

healthwatch

Liverpool

Liverpool Community Health

Walk-in Centres and Sexual Health Service

Listening Event Report **October 2017**



**South Liverpool NHS
Walk-in Centre**

**Old Swan NHS
Walk-in Centre**

**City Centre NHS
Walk-in Centre**

Abacus

Table of Contents

Introduction	3
Section A - Abacus	4
A1. Introduction	5
A2. What did people say about Abacus?	6
A3. Conclusion	9
Section B - City Centre NHS Walk-in Centre	10
B1. Introduction	11
B2. What did people say about the City Centre Walk-in?	11
B3. Conclusion	15
Section C - South Liverpool NHS Walk-in Centre	16
C1. Introduction	17
C2. What did people say about South Liverpool Walk-in Centre?	17
C3. Conclusion	22
Section D - Old Swan NHS Walk-in Centre	23
D1. Introduction	24
D2. What did people say about Old Swan Walk-in Centre? ..	24
D3) Conclusion	28

Introduction

On Tuesday 17th October 2017 Healthwatch Liverpool visited the following services currently provided by Liverpool Community Health NHS Trust (LCH):

- Liverpool City Centre NHS Walk-in Centre,
- Abacus Central
- Old Swan Walk-in Centre,
- South Liverpool NHS Walk-in Centre

We wanted to speak with patients to find out what they thought was good and what could be improved about the services. Both Abacus Central and Liverpool City Centre NHS Walk-in are delivered at the same shared city centre facility named The Beat. Old Swan Walk-in Centre and South Liverpool NHS Walk-in Centre are provided at differing sites.

We spoke to 112 patients across the four services and asked them questions that had been jointly agreed between Healthwatch and LCH.

Due to the relatively small sample size, the feedback is more useful as a guide to how some patients feel about the services rather than for statistical analysis; it is generally more suited for providing some suggestions of where patients thought the services got things right, and where some improvements might be made.

The vast majority of the patients that we spoke to came from Liverpool and the surrounding areas, with just a few from other parts of the country.

The general impression that we got from patients at all four of the services visited was very positive. The feedback about the buildings, locations and facilities at the services was generally good, but there were a couple of reservations about the size of the waiting area for the shared Abacus and City Centre Walk-in. There was a clear majority of patients that would recommend these services to friends and family. And we received high levels of satisfaction about the information given and confidentiality at all of the services, with just a few patients being less positive on these points. Nothing in the answers given to Healthwatch Liverpool on this occasion indicates there are any general causes for concern about patient satisfaction at these services, or that patients are asking for major changes or improvement

Because these services are different we have chosen to treat each one separately as a module within this report. They are effectively mini-reports in themselves, with their own appendixes. Accordingly we have chosen to letter them A, B, C and D respectively.

The appendixes which contain the bulk of the actual feedback obtained from patients and the breakdown of the equality monitoring data are filed separately from this report and will be made available by us on request.



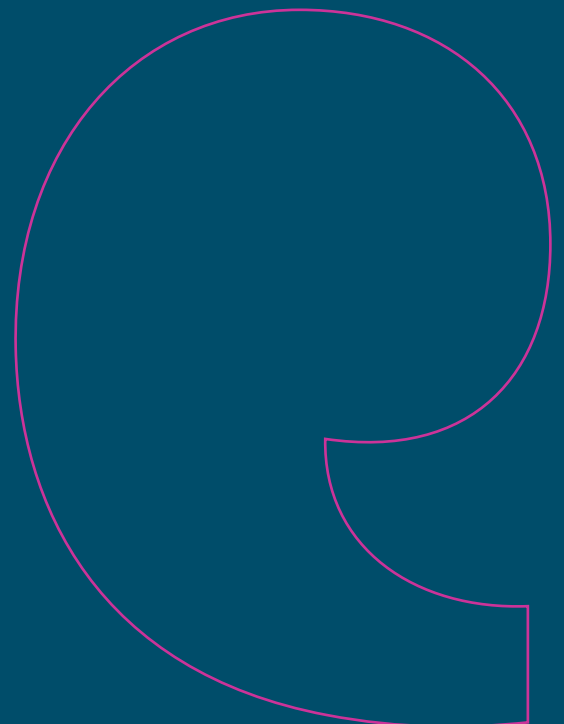
Section A

Liverpool Community Health - Abacus Central

The Beat, 6 David Lewis Street Liverpool L1 4A

Healthwatch Liverpool Listening Event

17 October 2017



A1. Introduction

On Tuesday 17th October 2017 Healthwatch Liverpool visited Abacus which is a sexual health service that shares its reception area with the Liverpool City Centre NHS Walk-in Centre. Abacus provides:

- A free, confidential drop-in and appointment clinics for men and women of all ages including under 16s
- Contraception (including pills, IUD (coil), IUS, injection, implant, patch)
- Emergency contraception (including emergency IUD)
- Free condoms
- Pregnancy testing
- Advice, counselling and information
- Asymptomatic testing for Chlamydia, Gonorrhoea, HIV and Syphilis - Test & Go (TAG) Service
- Chlamydia and Gonorrhoea Self-Testing Postal Kits [Click Here](#) - Love is Infectious
- Symptomatic testing for Herpes
- Treatment for Chlamydia, Herpes and Warts
- Referral for abortion
- Psychosexual counseling (for people with a Liverpool GP; appointment needed)
- Cervical screening (smear test)



We wanted to speak with patients to find out what they thought was good, and what could be improved about the Abacus service, which is provided by Liverpool Community Health NHS Trust (LCH).

