healthwatch Cheshire West

healthwatch Cheshire East

Experiences of the CCICP Ambulatory Wound Care Service

November – December 2023

Introduction

What is Healthwatch?

Healthwatch Cheshire is the local independent consumer champion for health and care services, forming part of the national network of local Healthwatch across England. As part of our core activity, we seek the views and experiences of residents of Cheshire East, and Cheshire West and Chester to help inform how health, care and wellbeing services are planned and delivered. The information we gather is then analysed so that we can identify and act upon trends and common themes by presenting our findings to decision makers in order to improve the services people use. We also share people's local views with Healthwatch England who strive to ensure that the government put people at the heart of care nationally.

More about our work can be found at www.healthwatchcwac.org.uk and www.healthwatchcheshireeast.org.uk.

Background

In July 2022 Healthwatch Cheshire was approached by Central Cheshire Integrated Care Partnership (CCICP) to undertake an independent review to gain patient and staff feedback on how the Ambulatory Wound Care clinics they deliver are meeting the needs of local residents. This new service had only recently been implemented and CCICP were keen to gain initial feedback on the success of the service.

CCICP is a unique collaboration between Mid Cheshire Hospitals NHS Foundation Trust (MCHFT), Cheshire and Wirral Partnership NHS Foundation Trust (CWP), and the South Cheshire and Vale Royal GP Alliance, which covers 29 local GP practices.

This is a supplementary report reviewing the progress made by the service since our previous reports in August 2022.

The clinic locations are:

- Victoria Infirmary – Northwich
- Dene Drive Primary Care Centre – Winsford
- Church View Primary Care Centre – Nantwich
- Eagle Bridge Wellbeing Centre – Crewe
- Ashfields Primary Care Centre – Sandbach
- Cedars Health Centre – Alsager.

Accessibility:

- The service continues to operate during the hours of 09:00 – 17:00
- The Victoria Infirmary in the Vale Royal area now operates three clinics running simultaneously. It also runs clinics on a Saturday and Sunday. One clinic in Winsford now has two clinics running simultaneously.
- Bank Holiday cover is provided by the service in some locations. This will be reviewed by the provider in relation to demand.

Service Description, as initially outlined in the Standard Operating Procedure:

- The service will provide a comprehensive range of wound care interventions, in line with CCICP wound management policy.
- To meet individual needs across the five care communities in the footprint of CCICP, the service should be tailored to respond to local variations. This may change rapidly requiring the service provider to be innovative and strive for continual service improvement.
- It will offer health education and promotion, promote evidence-based patient empowerment adopting and encouraging a self–care approach where necessary.
- Holistic assessments will be undertaken at initial visits to the clinic for complex wounds, individualised treatment plans and on-going reviews of treatments will be arranged as required.

- The service will offer a triage system to assist patient flow through the service to help reduce waiting times and ensure the correct type and level of care is provided to facilitate patient satisfaction and well–being.
- The service will offer domiciliary visits to patients who have been assessed with pressure related wounds which continue to deteriorate or remain static and who may require specialised pressure relieving equipment to prevent deterioration.
- Partnership with patients/carers and families is required with healthcare professionals to provide effective care.

Scope

The initial independent review in August 2022 was to consider location and accessibility of service provision, and to gain patient and staff feedback on how the clinics were meeting needs of local residents at all six of the locations. The scope of the original report is replicated in this report.

Methodology

In undertaking the review, Healthwatch conducted **Enter and View** visits at all six sites, and used **surveys** to gain feedback from people who use the service and staff. The surveys were left with each of the clinics for four weeks to enable all the patients who used the clinics to access the survey. Poster with links to the online survey were also displayed as were QR codes to access the survey. This report should be read in conjunction with the six individual reports published in August 2022 and can be accessed here:
https://healthwatchcheshireeast.org.uk/what-we-do/enter-and-view/hospital-scrutiny/

Findings are presented within this report and appendices.

Enter and View Visits

Under the Local Government and Public Involvement in Health Act 2007, local Healthwatch have the power to carry out Enter and View visits as part of their scrutiny function. The visits are designed to view the service from the perspective of people who access care and support. All Enter and View Reports are public documents and are published on the Healthwatch websites.

As part of the updated independent review, all six Ambulatory Wound Care sites were visited by two Healthwatch Enter and View Authorised Representatives. A single report was then compiled – this can be viewed in Appendix A.

Summary of the key findings of the six Enter and View reports found in Appendix A

- Staff interviewed by Healthwatch at the six Wound Care Clinics all agreed that the service had progressed since we last visited. Staff felt the service now had its own identity and they felt part of a team.
- The service has its own performance indicators and admin support.
- Staff at each of the clinics felt that they were integrated into the buildings in which they were based.
- Since our last report, all the clinics now have rooms that are dedicated to the Wound Care Clinic and are not shared with other services.
- Healthwatch noted that in most of the buildings there was no signage from reception directing patients to the Wound Care clinics. In the case of the Crewe clinic this was an issue, as the clinic was a long way from the main reception. This was noted in the previous report.
- Most of the rooms used by the clinics did not have signs on the doors to indicate whether or not the nurses were with a patient. This could result in people entering the room when a patient was mid treatment so signage is recommended.

Surveys

To ensure the updated review gained information important to the development of the service, the two surveys which were originally developed by Healthwatch alongside members of CICCP (Appendix B) were used again. These were originally tested with a small sample of delivery staff and patients for comment before wider distribution. The surveys were made available online for completion, and paper copies were distributed to all six sites with freepost envelopes provided. Healthwatch used the same survey questions as the original report to enable comparisons to be made.

The survey closed on the 7 December 2023 with **48 patient surveys** and **5 staff surveys** completed. The findings are detailed below and compare to the results from our last survey in September – October 2022, when 47 patients and 7 staff completed the survey.

Summary of overall findings

The survey results show the Ambulatory Wound Care Clinics continue to be well received by patients, who rated the service highly across the board, with a slight improvement on scores this year compared to last. **This year all (100%) patients said their experience overall was good or very good, compared to 98% last year.**

- Safety, confidentiality and listening to the needs of the patient **scored 100%** in all clinics, the same score as last year.
- The clinics were all deemed **very clean** and the vast majority of staff were seen **washing their hands** before treatments, a slight improvement from last year.
- **Staff were praised highly**, introducing themselves to patients in the majority of cases and giving advice and information to support them with their wound; again a slight improvement on last year. They were seen to work well as a team (scoring 100% compared to 89% last year) and involved the patient in their care.
- **Most patients travelled by car, walked or came on public transport** and found the clinics relatively easy to get to (with the help of relatives on some occasions). The inconsistency of public transport was highlighted, but parking was not mentioned as an issue, which was featured last year.

Staff survey

The staff survey results were an improvement on last year across the board.

- All five staff members who responded were aware how to request an interpreter when needed
- All felt they had sufficient time to provide quality care either definitely or to some extent
- All said they had the equipment/dressings they need to provide evidence based wound care
- All said they definitely felt the staff work well as a team.

Survey patient results

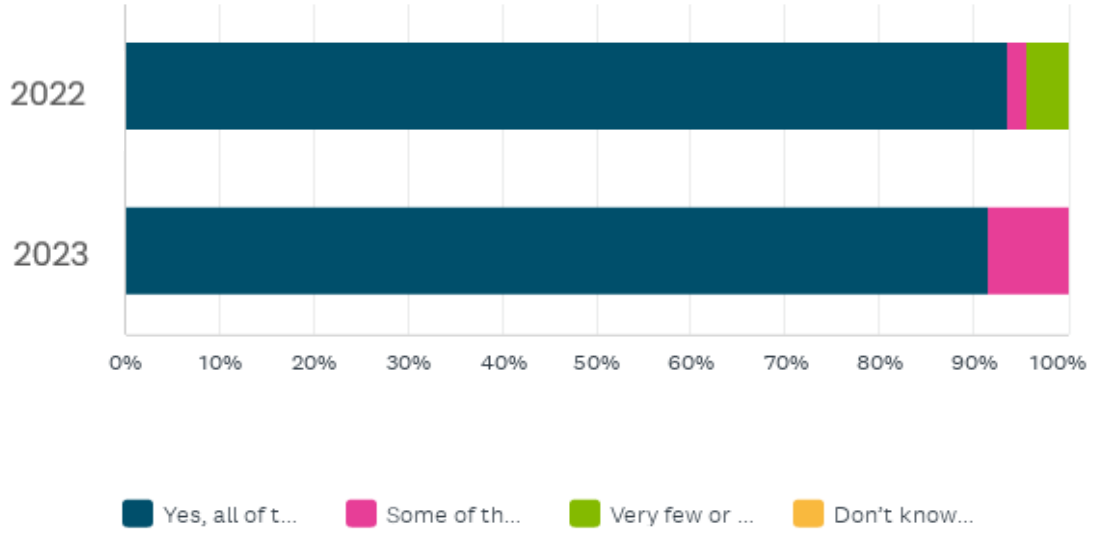
The survey results give insight into the views of patients on the care and treatment they received at the Ambulatory Wound Care Clinics in November and December 2023 and compares to the survey conducted in September and October 2022. The results give an overall picture; however, any clinic specific trends are also highlighted in the report**.**

