HWKuH Board		Date:



Enter  
and  
View



Minor Injuries Unit

The Freedom Centre

26<sup>th</sup> May & 27<sup>th</sup> of May 2016



## **Enter and View**

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<b>HW Reference:</b>	HWKuH16-05-01
<b>Premises visited:</b>	Minor Injuries Unit Freedom Treatment Centre 97 Preston Road Hull HU9 3QB
<b>Date of Visit:</b>	26.05.16 & 27-05-2016
<b>Duration of visit:</b>	2 X 90 Minutes
<b>HWKuH Representatives:</b>	Jason Hewitt Samantha Berridge Marina Ball
<b>Premises Representative</b>	Reception staff Paul Wray

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## Purpose of Visit

Healthwatch Kingston Upon Hull, (HWKuH) had previously undertaken a significant scope of works from 2014 - 2016 detailing the variation in standards and diversity of buildings and services available from all GP practices within the city of Hull, ranging from purpose built health centres housing multiple practices, to converted houses used as surgeries by single practices.

After receiving contact from a number of patients regarding A&E facilities at Hull Royal Infirmary (HRI), Healthwatch Kingston Upon Hull, (HWKuH) undertook a significant survey (2016), to collect patient feedback in an attempt to ascertain reasons for delays in patient treatment within the Accident and Emergency process. All reports can be located at:

<http://www.healthwatchkingstonuponhull.co.uk/enter-view>

In light of the wealth of information provided by HWKuH's investigations into primary care delivery and delays in acute care provision within Hull Royal Infirmary's Accident and Emergency, (A&E) department, Healthwatch Kingston Upon Hull delivered a series of visits to services commissioned and tasked with alleviating and reducing pressures on Hull Royal Infirmary's A&E department.

Subsequent to any visit a report is prepared, factual detail agreed by the manager of the facility visited, and then shared with the HWKuH Board before distribution.

The visit was pre-arranged. We used a prepared visit recording sheet to log relevant facts, observed practice premises, facilities and access and spoke to staff, residents and visitors as relevant.

Disclaimer: This report relates only to the service viewed on the date of the visit, and is representative of the views of the service users who contributed to the report on that date.

## Introduction

The Freedom Treatment Centre Minor Injuries Unit (MIU) is located within the purpose built Freedom Centre located in the east of the city. The Freedom Centre currently houses a café, hairdressing salon, gym, library, children's nursery as well as a conference centre. The Minor Injuries Unit opened in 2007.

The Freedom treatment centre has access to consulting rooms, offices and facilities on the ground floor of the centre. The Minor Injuries Unit offers services to patients who may go Accident and Emergency (A&E) when they could be treated just as well at a Minor Injuries Unit.

No appointments are required and patients are seen and managed by Nurse Practitioners who have experience and expertise in the management of minor injuries, working within a safe and caring environment. The service is available from 9am to 5pm Monday to Friday.

## Environment

Access to the Freedom Treatment centre is via two ground floor entrances to the Health Centre. There are two entrances to the health centre, both with automatic doors. The direct Minor Injuries Unit entrance has automated doors in addition to a wide sloping ramp for easily accessible wheelchair access.

The main building reception area is open plan and has a number of facilities for community use; there is also a café and library in addition to a seated area with a number of tables and chairs. Overall the main reception area is very bright and busy.

The Freedom Treatment centre is located on the ground floor with easy access from the main reception being clearly signposted, visible and accessible.

The reception area is situated to the middle of the department and was staffed during on arrival at our first visit, but we waited for staff to attend during our second visit. The area provides approximately 20 chairs arranged that all face into the reception desk area. The area was warm, clean and tidy during our visits.

## Background

The Freedom Treatment Centre is housed within the Freedom Centre allowing patients to see a Nurse Practitioner between the hours of 9 am and 5 pm every weekday. Whilst this service is currently provided by City Health Care Partnership CIC, a minor injuries service has been in operation at these premises since 2007.

The service is open to any patient who can usually access NHS care. The service is designed to address unplanned health needs involving an injury that has occurred within the previous 24-72 hrs.