During the event we spoke with a total of 34 patients at Abacus.

Patients were asked questions that had been jointly agreed between Healthwatch and LCH. We wanted people to remain anonymous but, we also wanted to find out which area of the city people using the services came from, so we asked people for the first part of their postcode as well as some questions about their background for equality and diversity monitoring purposes. (Please see Appendix II for Equality and Diversity data and Appendix I for the questionnaire used on the day.)

Due to the relatively small sample size, the feedback is more useful as a guide to how some patients feel about the services rather than for statistical analysis; it gives some suggestions of where patients thought the Abacus got things right, and where improvements could be made.

The vast majority of the patients that we spoke to came from Liverpool. Of the 31 people who provided the first part of their postcode, 24 were Liverpool residents, 3 were from Sefton and 4 were from Wirral.

A2. What did people say about Abacus?

What follows in this section are some representative examples of what the patients told us about their experience at Abacus.

How did you hear about this service?

The responses were mainly things like, going online to find it, or knowing about it because they have used the service before or because it is local and they heard about it through word of mouth:

I've used it before. I first used it when I was in high school, 4 years ago. Then I heard about it from a friend.

I live across the road in student accommodation.

Why did you choose this service rather than another?

The answers to this question mainly concentrated on convenience and the specialist nature of the service.

My GP doesn't provide the service I need. It's close to my work.

You can walk in, that is convenient. Getting an appointment in my GPs is difficult and Abacus is also more specialists in sexual health. It is the right place to come.

You know you will get seen, can walk in off the street and know you will get sorted out. Helpful!

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

Patients in general seemed to hold positive views about the service, but one of the themes where some patients said there could be improvements was regarding appointments and waiting times

There can be a long wait (30mins to an hour usually) but I know it can't be helped. I've tried to book online but it doesn't always work.

It's hard trying to get an appointment, in fact I don't think you can it's only a drop-in service so you have to wait.

Waiting times could be better - today they have told me it will be 1.5 hours. It would be good if there were more staff to see you.

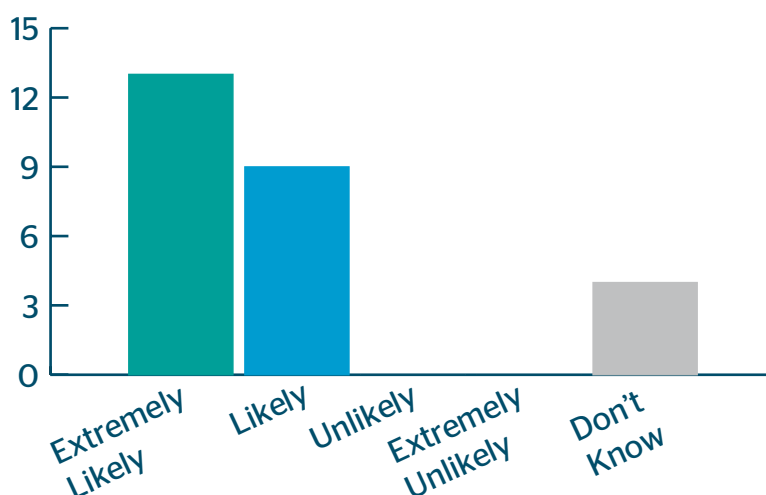
There were also many positive comments about the service:

The opening times are good, they open early and late. I work in Manchester so it means it's more accessible for me. It runs really well, I find it reassuring that they have a security guard. I think having one there puts some people who might cause trouble off from coming in which is good.

They're always friendly at reception; it's not on a main road so it's a bit more private.

I've never had a bad experience here. I've no improvements to suggest. Its great!

How likely are you to recommend this service to friends and family if they needed similar care or treatment?



What is the reason you feel this way?

Many patients gave very positive responses:

- It's easy to just drop-in, there's flexibility if you can't get an appointment, the staff are lovely.*
- My friend had good treatment. The staff were kind and friendly and put her at ease. I felt good about coming back myself.*
- Every time I have come here I have been seen straight forward and not waiting for ages.*

How well does this service take account of your privacy and dignity?

Many patients responded positively to this question, but there were a few that expresses some reservations.