1. Where have you accessed the Ambulatory Wound Care Service?

	2022		2023	
Alsager Health Centre (Monday, Tuesday Thursday, Friday)	6.38%	3	8.33%	4
Church View Health Centre, Nantwich (Monday, Tuesday, Thursday and Friday)	14.89%	7	14.58%	7
Ashfields Health Centre, Sandbach (Monday, Tuesday, Wednesday, Thursday and Friday)	25.53%	12	29.17%	14
Dene Drive Health Centre, Winsford (Monday, Tuesday, Wednesday, Thursday and Friday)	10.64%	5	14.58%	7
Victoria Royal Infirmary, Northwich (Monday, Tuesday, Wednesday, Thursday, Friday, Saturday and Sunday)	17.02%	8	16.67%	8
Eagle Bridge Heath Centre, Dunwoody Way, Crewe (Monday, Tuesday, Wednesday, Thursday and Friday)	25.53%	12	25%	12
	Total:	**47**		**52***

**Some people accessed the clinic in more than one location which is why the number is larger than the number of responses.*

2. Did staff introduce themselves to you?

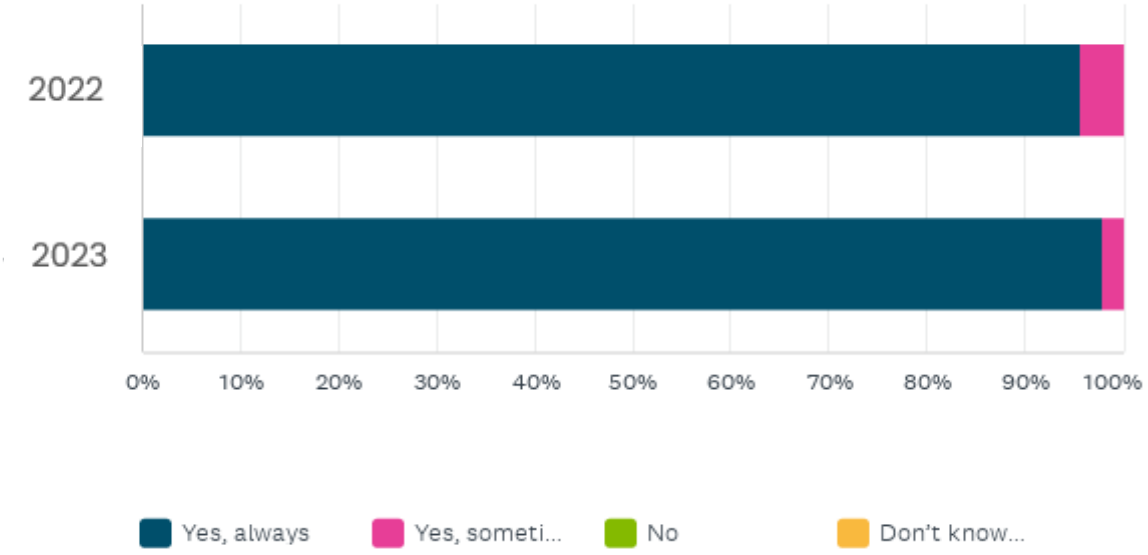


- There was a **slight improvement** year on year on with the majority of staff introducing themselves to patients.
- Respondents who visited **Dene Drive** and **Alsager Health Centres** said **all staff** introduced themselves.

3. Did you feel safe during your appointment?

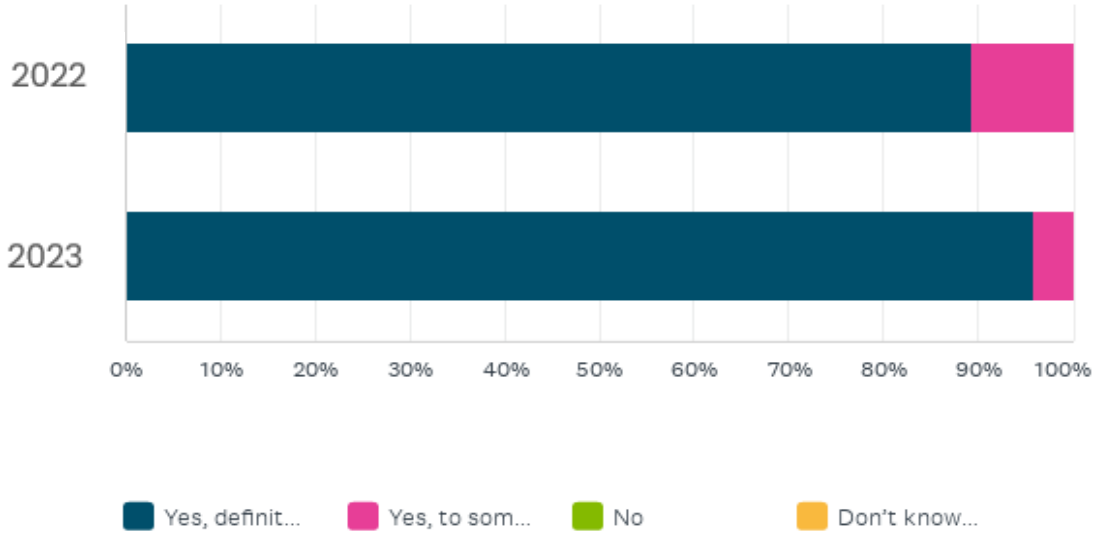
All respondents felt safe during their appointment, the same result as last year.

4. Did the staff treat you respectfully and with compassion?



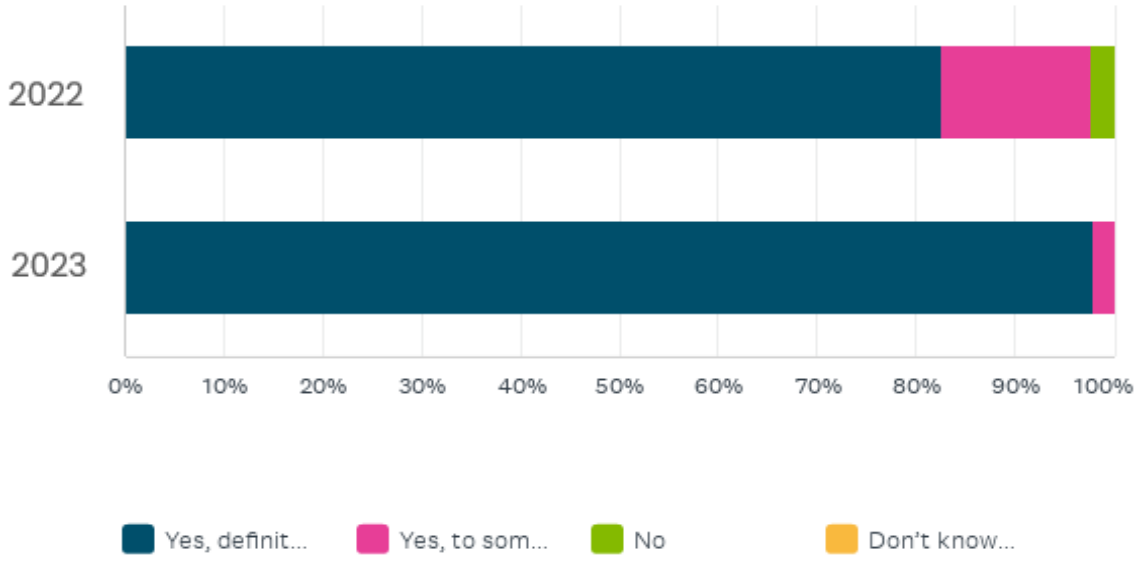
- The staff **continue** to treat the patients **respectfully and with compassion.**
- Only **one respondent** answered **'yes sometimes'**, they were from Church View Health Centre.

5. Have you been given the advice and information to support you with managing your wound?



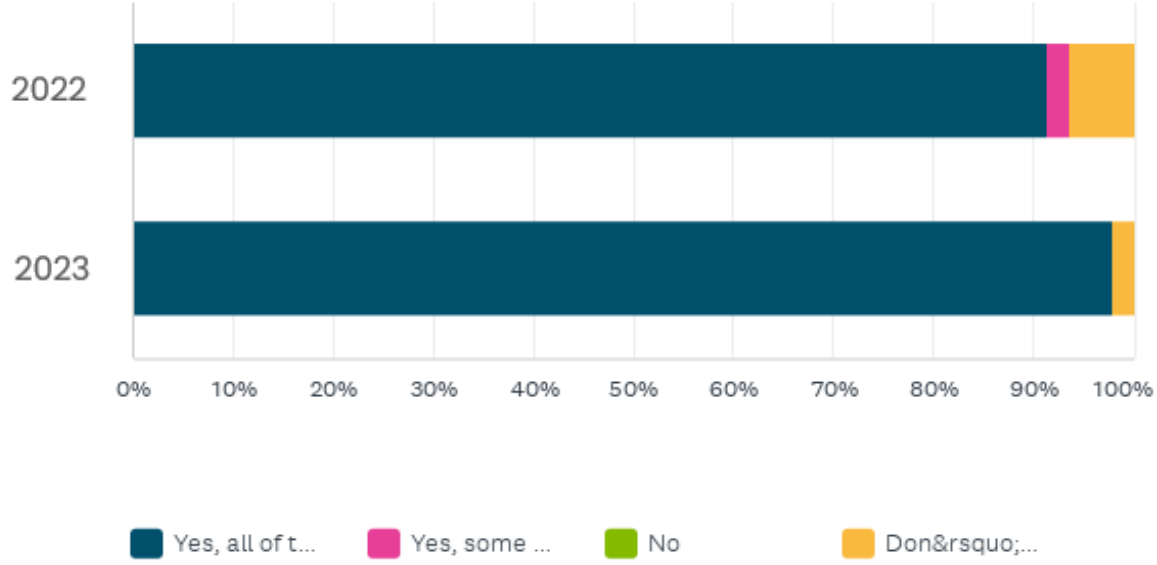
- **95% (46)** felt they had definitely been given the advice and information to support them to manage their wounds; a slight improvement on last year.
- The two respondents who answered 'yes to some extent' were from **Eagle Bridge Health Centre.**