The service aims to treat patients who might normally attend A&E and who present with ailments that are treatable by a Nurse Practitioner which may include:

- Wounds and abrasions
- Cuts/wounds that require closure using sutures, steri-strips or tissue adhesive
- Burns and scalds
- Removal of soft tissue foreign bodies e.g. splinters
- Muscle and joint injuries e.g. sprains, strains and contusions
- Suspected fractures / breaks
- Animal and human bites and insect stings
- Eye injuries/conditions e.g. Removal of foreign body, Corneal abrasion
- Healthcare Advice, information and direction to local services

Given reports of significant delays at Hull Royal Infirmary, Healthwatch Kingston Upon Hull felt it an appropriate time to conduct Enter and View visits to explore the experiences of patients and whether the services were reducing pressures on acute Emergency Departments. This report represents a snapshot in time offering the views and experiences of patients and their families surveyed during our visits.

## Survey Responses

We used a survey (Appendix i) to gather peoples' experiences of the Minor Injuries Unit. During the course of our two visits to the Freedom Treatment Centre, The service was extremely quiet. Of the patients spoken to, only 3 completed our patient observation survey.

The Freedom Treatment Centre Minor Injuries Unit traditionally serves a large and wide geographical population to the east of the city. Whilst the number of respondents and patients using the service during our visits was low coupled with excellent links to local public transportation routes, it was a little surprising that a respondent had presented at the minor injuries unit via their own car having travelled over 15 miles. Two respondents could not estimate the cost of attending the service based on the use of their own vehicle, or having walked to the service, however one respondent indicated a cost of approximately £3 because he used

public transportation. One respondent (33%) discussed the plentiful and free parking near to the Health Centre. Whilst there is a small car park to the rear of the Minor Injuries Unit, there is a further car park to the front of the centre, in addition to plentiful on street parking.

“There is plentiful free parking all around the service.”

Whilst the Freedom Treatment Centre sits within a modest residential area, as the only minor injuries unit covering the east of Hull it services a much larger geographical population of patients resident within the City, as well as being geographically closer for many residents of the East Riding of Yorkshire, therefore some patient journeys may be from outside of the City boundaries. However of the cohort interviewed all experienced journeys below 30 minutes, with (33%) experiencing journeys under 10 minutes.

We asked all our respondents to detail when they had first noticed symptoms of their illness or when their injury had occurred that had resulted in their need to attend the Minor Injuries Unit. Surprisingly the results were very well spread with one respondent (33%) declaring their injury recent, with symptoms between 1 and 3 days old. One respondent had symptoms over one week old, with a further respondent having long term symptoms for over 1 month. On further investigation this patient had expected the symptoms to clear, but they also explained that they had been unable to get a timely appointment with their GP; the earliest appointment available was 12 days later.

All three respondents (100%) commented they had previously attended the minor injuries unit; however, it was noted that no respondents had received guidance from their GP, NHS 111 Helpline, A&E or a pharmacist prior to their attending. Whilst we asked whether alternative provision may have helped them to avoid the minor injuries unit, all three respondents (100%) expressed difficulties in gaining an appointment at their own GP, with all three respondents (100%) commenting on a lack of available or extremely long wait for appointments at their own surgeries. We received a number of comments including:

“Long wait for an appointment at my GP, often 12 days”

“\*\*\*\*\* [My GP], ring from 8am to get an appointment, still can't get in to see a GP”.

“This [The MIU] is easier to get and is closer to get to than \*\*\*\*\* [My GP]. I am unable to get a GP practice appointment”.

Of the three completed interviews from our respondents over the two different dates and times, no patient had been required to wait longer than 1hr to see a healthcare professional, with (66%) being seen in under 30 mins. This constitutes a significant time saving when compared to the NHS target for A&E in patients being seen in less than 4 hrs. During our 2 visits to the service, we found the service to be extremely quiet, with either low numbers of patients or no queueing patient at all. Whilst every patient we interviewed was seen in less than 60 minutes, the

service often advertised significantly longer waiting times often citing 90 minutes or two hours which patients stated could be misleading or put potential patients off and divert them to A&E.

“It was really good. A really quick appointment, yet the sign shows 90 minutes delays on the board”

“It can be really, really packed, queuing out of the door, but often it is dead quiet, like today and you walk straight through”

All respondents reported a positive experience with the walk in centre, with (100%) commenting further and willing to express that they had a ‘good’ or ‘very good’ experience. No respondents indicated a negative experience. All respondents (100%) wished to make further comments on their experiences within the walk in centre, a number of which are listed below;

“The treatment is really good, really swift.”

“Very good, a really quick appointment”.