- I have not used it before but I assume its alright. The mix of services here is better because you don't know why people are here.*
- Good, you can point on a chart at reception to show what you're here for rather than having to say and other people might hear.*
- Generally OK, sometimes I feel uncomfortable when I first arrive and have to say what I'm here for at the reception desk.*
- Very well, you can just point at a letter on the reception desk.*
- Very good. Some seats are a little close to the desk so you have to talk in hushed tones, otherwise confidential and discrete.*
- Provides a high level of discretion. It used to feel more discrete when it was in its own building as everyone waiting was waiting for the same thing.*
- Very well. I like that they call you by your first name only. Its OK at the counter because there is the codes to use.*

Do you feel that you have been given enough and/ or the right information?

The majority of patients said yes, they do get enough information at Abacus, so this would point to the service being generally good, but a few of the patients did think this could be improved in some respects, as is reflected in the following answers given:

Yes the staff give me enough info. There isn't enough information online or in general about sexual health though. It should be easier for people especially young people to know about and talk about.

The sign when you walk in is quite small - the one telling you to take a ticket. I was standing there a while before I saw it.

Yes they explain things well.

I had a problem getting some results last time I was here. I had to chase the results and it ended up being a bit of a nightmare, it made me feel disheartened. But that's the only time that's happened. It was resolved in the end.

My GP hadn't mentioned possible issues with bone density with the procedure I was having done. Here did mention it, but only on my 2nd or 3rd visit so it would have been good to have been told this at the start.

Yes. If they ever can't help they will give you the details of where can.

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

It has enough pods for people to be seen and the waiting room is fairly big too.

It is not very big, so you can struggle to find a seat sometimes.

The location is good, it's easy to get to.

Everything's close, it's generally fine. Not too small and claustrophobic.

It's a bit hard to find, even with google maps.

It's quite private, out of the way.

It's a bit awkward, the signs are on the front of the building but you have to walk around to the back to get in.

It is clean and looks smart.

quite nice and modern

Its all right - but I'd like to spend less time in it!

It would be nice if the waiting area was bigger for the amount of people. It is brighter than the old place but then I didn't go there for the décor! There are no toys here so it is not very child friendly

More private as a building than Brook

Do you have any other comments to make?

Only 2 patients responded to this question and they said the following:

There is not enough visibility about these services.

It would be nice to be told where in the queue I am when waiting to be seen.

A3. Conclusion

The general impression that we got from patients was that the service offers a good specialist sexual health services in a conveniently located building which is clean, modern and well suited to the purpose. However, because the waiting room is shared with Liverpool City Centre NHS Walk-in Centre it can become quite crowded. This led to discomfort for some patients with some voicing worries about confidentiality due to the close proximity of the desk to where some of the patients are sitting. There is a system that allows patients to point at the reason they are there rather than speaking but not every patient said they had been aware of this option. This might be something that the service might want to check further.

The vast majority of the patients spoken to were positive about the service and the care given although some would have preferred a shorter waiting time. All the patients who felt that they knew enough about the service to give their opinion said they would be either extremely likely or likely to recommend it to friends and family. On the whole, the people we spoke to were happy with the level of information provided.

All the patients who felt that they knew enough about the service to give their opinion said they would be either extremely likely or likely to recommend it to friends and family.

The overall impression that we got from patients was that the service is good but might benefit from some minor adjustments addressing issues raised by a minority of patients. Again it should be stressed that the vast majority of the patients we spoke to seemed happy with the service provided by Abacus.

Finally we would like to thank LCH and its staff for helping us to plan this listening event and for welcoming us to Abacus on the day.

Section B

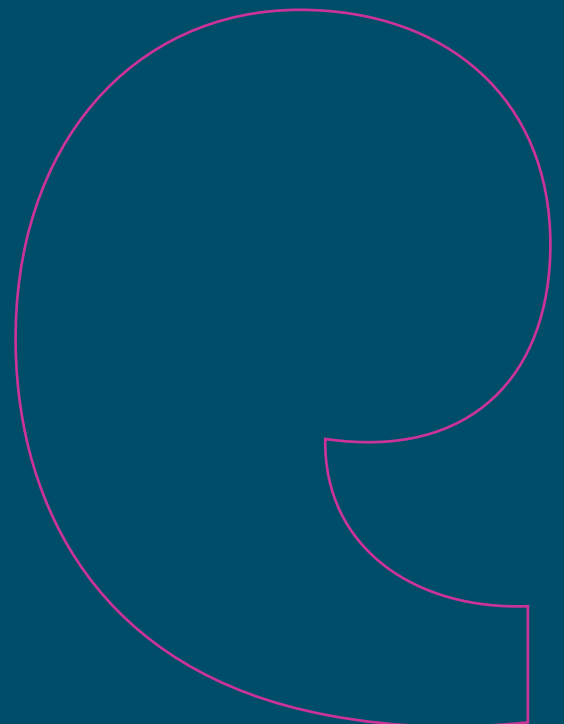
Liverpool Community Health

Liverpool City Centre NHS Walk-in Centre

The Beat, 6 David Lewis Street Liverpool L1 4A

Healthwatch Liverpool Listening Event

17 October 2017



B1. Introduction

On Tuesday 17th October 2017 Healthwatch Liverpool visited the Liverpool City Centre NHS Walk-in Centre. We wanted to speak with patients to find out what they thought was good, and what could be improved about the services, currently provided by Liverpool Community Health NHS Trust (LCH) at this site.