6. Have you been involved as much as you wanted to be in decisions about your care and treatment?



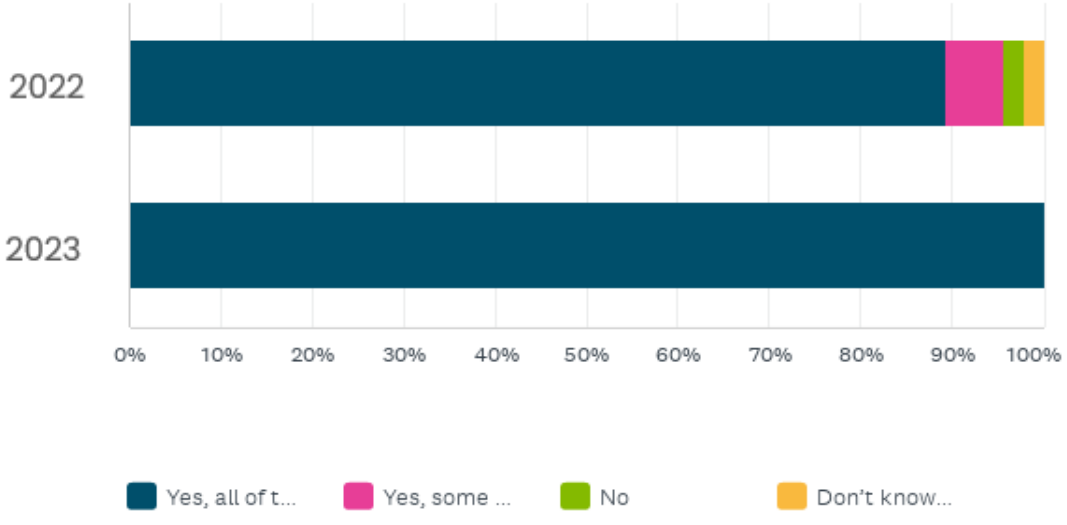
- **96% (46)** felt they had definitely been involved as much as they wanted to be in decisions about their care and treatment, up from **89% (38)** last year.
- The only person who responded 'yes to some extent', was from **Eagle Bridge Health Centre.**

7. Did staff wash their hands?



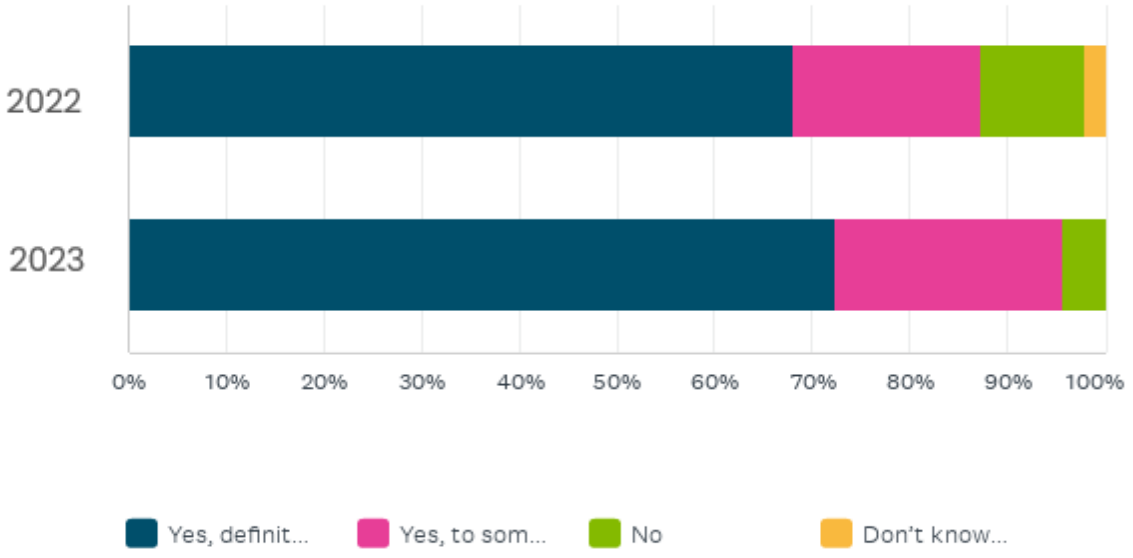
- **97% (47)** said staff had washed their hands all of the time, up from **91% (43)** last year.
- The only respondent who wasn't sure was from Eagle Bridge Medical Centre.

8. Did you feel the staff caring for you work well as a team?



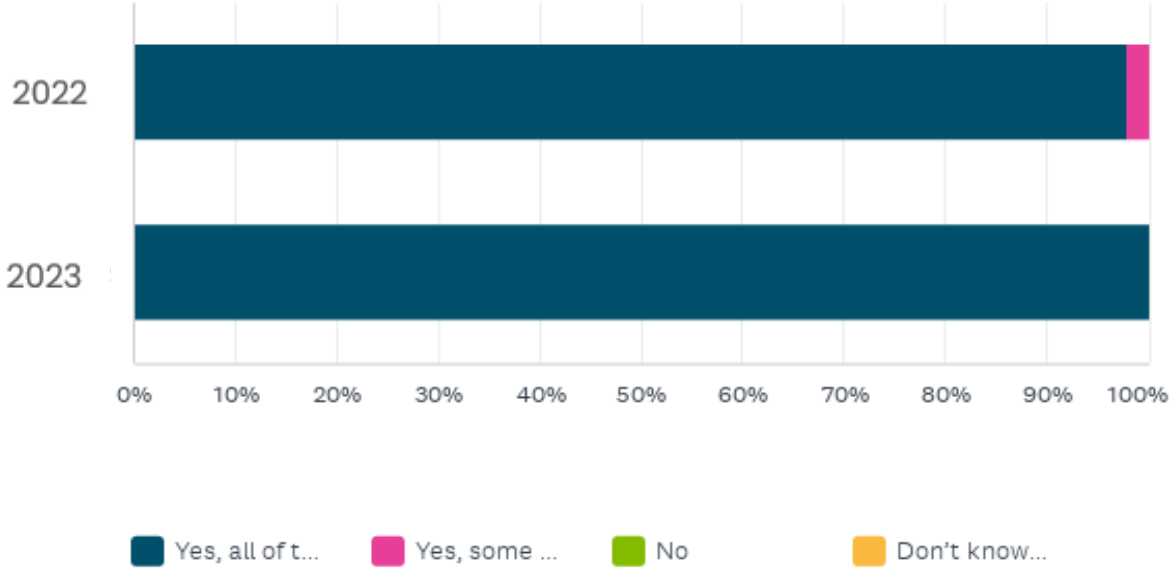
- **All respondents** felt the staff caring for them had worked well as a team all the time, up from 89% (42) last year.

9. Have staff given you information about nutrition and hydration?



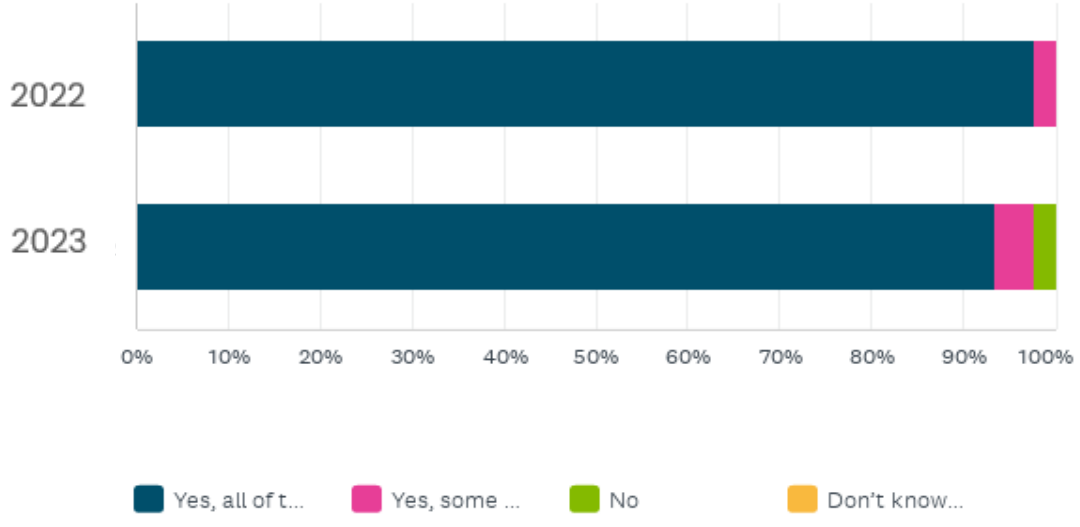
- **96% (45)** said staff had given them information about nutrition and hydration either definitely or to some extent, up from **89% (41)** last year.
- The two respondents who selected 'no' were from **Eagle Bridge Health Centre.**