“I had treatment here years ago, always very good and very quiet”

## Recommendations

Further to our visit the following recommendations are made:

More accurate display of average waiting times

Ensure member of staff always available on reception

## Verification of Report

Produced on behalf of HWKuH by		Date:
Signed on behalf of HWKuH Board		Date:



Enter  
and  
View



Story Street Medical Practice and  
Walk in Centre

Wilberforce Health Centre

7<sup>th</sup> & 15<sup>th</sup> of June 2016



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<b>HW Reference:</b>	HWKuH16-05-02
<b>Premises visited:</b>	Story Street Medical Practice & Walk in Centre Wilberforce Health Centre Story Street Hull HU1 3SA
<b>Date of Visit:</b>	07-06-2016 & 15-06-2016
<b>Duration of visit:</b>	2 X 90 Minutes
<b>HWKuH Representatives:</b>	Jason Hewitt Norma Waugh John Wilkinson
<b>Premises Representative</b>	Reception staff Susan Wardlow

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## Purpose of Visit

Healthwatch Kingston Upon Hull, (HWKuH) had previously undertaken a significant scope of works from 2014 - 2016 detailing the variation in standards and diversity of buildings and services available from all GP practices within the city of Hull, ranging from purpose built health centres housing multiple practices, to converted houses used as surgeries by single practices.

After receiving contact from a number of patients regarding A&E facilities at Hull Royal Infirmary (HRI), Healthwatch Kingston Upon Hull, (HWKuH) undertook a significant survey (2016), to collect patient feedback in an attempt to ascertain reasons for delays in patient treatment within the Accident and Emergency process. All reports can be located at:

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In light of the wealth of information provided by HWKuH's investigations into primary care delivery and delays in acute care provision within Hull Royal Infirmary's Accident and Emergency, (A&E) department, Healthwatch Kingston Upon Hull delivered a series of visits to services commissioned and tasked with alleviating and reducing pressures on Hull Royal Infirmary's A&E department.

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## Introduction

Story Street Medical Practice and Walk in Centre is located within the purpose built Wilberforce Health Centre located centrally in the city centre. Wilberforce Health centre currently houses 3 GP practices, a walk in centre and a further community sexual health & drug service. The Centre was opened in December 2011.

Story Street Medical Practice and Walk in Centre has access to consulting rooms, offices and facilities on the first floor of the health centre.

The Walk In Centre provides patients who may not be registered with a GP or who might normally attend Accident and Emergency (A&E), treatment which could be provided by a GP or nurse. Each appointment is scheduled for 10 minutes and this service is available from 8am to 8pm, 365 days per year.

## Environment

Access to Story Street Medical Practice and Walk in Centre is via two ground floor entrances to the Wilberforce Health Centre. The entrance from the car-park is single level and has automatic doors. The entrance from Story Street has both steps and a ramp up to automatic doors.

The main Health Centre reception is very bright and airy with a central four story atrium, glass roof and furnished throughout with artwork. During our visit there were two reception staff based on the ground floor to direct and assist as well as room for a public café. All of the four floors within the Health Centre have colour coded signage.

Story Street Medical Practice and Walk In Centre is located on the first floor with access provided by public lift or staircase; both are clearly signposted, visible and accessible. The lift opens directly into the reception area, whereas the staircase has one set of non-automated doors leading into the waiting area.

The reception area situated to the left of the department was staffed during all of our visits. The area provides over 20 chairs facing sideways from the reception desk, towards the consulting rooms. The area was warm, clean and tidy offering welcoming background music.

## Background

Story Street Medical Practice and Walk In Centre is housed within the Wilberforce Health Centre allowing patients to see a GP or nurse between the hours of 8am and 8pm for 365 days a year. This service has been provided by Virgin Care at these premises since 2011.

Patients do not need to be registered at Story Street Medical Practice to see a GP or nurse; however patients will be required to complete a walk-in questionnaire on each visit. The practice offers 10 minute appointment slots for patients who might normally attend A&E and who present with ailments that are treatable by a GP or nurse which include:

- Blood Pressure Check
- Contraceptive advice
- Coughs, Colds and flu like symptoms
- Information on staying healthy
- Minor cuts and wounds
- Muscle and Joint injury
- Skin complaints, rashes, sunburn and headlice
- Stomach aches
- Smoking cessation support
- Women's health problems, thrush and menstrual advice

The Care Quality Commission (CQC) recently carried out a further series of inspections. Their most recently published report (6<sup>th</sup> July, 2016), refers to their inspection in April, 2016. The report for the service is graded as 'Good'.