Liverpool City Centre Walk-in provides consultations, advice and treatment for minor injuries and illnesses, examples include: minor infections and rashes, stomach upsets, superficial cuts and bruises, strains and sprains, coughs, colds and flu-like symptoms. Also provided is emergency contraception and advice and Chlamydia screening for under 25's.

Patients were asked questions that had been jointly agreed between Healthwatch and LCH. We wanted people to remain anonymous, but we also wanted to find out which area of the city people using the services came from, so we asked people for the first part of their postcode as well as some questions about their background for equality and diversity purposes. (Please see Appendix II for Equality and Diversity data and Appendix I for the questionnaire used on the day.) We spoke to 40 patients at Liverpool City Centre Walk-in Centre.

Due to the relatively small sample size, the feedback is more useful as a guide to how some patients feel about the services rather than for statistical analysis; it gives some suggestions of where patients thought the walk-in centres got things right, and where improvements could be made.



The vast majority of the patients that we spoke to came from Liverpool; additionally 5 patients attended from Cheshire, 1 from Wirral, 1 from St Helens, 1 from Manchester and 1 from Scotland.

B2. What did people say about the City Centre Walk-in?

What follows in this section are some representative examples of what the 40 patients told us about their experience at Liverpool City Centre NHS Walk-in Centre.

How did you hear about this service?

The responses were mainly things like, going online to find it, or knowing about it because they have used the service before or because it is local and they heard about it through word of mouth there were also people who had been advised to attend by other health professionals:

- The Brook***
- The hospital told me I needed to come to a walk in to have my stitches removed. I haven't been to one before. I can't drive for a month due to blackouts so I had to find one I could get to by public transport. ! Bus to get here compared with 2 to get to Old Swan or Garston.***
- I've seen it, I also rang NHS 111 this morning because I was ill and they advised I come here***
- It is my first time here. My GP suggested it as a way to get more information about my condition.***
- The tropical diseases hospital told me to come here***

Old Swan walk in suggest I come here - they couldn't do what I needed. I've not been here before. Old Swan walk in is good, I've used that before.

I was referred by my GP Surgery.

Why did you choose this service rather than another?

The answers to this question mainly concentrated on convenience and ease of access.

It is more convenient than trying to get an appointment at my GPs. Also I would feel embarrassed as he has known me since I've been a toddler; he used to be a teacher and taught my brother. I wouldn't feel comfortable discussing cystitis with him.

It is much easier than going to the doctors. It can be hard to get an appointment. GPs is in Everton road - it is very busy and it is difficult to get an appointment with the doctor that I want

The availability is close to work in town.

They have helped before and been quick. You can't drop in at my GP, it is a good service but harder to fit in with university.

Because I wanted to be seen immediately. Sometimes it is hard to get a same day appointment at the GPs

Bus access

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

Patients in general seemed to hold positive views about the service, but there were a couple of less favourable comments:

The people here are nice, helpful and friendly. And you don't have to wait too long to be seen.

There is nothing to improve, it's alright.

There's an efficient reception and they seem good with preliminary enquiries. The building looks clean and colourful.

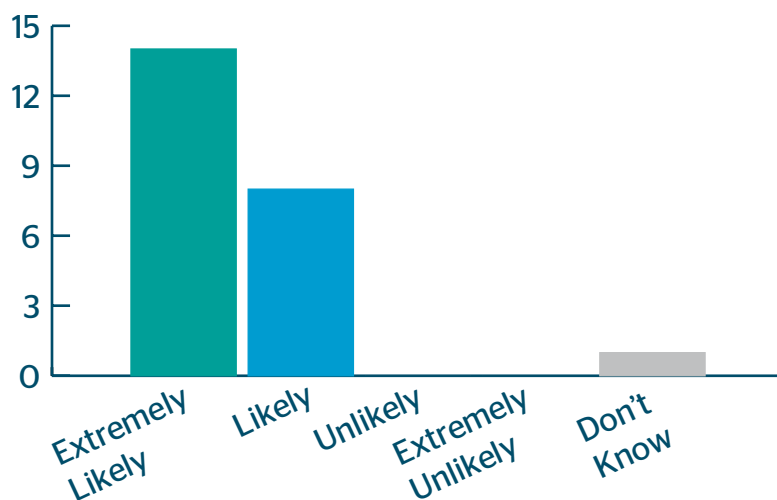
You're never waiting long; they're helpful in identifying what the problem is. I've never had a problem with this service.

Website is very good - it gives and update in current working times so that you can plan your visit. The staff are very good and friendly.

You know you can come in, wait for a bit and be seen. Sometimes you have to wait quite a bit but I think that is usual.