10. Did you feel your confidentiality was respected?



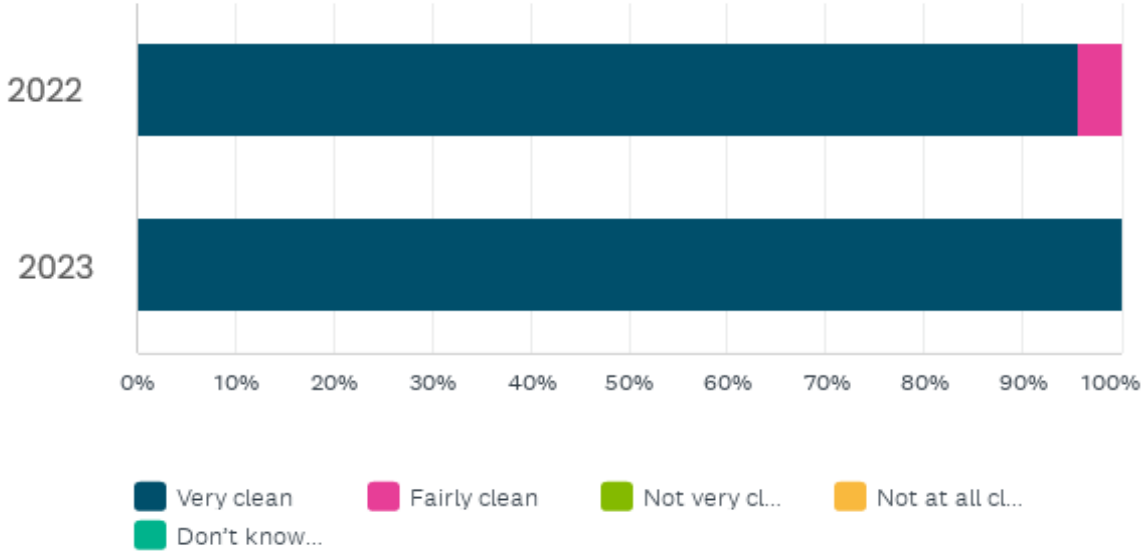
- **All respondents** said their **confidentiality was respected** all of the time, up from 98% last year.

11. Did you feel your individual needs were taken into account during your appointment (such as religion, hearing, mental health, equality and diversity)?



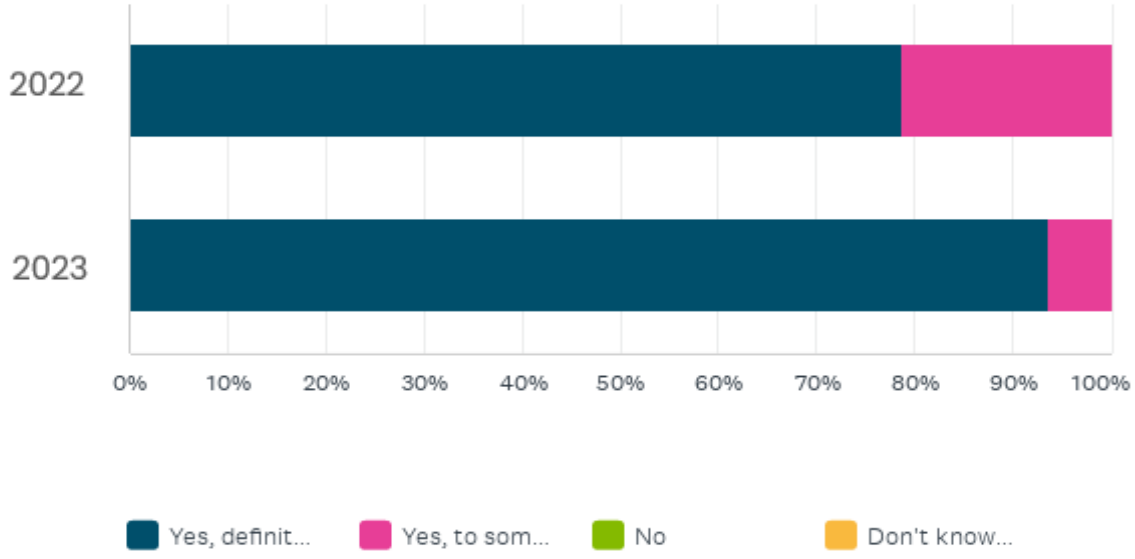
- The **vast majority** (97%) said they felt **their needs** had been taken into account, a similar result to last year (99%).
- The one respondent who answered 'no' this year, said they didn't feel they have any 'needs' to be considered.

13. In your opinion, how clean was the clinic environment?



- All respondents this year said they thought the clinic environment was clean, up from **96%** (45) last year.

14. Were you able to make appointments that were convenient to you?



- **94% (44)** said they were able to make appointments that were convenient to them, up from **79% (37) .**
- The respondents who answered, '**yes to some extent',** were from Ashfield Health Centre (1) , Victoria Royal Infirmary (1) and Eagle Bridge Health Centre (2).

15. How easy is the clinic to get to? For example, how far do you have to travel? Are there good public transport links?

The key words and phrases used by respondents in their comments to this question appear in the word cloud below. The larger the word the more comments were made on the subject. Full comments can be found below.

Alsager Health Centre

- *"Normally within walking distance from home. However, if wound is painful, a taxi is taken to the clinic. Public transport is not applicable to the area."*
- *"Very easy, about a mile. I travel by car."*
- *"Very easy. One mile. Yes good public transport links."*
- *"Within 2 miles."*

Church View Health Centre

- *"Travelled 10 miles."*
- *"The clinic is relatively easy to get to using my own vehicle, being about 3 miles away. Public transport links are poor - also not safe walking to catchment site or from drop off point – there are no pavements or lighting."*
- *"By bus, 15 minutes."*
- *"5 miles by rural transport."*
- *"Rubbish public transport from Audlem and Nantwich. Impossible for my mother who has mobility issues. It is no problem for me to bring her."*
- *"I travel 5 miles. Good bus link."*
- *"I drive myself to each appointment."*

Ashfields Health Centre

- *"Car self drive."*
- *"No problem, we are local in Sandbach and the free car park is greatly appreciated."*
- *"Very easy, about 1 mile. There is a local bus."*
- *"Very easy. I drive so it's only approximately 1 mile and I always find a parking space."*
- *"I'm a Sandbach resident."*
- *"Approx three quarters of a mile by car driven by my wife."*
- *"Easy. It is only about three quarters of a mile. I could walk it, but I drive."*
- *"I travel to and from home to Ashfields using my mobility scooter and it's convenient. I'm not aware of how good public transport links are - but I only walk 10m-20m so public transport would not be appropriate for me."*
- *"Ashfields is about a mile away and Eagle Bridge 6/7 miles away. I travel by car."*
- *"I drive myself - 3 miles. But parking is very limited and often there are no places available."*
- *"Travel around 3 miles."*
- *"I walked a quarter of a mile from my home."*

Dene Drive Health Centre

- *"In Winsford town centre within walking distance."*
- *"Very easy, 5 mins by car."*
- *"Walking distance."*
- *"Yes, very easy, plenty transport links. Big car park."*
- *"It is very easy to get to, although public transport is not too good."*

Victoria Royal Infirmary

- *"Very convenient - 10 minutes approximately travel time. Not sure about transport! I was and am transported by a relative."*
- *"The clinic is a couple of miles away and I travel by car. As I am disabled it is not easy to reach using public transport but there are usually buses stopping outside the infirmary."*
- *"One and half miles, I have my own transport."*
- *"Not too far, 2 miles."*
- *"No public transport option, but just a 15 minute drive."*
- *"I travel 2 miles, normally on public transport."*

Eagle Bridge Health Centre

- *"Very easy, about 30 miles."*
- *"My husband drives."*
- *"Very easy."*
- *"Fairly easy."*
- *"By car."*
- *"Very easy, about 1 mile. There is a local bus."*
- *"By car, two miles."*
- *"Very easy."*
- *"Travel around 3 miles."*
- *"Parking is poor. I cheat and use adjoining Morrisons car park (then do some shopping)."*

16. Is there anything that is particularly good that you would like us to know about?

The key words and phrases used by respondents in their comments to this question appear in the word cloud below. The larger the word the more comments were made on the subject. Full comments can be found below.