Given the CQC inspection of April 2016 and reports of significant delays at Hull Royal Infirmary, Healthwatch Kingston Upon Hull felt it an appropriate time to conduct Enter and View visits to explore the experiences of patients and whether the services were reducing pressures on acute Emergency Departments. This report represents a snapshot in time offering the views and experiences of patients and their families surveyed during our visits.

## Survey Responses

We used a survey (Appendix i) to gather peoples' experiences of the Walk In Centre. During the course of our two visits to the Story Street Walk In Centre, we spoke at length to a number of patients. Of the patients spoken to, 10 completed our patient observation survey, with 1 patient terminating our survey during interview as a result of being called through for treatment.

Due to its central location and its availability on public transportation routes, there was a wide set of responses concerning how people had arrived at the Walk In Centre. Some patients had walked, others had taken a bus or driven themselves all accounted for (30%) each of the total responses. Many respondents could not estimate a cost based on the use of their own vehicle, those who walked incurred no cost, and neither did the patient who attended on a bicycle. Four respondents did indicate a cost attached to their attendance, with two (20%) indicating a cost of £3 - £4 due for public transport. Two further respondents discussed the ancillary cost and issues associated with parking near to the walk in centre. Whilst a large council managed car park is located adjacent to the walk in centre, two respondents (20%), discussed the costs of parking and current traffic implications in the city as barriers to attendance, leading one respondent to declare;

“Parking can often be a nightmare. With Hull New Theatre being renovated, diversions and the entire city centre being dug up, it can be a nightmare”.

Therefore of our respondents interviewed costs associated to 20% of patient journeys surveyed would increase due to respondents being unable to determine total costs of parking possibly until exiting.

Whilst Story Street Walk In Centre covers a relatively small metropolitan area, as the only Walk In Centre in the City of Hull it also services a much larger geographical population of patients residing within the East Riding of Yorkshire. Therefore some patient journeys may be from outside of the City boundaries. However of the cohort interviewed all experienced journeys below 30 minutes, with (40%) experiencing journeys under 10 minutes and (40%) between 10 and 20 minutes.

We asked all our respondents to detail when they had first noticed symptoms of their illness or when their injury had occurred that had resulted in their need to attend the Walk In Centre. The largest number of respondents (30%) declared their injury was over one month old, upon further investigation this was because one of the interviewees was re-attending the walk in with the same symptoms; however two respondents (20%) were attending having previously seen a GP or other health care professional with the same symptoms previously.

Upon further investigation, a significant number (50%) had previously seen their own GP or previously attended the walk in centre in relation to the same ailment.

Whilst (50%) of respondents commented they were attending the walk in centre for the first time, it was noted that no respondents had received guidance from the

NHS 111 Helpline, A&E or a pharmacist prior to their attending. We asked whether alternative provision may have helped them to avoid the walk in centre, many respondents expressed difficulties in gaining an appointment at their own GP, with two respondents commenting that their own GP had referred them to the walk in centre, due to a lack of appointments at their own surgeries. We received a number of comments including:

“I am an NHS Nurse, my GP is a nightmare. I can’t always ring at 8am to wait on the phone. It’s very difficult to get an appointment”

“I have a GP who advises to book in advance. Yet, you can’t book in advance. I ring from 8am and can’t get an appointment.”

“Rang GP and was explained long waiting times and advised by own GP to attend walk in centre”.

Of the ten completed interviews from our respondents over the two different dates and times, no patient had been required to wait longer than 1hr to see a healthcare professional, with (40%) being seen in under 15 mins. This constitutes a significant time saving when compared to the NHS target for A&E in patients being seen in less than 4 hrs.

Of all of the respondents interviewed (50%) were using the Walk in Centre for the first time, with (50%) repeat patients who had previous experience of treatment at the centre.

Most people reported a positive experience with the walk in centre, with (60%) willing to comment further and express they had a ‘good’ or ‘great’ experience. No respondents indicated a negative experience. A significant proportion of respondents (70%) wished to make further comments about their experiences within the walk in centre, a number of which are listed below;

“I expected longer waits. For it to be a lot busier. Water, happy music, perfect.”

“I’m really pleased; the doctor [female] was very attentive. Excellent”.

“I’ve been sent around the houses, but I expect to find out more here than via my own GP”

“What a great triage service. Better than HRI (Hull Royal Infirmary), everyone has been lovely.”