Customer service could be improved at times, they can be quite dismissive. They were rude to two people who just wanted to check if this was the walk-in centre just as you arrived. Then they left because of it. Everything else is good though.

How likely are you to recommend this service to friends and family if they needed similar care or treatment?



What is the reason you feel this way?

Many patients gave very positive responses e.g.:

- The whole place is efficient, never had any problems.*
- It's easy, local; you don't have to wait too long.*
- Because the service is exceptionally good.*
- Because of everything. They have been so good and helpful.*
- It is easy to get to and they help you*
- Easy access, good service so far. Easy to get to from any part of the city.*
- convenience*

How well does this service take account of your privacy and dignity.

24 of the 28 patients that answered this question gave positive answers, however there were 4 answers given that were less positive about the levels of privacy provided:

- Great, no faults.*
- no problem*
- Fine, never had any problems*
- Yes, this is one of my reasons for coming here*
- It can be awkward at the desk if other people are standing too close*

The desk is very open; everyone can hear what you're saying. It doesn't bother me personally, but it might bother others.

It is not very private at reception. It could have a separate entrance for the sexual health service.

You can maybe hear what's been said at the desk if it's quiet.

Do you feel that you have been given enough and/ or the right information?

All of the 24 patients that answered this question said yes, they do get enough information, so this would point to the service being good in this respect.

Yes - in the past have always been given enough information

Yes the website is well informed. They could make it a bit more obvious about how you can book an appointment online.

Yes, if you ask for more there often is more.

Very adequate

Good info

yes they explain things well which makes it easier to manage his asthma at home

yes, they asked all the right questions

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

The big majority of the 26 answers were positive or very positive, but there were a few comments about the lack of space and the signage:

It seems well organised, even though it's busy.

It's clean, bright and modern.

It is bright and makes you feel a bit more welcome than your average hospital.

fantastic

all fine, pretty standard

It's suitable, well located. The signage is more orientated to the sexual health clinic now, so you might not know the walk-in service is here.

A few comments were a bit more mixed:

It is very good - It could be a bit bigger!

It's too small, it's very confusing and I don't know where to go.

Could be a bit bigger.

Its small.

The entrance can be hard to find. Waiting area is nice and big with enough seats

Do you have any other comments to make?

Only 6 patients responded to this question including the following:

It is fast and helpful.

It is clean and it is nice.

Could have some entertainment for children, toy etc. as there can be a long wait.

It seems quite good.

Thought was a drop-in centre, wouldn't booked an appointment. I've been waiting for an hour and 10 minutes.

B3. Conclusion

Most of the feedback that Healthwatch received about the LCH Liverpool City Centre NHS Walk-in was positive. Patients often already knew about the service or had been told about it in the community, but others had been told about the service by other health professionals. The majority of the patients we spoke to had chosen the service based on convenience and ease of access.

All of the feedback that we got from patients about the levels of information provided to them was positive.

Patients in general seemed to hold positive views about the service, but there were a couple of less favourable comments. The patients also said that they would recommend this service to Friends and Family. The privacy and dignity of the patients was generally well catered for but there were some comments about privacy at the reception desk due to lack of space. All of the feedback that we got from patients about the levels of information provided to them was positive. The feedback about the building and its location was positive but some patients did say the waiting room could be a bit bigger. Among the general comments that we obtained from patients one was negative about waiting times but the rest were broadly positive. One aspect of the service that the feedback indicates might be worth looking at further could be the amount of space available around the reception area.

Finally we would like to thank LCH and its staff for helping us to plan this listening event and for welcoming us on the day.

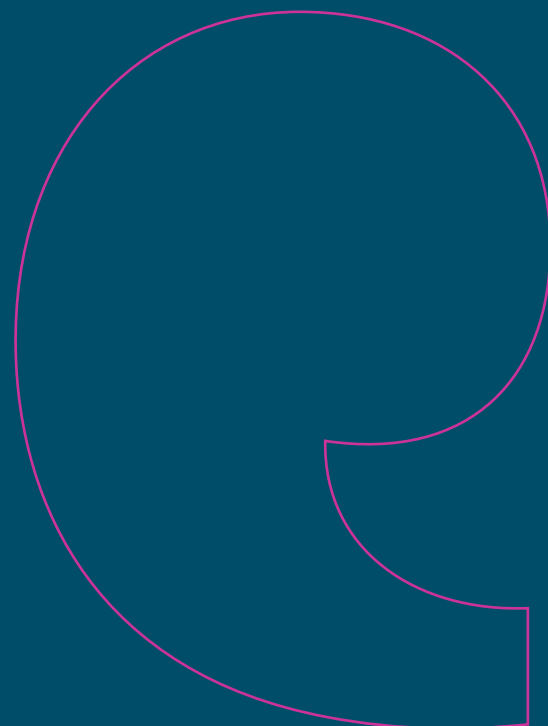
Section C

Liverpool Community Health South Liverpool NHS Walk-in Centre

Church Road, Garston, L19 2LW

Healthwatch Liverpool Listening Event

17 October 2017



C1. Introduction

On Tuesday 17th October 2017 Healthwatch Liverpool visited South Liverpool NHS Walk-in Centre. We wanted to speak with patients to find out what they thought was good, and what could be improved about the services currently provided there.