Alsager Health Centre

- *"Helpful to have nurses who listen to you and put you at ease about your concerns."*

Church View Health Centre

- *"Clinics always on time."*
- *"Cannot fault the care and attention received. Had to wait minimal amount of time, each time, before being attended to."*
- *"The nurses are very kind and considerate. The treatment has been excellent."*
- *"Staff always lovely and friendly to my mother."*

Ashfields Health Centre

- *"Always thorough treatment and clear and helpful instructions on taking care after session and wound dressing."*
- *"The nurse I go to listens to me about my wounds, about what I think needs trying."*
- *"Just think the service is great (and attentive)."*
- *"Service from the wound clinic is excellent."*
- *"The friendly, professional attitude displayed by all the wound care personnel I have met, together with their considerable medical expertise have gone a long way to minimising what can be a painful and unpleasant experience."*
- *"The staff are always cheerful and that helps."*
- *"My wound was being dressed at the GP/health centre by Health Care Assistant (HCAs). They were dressing fine - but I had different HCAs each time. The wound care service is much better because I visit the same nurse each time and she records (photographs) and measures consistently. Therefore there is a consistent history of the wound."*
- *"The nurse at Ashfields is excellent, explains everything in detail, and has a very caring attitude to her work and patients."*
- *"The nursing staff are always friendly and do not make one feel you are a nuisance with such a small wound."*
- *"I was well looked after."*

Dene Drive Health Centre

- *"All staff went above and beyond to look after me at every appointment. I very much appreciated their kindness."*
- *"Easy to get to. Really pleasant staff, very helpful."*
- *"I am very pleased with the way I am treated."*

Victoria Royal Infirmary

- *"All nurses were kind, friendly and helpful. Very professional. I always felt at ease! A vital asset."*
- *"The staff are friendly and happy to chat to put patients at ease. There is rarely a delay in being seen and on the odd occasion when they are running behind you still don't feel rushed."*
- *"Yes I could not fault anything with my visits and I have been coming a number of weeks for a few months. Everything is excellent, keep up the good work you are doing."*
- *"All the nursing staff, including the reception staff are kind and always cheerful."*
- *"The professionalism and abilities of all the staff I encountered has been exemplary. This includes the reception staff as well as the nursing staff."*

Eagle Bridge Health Centre

- *"Yes, the staff are all very nice."*
- *"I like their positive attitude."*
- *"The nurse I go to listens to me about my wounds, about what I think needs trying."*
- *"All staff are trying to make my wound easier to manage, as it does not want to, but give me lots of help and support."*
- *"The two nurses that attended my wound were very kind and friendly."*

17. Is there anything we could do better?

- Most respondents **couldn't find anything specific** to suggest as improvements
- Those that did mentioned **they would like to have the same nurse** and that the **seats are too low** at Eagle Bridge and Ashfield Health Centres.

Full comments can be found below.

Church View Health Centre

- *"If possible to have the same nurse."*

Ashfields Health Centre

- *"Everything is great."*
- *"No - I can't think of any improvements possible 10/10 for me!"*
- *"The only grumble I have is the seats in the waiting room are far too low, one has a job to get out of them. Just two or three higher seats would be ideal."*

Dene Drive Health Centre

- "No, very satisfactory."

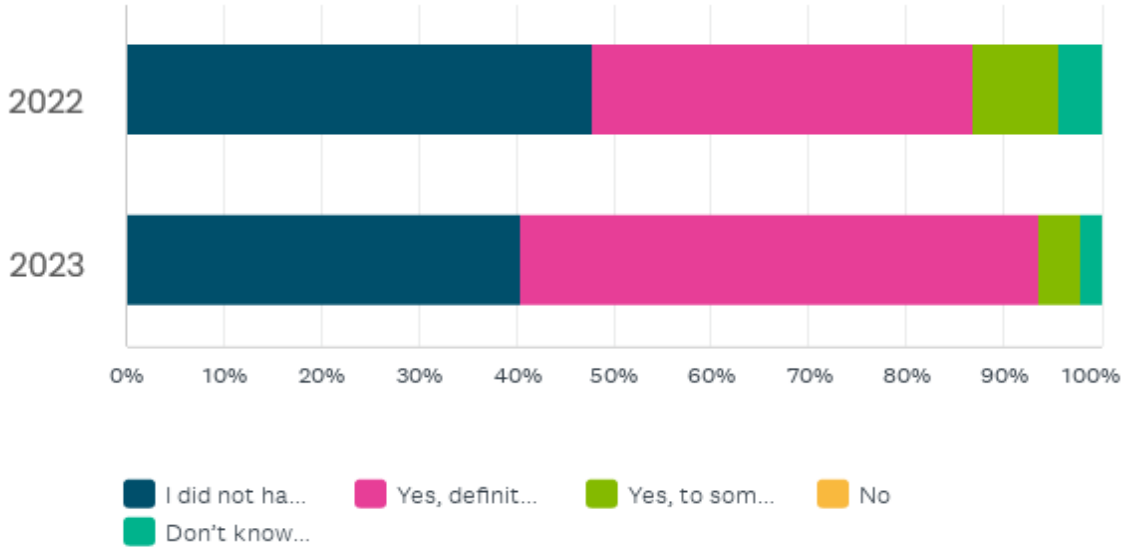
Victoria Royal Infirmary

- *"If there is I don't know what I could suggest, because I have found everything to be first class treatment and I thank and praise you all for your profession. Thank you all so much."*
- *"I cannot fault any aspect of the treatment at Northwich infirmary."*

Eagle Bridge Health Centre

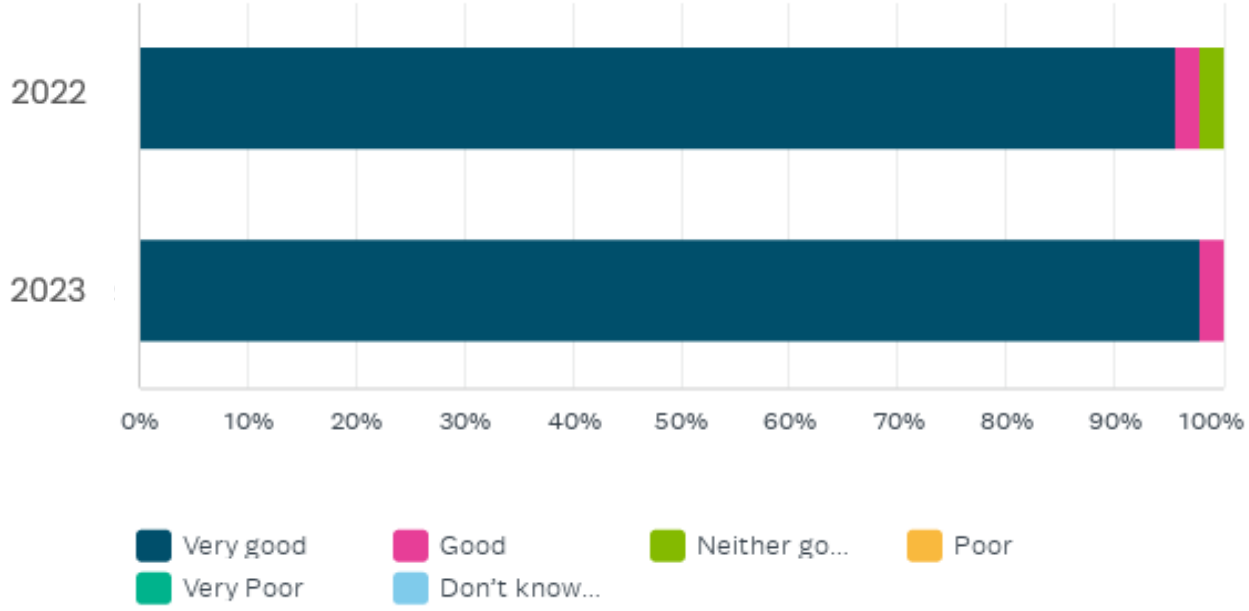
- *"The only grumble I have is the seats in the waiting room are far too low, one has a job to get out of them. Just two or three higher seats would be ideal."* (Repeat comment as respondent uses both services).
- *"No, I am extremely happy with your care."*

18. If you have allergies did the staff check these when applying dressings/creams?



- **40% (19)** didn't have any allergies and **the majority** who did (53% versus 39% last year) said staff had checked before applying creams or dressings.
- The two respondents who answered 'yes to some extent' were from **Eagle Bridge Health Centre** and **Alsager Health Centre**.

19. Overall, how was your experience of the service received by the Ambulatory Wound Care Service?



- **All respondents this year** said the experience they received overall was good or very good, compared to **98% (46) last year.**
- The one respondent who answered 'good' was from **Eagle Bridge Health Centre.**

Additional comments

Alsager Health Centre

- *"Rate them as excellent. The treatment I have had and am still having has been first class. Many thanks."*

Church View Health Centre

- *"First class service provided by the Church View Health Centre at Nantwich, for which I will be eternally grateful."*
- *"My mother thinks the nurse is wonderful!"*
- *"The staff are that pleasant I look forward to the visits."*

Ashfields Health Centre

- *"This is an excellent service, quick appointments and patient and friendly treatment. Thank you so much."*
- *"My local health centre is excellent and very good."*
- *"I couldn't ask for better service."*
- *"As remarked on earlier (Q15) continuity/consistently is very good and reassuring.. Q9. As much is relevant to my wound."*
- *"Very happy with care given."*

Dene Drive Health Centre

- *"I have used this service several times and always had very good experience."*
- *"Reception staff really good. Nursing staff excellent all round great."*

Victoria Royal Infirmary

- *"I can't fault the nurses. They are such a lovely bunch and I will miss them when I am finally discharged."*
- *"Keep up the excellent work you all do."*
- *"An excellent service provided and always a pleasure to visit."*
- *"I have been attending the clinic almost daily due to a serious burn. All of the nurses have been exceptional in completing my treatment, including completing the instructions of the regional burns unit to the letter."*