“My expectation is that I will get seen much quicker than through my own GP”.



## Recommendations

Further to our visit the following recommendations are made:

None.

## Verification of Report

Produced on behalf of HWKuH by		Date:
Signed on behalf of HWKuH Board		Date:

Enter  
and  
View



Bransholme Minor Injuries Unit  
Bransholme Health Centre  
31<sup>st</sup> May & 1<sup>st</sup> & 3<sup>rd</sup> of June 2016



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<b>HW Reference:</b>	HWKuH16-05-03
<b>Premises visited:</b>	Bransholme Minor Injuries Unit Bransholme Health Centre Goodhart Rd Hull HU7 4DW
<b>Date of Visit:</b>	31.05.16 & 01-06-2016 & 03-06-2016
<b>Duration of visit:</b>	3 X 90 Minutes
<b>HWKuH Representatives:</b>	Jason Hewitt Donna Miller
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Subsequent to any visit a report is prepared, factual detail agreed by the manager of the facility visited, and then shared with the HWKuH Board before distribution.

The visit was pre-arranged. We used a prepared visit recording sheet to log relevant facts, observed practice premises, facilities and access and spoke to staff, residents and visitors as relevant.

Disclaimer: This report relates only to the service viewed on the date of the visit, and is representative of the views of the service users who contributed to the report on that date.

## Introduction

Bransholme Minor Injuries Unit (MIU) is located within the purpose built Bransholme Health Centre located to the north of the city. Bransholme Health centre currently houses 8 GP practices, community services, a Hull City Council helpdesk and a minor injuries unit. The Centre was opened in December 2011.

Bransholme Minor Injuries Unit has access to consulting rooms, offices and facilities on the ground floor of the health centre. The Minor Injuries Unit offers services to patients who may go Accident and Emergency (A&E) when they could be treated just as well at a Minor Injuries Unit.

No appointments are required and patients are seen and managed by Nurse Practitioners who have experience and expertise in the management of minor injuries, working within a safe and caring environment. The service is available from 9am to 8pm every day including bank holidays.

## Environment

Access to Bransholme Minor Injuries Unit is via two ground floor entrances to the Health Centre. There are two entrances to the health centre, both with automatic doors. The entrance from the car-park has several steps and a platform style lift for access.

The main building reception area is open plan and has a number of central pods for use by the Hull City Council services; there is also a tea bar and some tables and chairs. Overall the main atrium is very bright and busy. All of the four floors within the Health Centre have colour coded signage.

Bransholme Minor Injuries Unit is located on the ground floor with easy access from the main reception being clearly signposted, visible and accessible.

The reception area situated to the back left of the department was staffed during all of our visits. The area provides over 20 chairs facing away from the reception desk, towards the consulting rooms. The area was warm, clean and tidy during our visits.

## Background

Bransholme Health Centre is housed within the Bransholme Health Centre allowing patients to see a Nurse Practitioner between the hours of 9 am and 8 pm every day, including weekends and bank holidays. This service has been provided by City Health Care Partnership CIC at these premises since 2011.

The service is open to any patient who can usually access NHS care. The service is designed to address unplanned health needs involving an injury that has occurred within the previous 24-72 hrs.

The service aims to treat patients who might normally attend A&E and who present with ailments that are treatable by a Nurse Practitioner which may include:

- Wounds and abrasions
- Cuts/wounds that require closure using sutures, steri-strips or tissue adhesive
- Burns and scalds
- Removal of soft tissue foreign bodies e.g. splinters
- Muscle and joint injuries e.g. sprains, strains and contusions
- Suspected fractures / breaks
- Animal and human bites and insect stings
- Eye injuries/conditions e.g. Removal of foreign body, Corneal abrasion
- Healthcare Advice, information and direction to local services

Given reports of significant delays at Hull Royal Infirmary, Healthwatch Kingston Upon Hull felt it an appropriate time to conduct Enter and View visits to explore the experiences of patients and whether the services were reducing pressures on acute Emergency Departments. This report represents a snapshot in time offering the views and experiences of patients and their families surveyed during our visits.

## Survey Responses

We used a survey (Appendix i) to gather peoples' experiences of the Minor Injuries Unit. During the course of our three visits to the Bransholme Minor Injuries Unit, we spoke at length to a number of patients. Of the patients spoken to, 9 completed our patient observation survey, with 1 patient terminating our survey during interview as a result of being called through for treatment.