South Liverpool NHS Walk-in Centre provides consultations, advice and treatment for minor injuries and illnesses. Examples include minor infections and rashes, stomach upsets, superficial cuts and bruises, strains and sprains, coughs, colds and flu-like symptoms. Also provided is emergency contraception and advice and Chlamydia screening for under 25's.

Patients were asked questions that had been jointly agreed between Healthwatch and LCH. We wanted people to remain anonymous, but we also wanted to find out which area of the city people using the services came from, so we asked people for the first part of their postcode as well as some questions about their background for equality and diversity purposes (please see Appendix II for Equality and Diversity data and Appendix I for the questionnaire used on the day).

During the event we spoke with a total of 23 people. Due to the relatively small sample size, the feedback is more useful as a guide to how some patients feel about the services rather than for statistical analysis; it gives some suggestions of where patients thought the walk-in centre got things right, and where improvements could be made.



The patients that we spoke to were nearly all from Liverpool, apart from one person from Sefton.

C2. What did people say about South Liverpool Walk-in Centre?

What follows in this section are some representative examples of what the patients told us about their experience at South Liverpool NHS Walk-in Centre.

How did you hear about this service?

The responses were mainly a mix of things, like already knowing about it or being told about it by another health service:

- Been to this walk-in before. I found out about it through a family member.*
- I've known about it for years, and my family was here last week.*
- I've used it before, and known about it for years.*
- I've been before*
- Previously used the service*
- Used the walk-in many times before. I think I initially heard about it through my GP years ago as they couldn't fit me in.*

Been previously a few months ago.

Known about it for years & have used the service before. I can't get an appointment with my GP for 2 weeks at least which is of no use.

I've just been for physio in the building & was advised by a staff member to visit the walk in.

My wife told me, she works in the NHS, they also have X-ray here.

Why did you choose this service rather than another?

Many of the patients that we spoke to chose the service because of convenience and speed. Many others chose it because there are services there that are not available at the GP, such as X-rays. There were also a couple of patients that mentioned going to the walk-in centre because of difficulties getting a GP appointment:

Easier to get an appointment than the GP.

I was advised I might need an x-ray & it's easier than going into town for the hospital.

In case I need an X-ray, they've got the facility here.

It's 5 minutes down the road.

It's closer to me

I preferred to come here as I needed a dressing checking & thought it would be too much hassle to go to the GP.

It's speedy. I'm going on holiday tomorrow & my baby son isn't well so I needed to see somebody quickly. I didn't even try the GP as I know how busy they usually are.

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

Patients in general gave positive answers to this question, mentioning how nice the staff are and the quick service on a number of occasions. There were also some things some patients felt could be improved:

The staff are lovely here though; I prefer them to my GP surgery.

Good - everything is under one roof & the access to the building is easy.

No negatives.

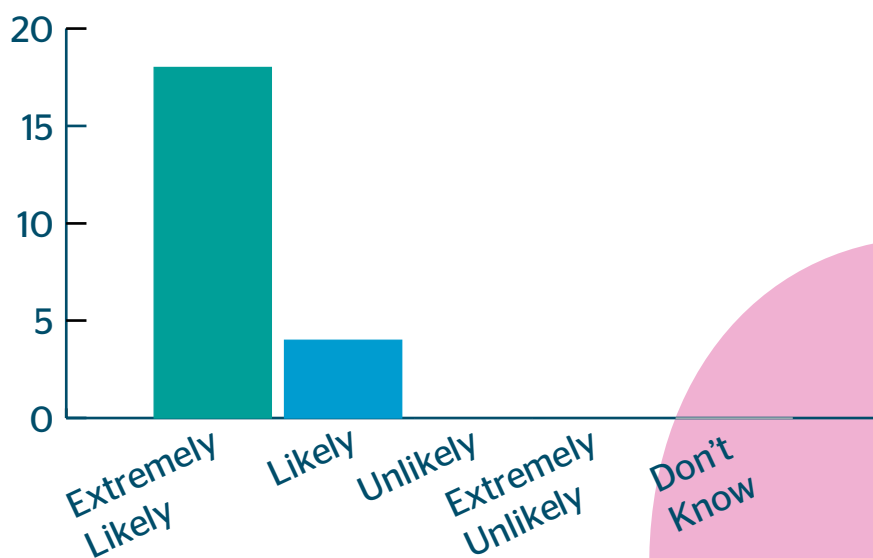
It's always been great; the staff, the building, the waiting times.

It's good that you can just walk in, there's no fuss, it can be a nightmare getting an appointment with the GP.

All great, quick & easy.