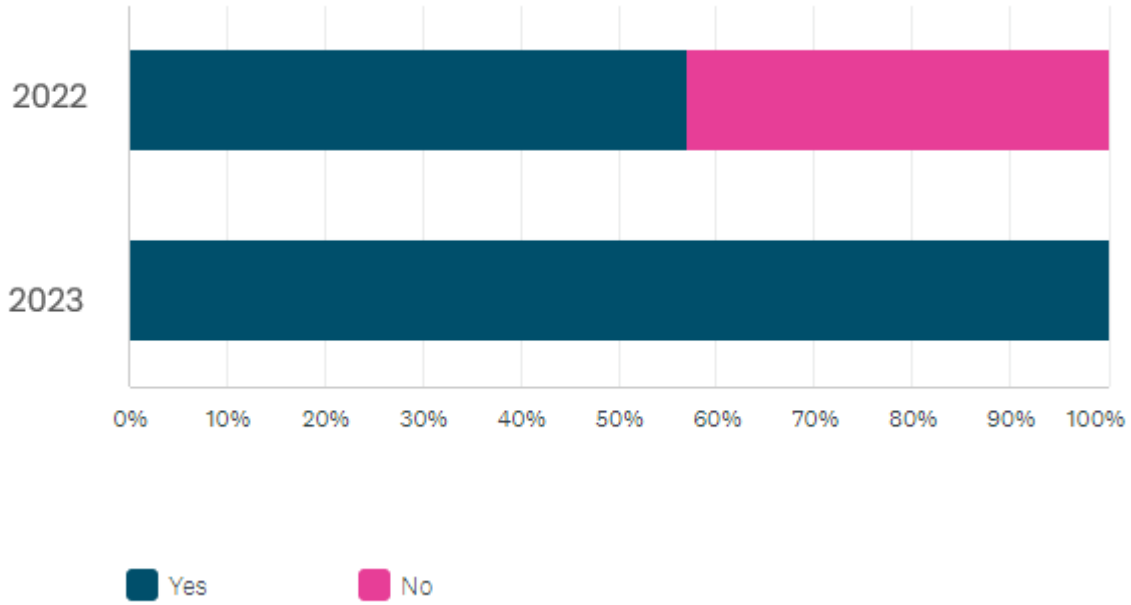
Eagle Bridge Health Centre

- *"No, they are all very nice as I said."*
- *"I always felt relaxed and happy to chat with the nurses."*
- *"My local health centre is excellent and very good."*
- *"A big thank you to all. You do a wonderful job, without you where would we be and how would we manage?"*

Survey patient results

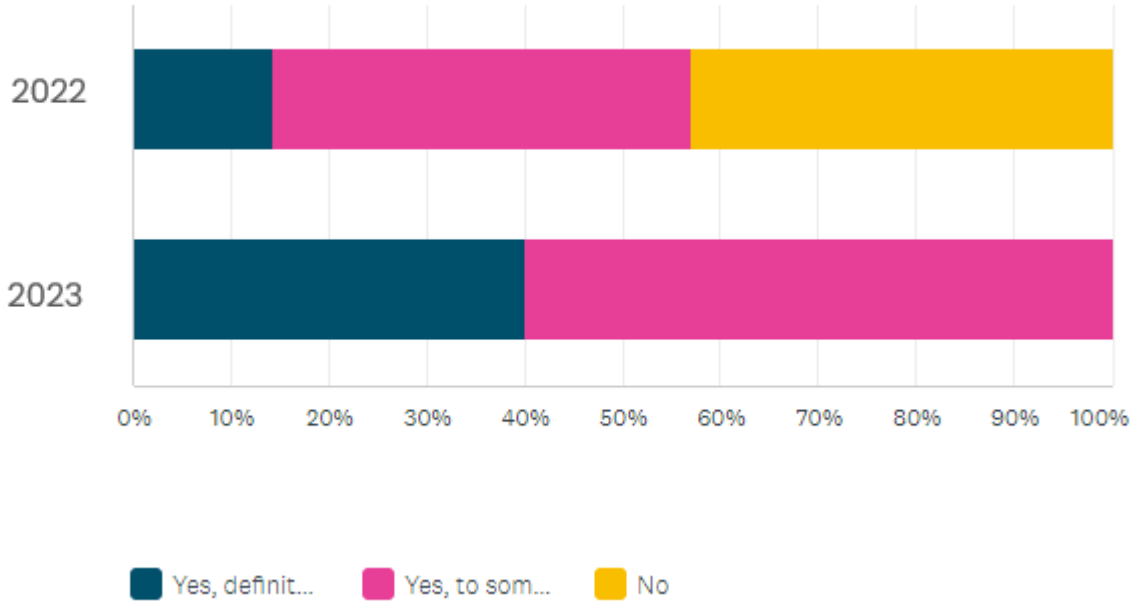
These survey results give insight into the views of staff on working at the Ambulatory Wound Care Clinics. The results are based on five responses and compare to last year's results.

1. Do you know how to request an interpreter (Language Interpreter/British Sign Language) if required?



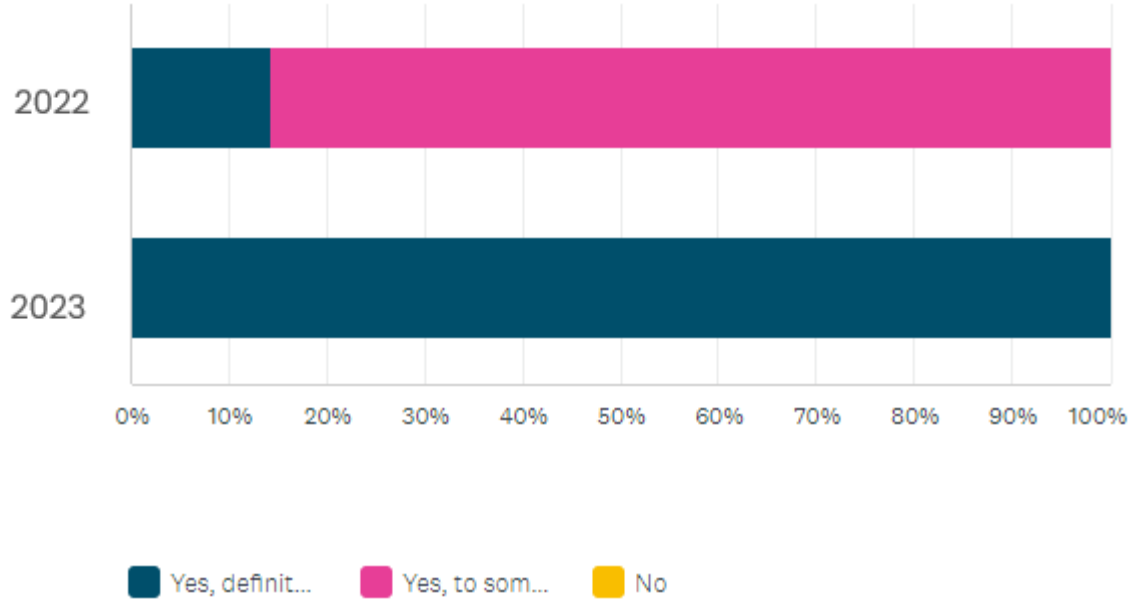
- **All five** staff members who responded said they knew how to request an interpreter if required.
- This is an improvement on last **year when three out of seven were unaware** how to do this.

2. Do you have sufficient time to provide quality care within the clinic environment?



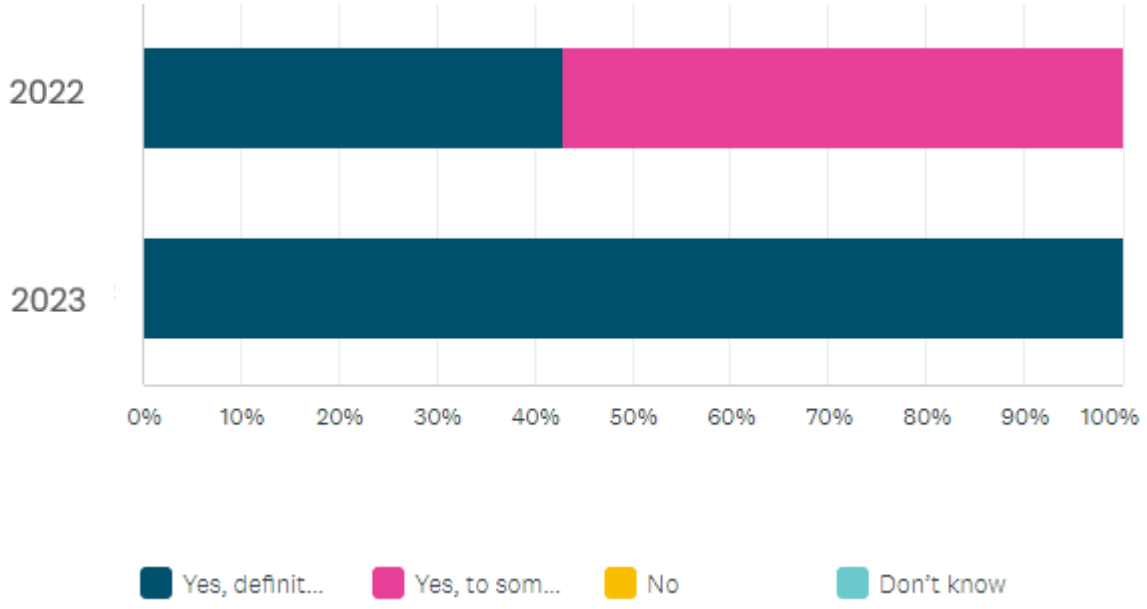
- **All 5 staff members** said they had sufficient time (or to some extent) to provide quality care.
- This is an **improvement on last year** when 3 out of 7 staff members said they didn't have sufficient time.