As Bransholme Minor Injuries Unit serves a large and wide geographical population, coupled with excellent links to local public transportation routes, it was a little surprising that the majority of responses as to how people had presented at the minor injuries unit was via their own car, taxi or being provided a lift, which accounted for (89%) of the total responses. Many respondents could not estimate a cost of transport based on the use of their own vehicle, however two respondents did indicate a cost attached to their attendance, with one respondent indicating a

cost of £3 - £4 for public transport, and one respondent citing £5 each way for taxi fares. Six respondents (67%) discussed the plentiful and free parking near to the Health Centre. Whilst the Health Centre employs a smaller car park adjacent to the centre, a much larger and free to park, car park is situated directly opposite to serve the needs of the adjacent Northpoint Shopping Centre.

“It’s great for parking opposite; it’s always easy coming here”.

“We’ve got no parking at our GP. It’s only 5 minutes in the car here with plentiful parking.”

Whilst Bransholme Minor Injuries Unit sits within a relatively modest metropolitan area, as the only minor injuries unit covering the north and west of Hull it services a much larger geographical population of patients resident within the City, as well as being geographically closer for many residents of the East Riding of Yorkshire. Therefore some patient journeys may be from outside of the City boundaries. However of the cohort interviewed all experienced journeys below 40 minutes, with (56%) experiencing journeys under 10 minutes and (23%) between 10 and 20 minutes.

We asked all our respondents to detail when they had first noticed symptoms of their illness or when their injury had occurred that had resulted in their need to attend the Minor Injuries Unit. The largest number of respondents (67%) declared their injury was recent, with symptoms between 1 and 3 days old. One respondent had symptoms over one week old, upon further investigation this patient had expected the symptoms to clear and being unable to get a timely appointment through their GP, were attending the MIU to have their symptoms professionally investigated.

Upon further investigation, a large cohort (44%) had previously seen their own GP relating to the same complaint or ailment with a further respondent having previously attended the walk in centre and another respondent having previously attended the MIU in relation to the same condition.

Whilst only (33%) of respondents stated that they were attending the minor injuries unit for the first time, it was noted that no respondents had received guidance from the NHS 111 Helpline, A&E or a pharmacist prior to their attending. Whilst we asked whether alternative provision may have helped them to avoid the walk in centre, many respondents (44%) expressed difficulties in gaining an appointment at their own GP, with three respondents (33%) commenting that their own GP had referred them to the minor injuries unit, citing a lack of appointments at their own surgeries. We received a number of comments including:

“My GP advised me to attend here due to waiting times”

“This is much better than my own GP. There are huge waits there and I get seen here and I expect to get treated here”.

“I was directed by \*\*\*\*\* [my GP] who said due to a lack of appointments the injury



needed to be seen by an MIU”.

Of the nine completed interviews from our respondents over the three different dates and times, no patient had been required to wait longer than 1hr to see a healthcare professional, with (78%) being seen in under 30 mins. This constitutes a significant time saving when compared to the NHS target for A&E in patients being seen in less than 4 hrs. During our 3 visits to the service, we found the service to be extremely quiet, with low numbers of patients. Whilst every patient we interviewed was seen in less than 45 minutes, the service often advertised significantly longer waiting times which patients stated could be misleading or put potential patients off and divert them to A&E.

“Advertising much longer waits on the board than actual. Could put people off”

“It’s really quiet. I expected it to be a lot, lot busier. So peaceful.”

Of all of the respondents interviewed (56%) were experiencing the Minor Injuries Unit for the first time, with (44%) repeat patients who had previous experience of treatment at this or a similar service.

Most people reported a positive experience with the walk in centre, with (56%) willing to comment further and express they had a ‘good’ or ‘excellent’ or ‘fantastic’ experience. No respondents indicated a negative experience. A significant proportion of respondents (67%) wished to make further comments on their experiences within the walk in centre, a number of which are listed below;

“It’s [the MIU] really well advertised in Bransholme, so I know it’s here, it’s closer than A&E and really good.”

“A good professional service”.

“It’s [the MIU] a good experience, I have a condition and use it regularly”

## Recommendations

Further to our visit the following recommendations are made:

More accurate display of average waiting times

## Verification of Report

Produced on behalf of HWKuH by

Date:

Signed on behalf of HWKuH Board		Date:
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