- It's been good so far, the waiting could be slightly improved.*
- Sometimes there is a long wait but you can understand. They provide an excellent service; the freedom to come without an appointment is great. It is nice & big, bright & clean.*
- The carpark needs to be bigger as I struggled to find a space.*
- It can be really difficult to get a space; I think I got the last one today!*
- It's quite quick. I don't think they could do anything better.*
- The waiting times can be long but it is to be expected.*
- The only thing they need to improve is putting some TV's on in the waiting rooms, it looks like there's TV's that are up that don't work.*
- Sometimes you wait a while, but that's everywhere. They do see you well; they do diagnose you properly and explain.*
- Everything is fine; it's just the waiting time. In the past I've waited 2.5 hours once, most of the time it's 30-45 minutes at least.*
- Nothing can be done here, half the time I don't come because there is no point, but it's not the fault of the people here, it's the cuts, people being greedy, that's why we're waiting here.*
- I like it. The doctors on call here, I think it's good. Everything here is under one roof, for example the eye clinic, no need to go to the Royal.*

How likely are you to recommend this service to friends and family if they needed similar care or treatment?



What is the reason you feel this way?

Many patients gave very positive responses:

- I'd recommend them, there's nowhere else to go apart from A&E. My daughter used it recently as well.*
- It's got everything you need.*
- It's better than going to the Royal, and they've got X-rays.*
- It's just handy & easier than going to the doctors.*
- The staff are friendly & helpful.*
- Because it's easy to be seen quickly.*
- I've always found them efficient; other walk-ins just deal with the problem & aren't interested in anything else. I use the services with all my members of the family. I don't see the use of GP's anymore as you can't get an appointment!*
- It is simple & convenient to be seen.*

It's just quicker & easier, the last thing you want is to have to wait for hours when you're in pain.

How well does this service take account of your privacy and dignity?

Many patients responded very positively to this question, but one patient did say there is room for improvement on this point:

- Great*
- Very well*
- No issues*
- They are discreet & ask if they want to share what has happened with my GP before they do it.*
- Very good, no issues that I have noticed.*
- Sometimes standing at the desk & giving out personal information over the desk is tricky which I'd say is a weakness as there is no privacy. Once you get into to your appointment though, they are in little rooms which are private.*

Do you feel that you have been given enough and/ or the right information?

The responses that we got from patients to this question were positive; they said that they do get enough information, so this would point to the service being generally good:

- When I've been before, yes. Still to be seen today.*

No issues

I've often been given leaflets & have been told about NHS websites to do research. They always seem to signpost me on for further help if needed.

They always tell me what to do afterwards & how to get the right help.

No issues, normally good.

Yes, always explain things clearly.

Never had any issues. I was signposted by a member of staff today so it seems like the care is joined up.

No issues, no unanswered questions.

They're excellent.

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

The overwhelming majority of replies to this question were very positive but there was mention about parking issues and the reflective outside of the building.

It's easy to get in & out of & is modern & clean. I had an issue with parking though & had to wait for a disabled spot to become free for a while.

It's fairly new, bright & clean. No issues.

It's very nice & new. It is spotlessly clean.

Bright & airy, much better than the old building which was here before!

Lovely, nice & clean.

Very clean.

All the waiting rooms are pretty similar & it's generally a nice building. I had no access issues; it was easy to get into the building.

Good temperature control, not too hot like some places. Lots of natural light. When somebody saw me hobbling in they come running over with a wheelchair.

Nice & light & airy. It's clean & easy to find although I can never get a parking space.

It's alright, nice and organised

No, it's nice looking

Very good, good layout and the walk-in is near the entrance.

It's fine, the best thing, especially after before with the old hospital, this is well better, 100%.

It's fine, what you need.

I think the reflective outside must cause car crashes!

Do you have any other comments to make?

The patients that responded to this question said the following:

It is the best of this type of facility.

Nothing really, I'm just happy with the service.

No further comments at present, they're doing "what is says on the tin" & filling the gap for other services, don't know what we'd do without it.

Staff have been very helpful.

It's a wonderful service & we're lucky to have it.

It's just the time frame, the wait.

The privatisation - stop selling off the NHS!

C3. Conclusion

Overall a very high proportion of the feedback that Healthwatch received was positive about South Liverpool NHS Walk-in Centre. The feedback indicated that patients and other health service staff know about the service and it is used, amongst other things, because there are services there that are not available at the GP, such as X-rays and as an alternative to visiting a GP.

All of the patients who responded said they would either be very likely or likely to recommend South Liverpool NHS Walk-in Centre to friends and family

A number of patients mentioned how nice the staff are and highlighted speed of being treated as one of the positive elements of the service. All of the patients who responded said they would either be very likely or likely to recommend South Liverpool NHS Walk-in Centre to friends and family. One of the reasons given was that "It was easier to come here than get a doctor's appointment". Most patients were generally satisfied with the levels of information and with privacy at the centre, however there was one negative piece of feedback regarding privacy levels at reception.

Nothing in the answers given indicates there are any cause for concern or that the service is in need of major change/improvement.

Finally we would like to thank LCH and its staff for helping us to plan this listening event and for welcoming us to South Liverpool NHS Walk-in Centre on the day.