3. Do you have the required equipment/dressings to provide evidence based wound care?



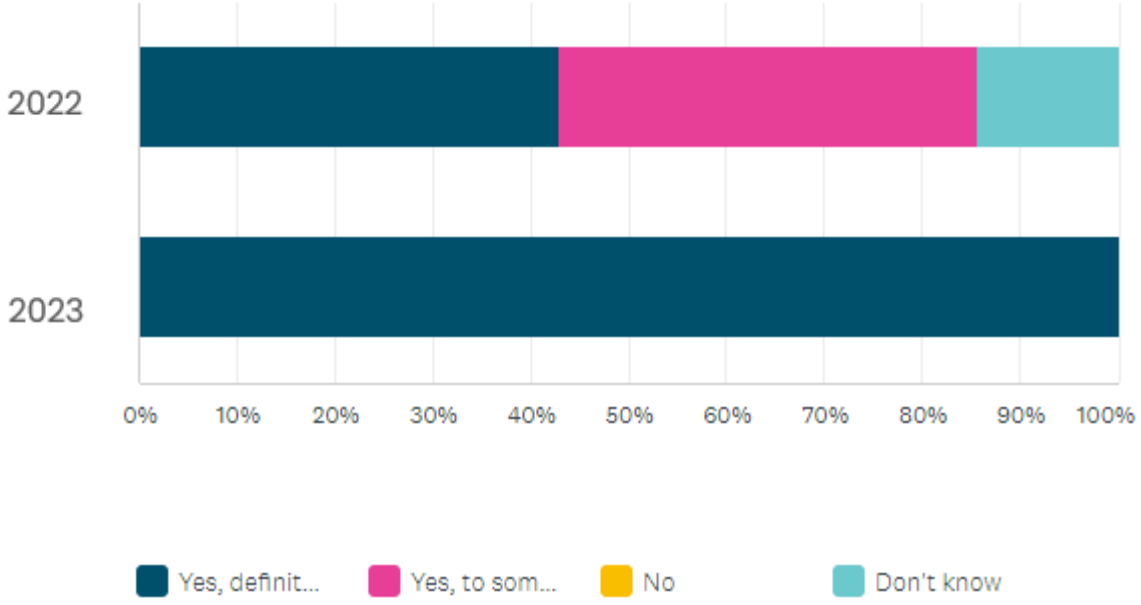
- **All five** staff members who responded said they have the required equipment/dressings to provide evidence based wound care.
- **This is an improvement on last year** when six out of seven said they somewhat agreed with the question.

4. Do you feel staff work well as a team within the Ambulatory Wound Care Service?



- **All five** staff members who responded said they felt staff worked well as a team within the Ambulatory Wound Care Service.
- **This is an improvement on last year** when four out of seven said they somewhat agreed with the question.

5. Do you think the new service is an improvement?



- **All five** staff members who responded said they definitely thought the new service is an improvement.
- **This is an improvement on last year** when three out of seven responded this way.

6. What do you think worked well?

The trends coming from the verbatim comments include ordering stock online/clinic **stock levels** and the management and team work of **staff.**

Comments were:

- *"Weekend cover, choice of clinic appointments and clinic stock levels."*
- *"Having been a wound care staff member prior to the service becoming a stand alone service, I feel it is a great improvement. Being a part of a team is so important and I feel the quality of care has improved tenfold. There is so much better structure to the service."*
- *"Support network between team members. Excellent management from team leaders and case managers for staff and patients. Patients appear to be satisfied with the service, most seem grateful."*
- *"Ordering clinic stock online using ONPOS (Online Non Prescription Ordering Service). Door open so patients can call in if concerned."*

7. What do you think could be improved?

Comments were:

"I don't feel at the moment I have any suggestions because my line managers are continually striving to improve our service and as staff we are kept up to date and supported in areas to provide best evidence based care."

"More time allocated to new assessments. Quicker access to vascular team for patients. Quicker access to dermatology team and lymphoedema team."

Appendix A

Combined Enter and View Report for all six Wound Care Clinics

healthwatch Cheshire West

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Enter and View Report

Ambulatory Wound Care Clinics December 2023

Alsager Medical Centre where one of the Wound Clinics is based.

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Report Details

Address	Ambulatory Wound Care Clinics • Alsager Health Centre, Sandbach Road South, Alsager, Stoke-on-Trent, ST7 2LU • Ashfields Primary Care Centre, Middlewich Road, Sandbach, Cheshire, CW11 1EQ • Church View Primary Care Centre, Beam Street, Nantwich, Cheshire, CW5 5NX • Dene Drive Medical Centre, Dene Drive, Town Fields, Winsford, CW7 1AT • Eagle Bridge Heath Centre, Dunwoody Way, Crewe, CW1 3AW • Victoria Infirmary, Winnington Hill, Northwich, Cheshire, CW8 1AW
Service Provider	Central Cheshire Integrated Care Partnership (CCICP)
Date of Visit	W/C 4th December 2023
Representatives	Jem Davies and Mark Groves

Acknowledgements

Healthwatch Cheshire would like to thank the service provider, patients and staff for their contribution to the Enter and View Programme.

Disclaimer

This report contains information gathered by Healthwatch Cheshire Authorised Representatives (ARs) whilst undertaking an Enter and View visit on the date specified above. It provides an account of what was observed and presented on the day, including information gathered during conversations with patients and staff.

Where relevant, additional information will be included from patients and staff collected through surveys and/or online feedback prior to or post the site visit.

What is Enter and View?

Healthwatch Cheshire is the local independent consumer champion for health and care services, forming part of the national network of local Healthwatch across England.

Under the Local Government and Public Involvement in Health Act 2007, local Healthwatch have the power to carry out Enter and View visits as part of their scrutiny function. This legislation places a duty on health and social care providers to allow Authorised Representatives of Healthwatch to carry out an Enter and View visit on premises where health and social care is publicly funded and delivered. This includes:

- Health or care services which are contracted by local authorities or the NHS, such as adult social care homes and day-care centres.
- NHS Trusts
- NHS Foundation Trusts
- Local Authorities

- Primary medical services, such as GPs
- Primary dental services, such as dentists
- Primary Ophthalmic services, such as opticians
- Pharmaceutical services, such as community pharmacists.

The list of service providers who have a duty to allow entry is set out in section 225 of the Local Government and Public Involvement in Health Act 2007 and supplemented by Regulation 14 of the 2013 Local Authorities regulations.

At Healthwatch Cheshire, the Enter and View programme is conducted by a small team of trained staff and volunteers, who are prepared as Authorised Representatives to carry out visits to health and social care premises to find out how they are being run and, where there are areas for improvement, to make recommendations.

Following an Enter and View visit, a formal report is published where findings of good practice and recommendations to improve the service are made. These reports, which include feedback from the service provider, are circulated to the service provider, commissioner and the CQC and are made publicly available on the Healthwatch Cheshire websites:

- www.healthwatchcheshireeast.org.uk/what-we-do/enter-and-view
- www.healthwatchcwac.org.uk/what-we-do/enter-and-view.

Purpose of the Visit

This Enter and View report is a follow up report to six individual reports that were completed in August 2022.

This report should be read in conjunction with the six individual reports published in August 2022 which can be accessed here: https://healthwatchcheshireeast.org.uk/what-we-do/enter-and-view/hospital-scrutiny/

This report forms part of a wider piece of work that examined the overall experiences of patients accessing the Integrated Ambulatory Wound Care Service, delivered by Central Cheshire Integrated Care Partnership (CCICP). The service was transferred from GP provision to CCICP in 2020 and as such was still in its infancy when Healthwatch originally reported on it in August 2022.

Enter and View visits were carried out at each of the established six delivery sites in Cheshire East and Cheshire West and Chester, with the focus of the reports centring on clinic locations, access for patients, clinical environments and waiting areas.

As part of the Enter and View visits, a questionnaire was distributed to patients to gather additional information relating to their experience of the quality of the service. A second questionnaire was distributed amongst staff to gain their perspective on the service. Findings from each of the questionnaires, and all six Enter and View visits are included in an overarching report that will help inform CCICP of the current benefits of delivering the Integrated Ambulatory Wound Care Service.

Methodology

This Enter & View visit was carried out with prior notice.

A visit with prior notice is when the setting is aware of a timeframe within which we will be conducting an Enter and View visit, but the exact date and time are not given.

Planning and preparation

This is a supplementary report reviewing the progress made by the service since our initial reports in August 2022.
Healthwatch revisited all six Wound Care Clinics and this report describes the findings of the six visits.

In preparation for the Enter and View visits the Healthwatch Team were provided with information regarding the locations and times of the Ambulatory Wound Care Clinics by CCICP.

Additional information was received regarding the Standard Operating Procedure which included information regarding accessibility and referral processes and pathways.

We carried out individual conversations with staff during the visits to aid our understanding of how the clinics run, and to gather views.

Details of Visit

Clinic overview

The clinics in most cases run from 9am to 5pm on a Monday, Tuesday, Thursday and Friday. Patient appointments are scheduled in 30-minute slots, averaging 15 patients daily. Appointments can be in person, or over the telephone. All the nurses that we spoke to said that they had a very good working relationship with the staff in the medical centres in which they are based. The staff consistently told us that they could easily contact other colleagues at other Wound Care Clinics for help and advice.

Healthwatch were informed that the service currently deals with 2,300 appointments per month across the six Wound Care Clinics.

Referrals to the clinics are carried out in several ways:

- Patients see the Practice Nurses for two weeks prior to being referred to the Ambulatory Wound Care Clinic
- District Nurses will refer patients who are no longer house bound. Patients are given a slip of paper with the appointment details by whoever refers them

- Referrals can be made by the Ambulatory Wound Care nurses to several services including Tissue Viability Nurses, Dermatology, Vascular Surgeons, GPs, Podiatry etc
- Patients can self-refer into the service
- Some clinics, e.g. Northwich, see patients as soon as they are discharged from hospital.

What we observed

The clinics are all based in medical centres which all have parking, however in some cases, such as the Northwich Wound Care Clinic based at the Victoria Infirmary, parking is difficult. There are blue badge parking spaces available but due to the number of other clinics based at the Victoria Infirmary these spaces are in high demand. This is made worse for the patients who attend this clinic as many of them may have leg wounds which limit how far they can walk. There is good, free parking and several spaces allocated for Blue Badge users at all other medical centres.

The Nantwich clinic, based in Kiltearn Medical Centre, has parking but as this is a council owned car park patients have to pay to park. All of the clinics have a drop off point outside the door that makes visiting the clinic by car very accessible.

In all cases there was no signposting to indicate where the wound clinic is within the building or where to check in or wait. This was noted in the last report in August 2022 and it is disappointing to note that no improvements have been made.

Signage at Ashfields Medical Centre where the Wound Care Clinic is based. Note there is no reference to the Wound Care Clinic.

Most of the Wound Care treatment rooms did not have 'engaged' or 'free' signs on the door so patients would not know whether the nurse was free to see them or not. This could result in people entering the room when a patient was mid-treatment, so signage is recommended.

The seats in all the waiting areas apart from Northwich waiting area are standard seating; there are no wide chairs or high chairs. In all the centres toilets are clean, accessible and well signposted. There are plenty of hand sanitiser dispensers; however, we did not see any drinking water available.

Since the last report, all clinics now have dedicated rooms for wound care which is a positive step forward for the service.

Only the clinic in Northwich appeared to have a notice board to update patients and make them aware of opening times etc.

Northwich Wound Care Clinic noticeboard.

What staff told us

Through conversations held during the Enter and View visit staff members shared their views. Themes that were noted included:

- The staff at each of the six medical centres felt as if they were integrated with the other staff in the building
- Since our last report in August 2022 the staff Healthwatch interviewed at all six Wound Care Clinics all agreed that the service had progressed since we last visited. The staff felt the service now had its own identity and they felt part of a team. Healthwatch noted that all the staff we spoke to now felt a sense of pride in their service
- Wound service staff have good professional relations with Practice Nurses, Nurse Practitioners, GPs and Podiatry staff at each of the centres. There is a genuine sharing of skills within each of the centres
- Staff at each clinic confirmed that their clinics were well stocked with equipment and dressings
- Wound service staff will also see patients when asked to by other colleagues.
- The previous reports highlighted additional equipment that the staff had requested. This latest report highlights that not all clinics have dopplers as highlighted in the last report. The Crewe clinic still has no leg wash.

Recommendations

- Given the needs of a lot of the patients that attend the clinic it is felt that a variety of more appropriate seating still would be beneficial.
- Signage to direct patients from the reception areas of each medical centre to the Wound Care Clinic.

- Engaged signs for each of the Wound Care Clinic rooms at each medical centre
- Consider the use of noticeboards for each Wound Care Clinic.

What's working well?

- There is clear evidence that whilst the service is a standalone service, each Wound Care Team has integrated well with the existing teams at each of the medical centres where they are based
- Since the last Healthwatch report, it is satisfying to note that the staff feel the service has a real identity and individuality
- Staff are obviously proud of their service and the benefits they bring to patients.

Appendix B

Surveys

- Patient Survey
- Staff Survey

healthwatch Cheshire West

healthwatch Cheshire East

Your views and experiences on the Ambulatory Wound Care Service (Central Cheshire Integrated Care Partnership)

Thank you for taking a few minutes of your time to complete this questionnaire. We want to make sure the service delivered by the Ambulatory Wound Care Team is as good as possible, therefore we are keen to hear your views on the care and treatment you have received. Your feedback is important and confidential.

1. Where have you accessed the Ambulatory Wound Care Service?

Alsager Health Centre - Monday, Tuesday Thursday, Friday	
Church View Health Centre, Nantwich - Monday, Tuesday, Thursday and Friday	
Ashfields Health Centre, Sandbach -Monday, Tuesday, Wednesday, Thursday and Friday	
Dene Drive Health Centre, Winsford – Monday, Tuesday, Wednesday, Thursday and Friday	
Victoria Royal Infirmary, Northwich – Monday, Tuesday, Wednesday, Thursday, Friday, Saturday and Sunday	
Eagle Bridge Heath Centre, Dunwoody Way, Crewe - Monday, Tuesday, Wednesday, Thursday and Friday	

2. Do staff introduce themselves to you?

Yes, all of the staff introduce themselves	
Some of the staff introduce themselves	
Very few or none of the staff introduce themselves	
Don't know/Can't remember	

3. Did you feel safe during your appointment?

Yes	
No	
Somewhat	

4. Did the staff treat you respectfully and with compassion?

Yes, always	
Yes, sometimes	
No	
Don't know/Can't remember	

If no, please tell us why

5. Have you been given the advice and information to support you with managing your wound?

Yes, definitely	
Yes, to some extent	
No	
Don't know	

If no, what advice and information would you have like to have received?

6. Have you been involved as much as you wanted to be in decisions about your care and treatment?

Yes, definitely	
Yes, to some extent	
No	
Don't know	

If no, please tell us why

7. Did staff wash their hands?

Yes, all of the time	
Yes, some of the time	
No	
Don't know	

8. Do you feel the staff caring for you work well as a team?

Yes, all of the time	
Yes, some of the time	
No	
Don't know/Can't remember	

If no, please tell us why

9. Have staff given you information about nutrition and hydration?

Yes, definitely	
Yes, to some extent	
No	
Don't know	

10. Do you feel your confidentiality was respected?

Yes, all of the time	
Yes, some of the time	
No	
Don't know/Can't remember	

If no, please tell us why

11. Do you feel that your individual needs were taken into account during your appointment (such as religion, hearing, mental health, equality and diversity)?

Yes, all of the time	
Yes, some of the time	
No	
Don't know/Can't remember	

If no, please tell us why

12. In your opinion, how clean was the clinic environment?

Very clean	
Fairly clean	
Not very clean	
Not at all clean	
Don't know/Can't remember	

13. Were you able to make appointments that were convenient to you?

Yes, definitely	
Yes, to some extent	
No	
Don't know/Can't remember	

If no, please tell us why

14. How easy is the clinic to get to? For example, how far do you have to travel? Are there good public transport links?

15. Is there anything that is particularly good that you would like us to know about?

16. Is there anything we could do better?

17. If you have allergies did the staff check these when applying dressings/ creams?

I did not have any allergies	
Yes, definitely	
Yes, to some extent	
No	
Don't know/Can't remember	

If no, please tell us why

18. Overall, how was your experience of the service received by the Ambulatory Wound Care Service?

Very good	
Good	
Neither good nor poor	

Poor	
Very Poor	
Don't know/Can't remember	

19. Any other comments?

healthwatch Cheshire West

healthwatch Cheshire East

Staff views and experiences of the CCICP Ambulatory Wound Care Service

Thank you for taking a few minutes of your time to complete this questionnaire. We want to make sure the service delivered by the Ambulatory Wound Care Team is as good as possible, therefore we are keen to hear your views on the service. Your feedback is important and confidential.

1. Do you know how to request an interpreter (Language Interpreter/British Sign Language) if required?

Yes	
No	

If no, please explain why

2. Do you have sufficient time to provide quality care within the clinic environment?

Yes, definitely	
Yes, to some extent	
No	

If no, please explain why

3. Do you have the required equipment/dressings to provide evidence based wound care?

Yes, definitely	
Yes, to some extent	
No	

If no, then why not, and what is needed?

4. Do you feel staff work well as a team within the Ambulatory Wound Care Service?

Yes, definitely	
Yes, to some extent	
No	
Don't know	

If no, then why not?

6. Do you think the new service is an improvement?

Yes, definitely	
Yes, to some extent	
No	
Don't know	

6. What do you think works well?

7. What do you think could be improved?

8. Any other comments?

Service provider feedback comments and response:

Many thanks to Healthwatch for repeating this exercise and a thorough report.

The report demonstrated positive developments since the service transferred and since the previous survey.

The opportunities identified within the report to further improve such as around our estates will be picked up and taken forwards.

Kind Regards,

Pip Morrant
Director of Community Services
Central Cheshire Integrated Community Partnership