Section D

Liverpool Community Health Old Swan NHS Walk-in Centre

Crystal Close, St Oswald St, L13 2GA

Healthwatch Liverpool Listening Event

17 October 2017



D1. Introduction

On Tuesday 17th October 2017 Healthwatch Liverpool visited Old Swan NHS Walk-in Centre. We wanted to speak with patients to find out what they thought was good, and what could be improved about the services, currently provided by Liverpool Community Health NHS Trust (LCH) at Old Swan.

Old Swan Walk-in Centre provides consultations, advice and treatment for minor injuries and illnesses. Examples include minor infections and rashes, stomach upsets, superficial cuts and bruises, strains and sprains, coughs, colds and flu-like symptoms. Also provided is emergency contraception and advice, and Chlamydia screening for under 25's.

Patients were asked questions that had been jointly agreed between Healthwatch and LCH. We wanted people to remain anonymous, but we also wanted to find out which area of the city people using the services came from, so we asked people for the first part of their postcode as well as some questions about their background for equality and diversity purposes (please see Appendix II for Equality and Diversity data and Appendix I for the questionnaire used on the day).



During the event we spoke with a total of 15 people at the walk-in centre. Due to the small sample size, the feedback is more useful as a guide to how some patients feel about the services rather than for statistical analysis; it gives some suggestions of where patients thought the walk-in centres got things right, and where improvements could be made.

The patients that we spoke to were all from Liverpool, Sefton or Knowsley.

D2. What did people say about Old Swan Walk-in Centre?

What follows in this section are some representative examples of what the patients told us about their experience at South Liverpool NHS Walk-in Centre.

How did you hear about this service?

The responses were mainly a mix of things like already knowing about it, or being told about it by another health service:

- My work told me about the Walk-in.*
- Known about it for years & been before.*
- 111 service*
- I got a letter with an appointment to get my dressing changed*
- My friends told me to come here for the first time some years ago, I've been before.*
- Google*

Originally through my GP, I've known about it for a long time.

They told me about it at the Royal.

I phoned the hospital to find out where they could take my stitches out, this was the nearest.

Why did you choose this service rather than another?

Just over half of the answers to this question made reference in one way or another to waiting times for GP appointments:

As I can't get an appointment at the doctors

I rang the GP & there were no appointments.

I come here as there's a long wait time at A&E

By the time I get an appointment with the GP it wouldn't fit in with work & I needed to be seen today.

I've moved and when I went to my GP they said I had to move GP, then my new GP gave me an appointment with the nurse in 2 weeks' time.

No appointments at my GP (Earle Road)

It's local to my work, and I couldn't get a GP appointment, I couldn't get through on the phone.

I don't have a doctor yet, I am sorting that out, and I don't like to go to the hospital.

Boots the chemist advised me to come here.

Been to the doctors yesterday, I needed to see a nurse.

My GP is in Wavertree, I'm full of cold, and didn't think it was worth it going to the doctor.

It's the closest

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

Patients in general gave positive answers to this question, mentioning how nice the staff are and the quick service on a number of occasions. By contrast one patient did mention they had been waiting a long time on the previous day:

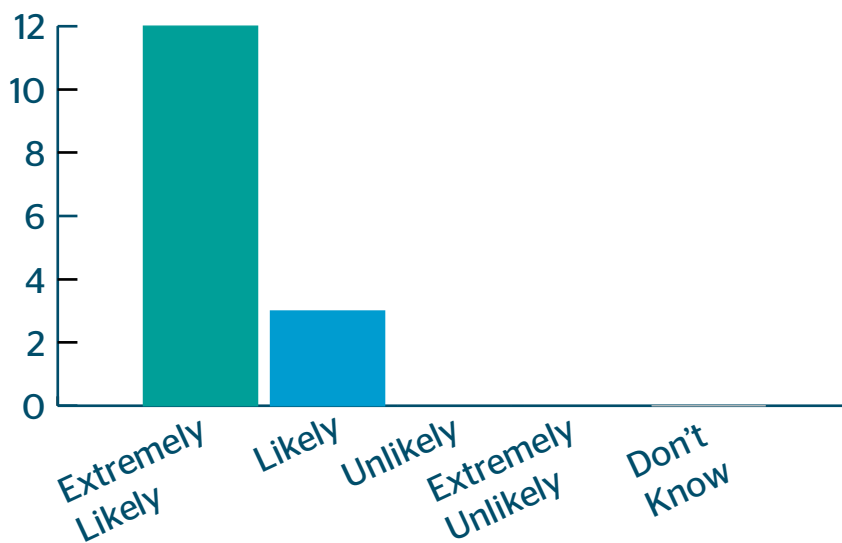
It's good; you get seen quickly & get things sorted straight away. It's not as busy as it used to be so the wait is shorter.

It's good; it's quicker than going to A&E. No issues.

It's great, no issues, I've been seen really quickly so far. The staff are lovely.

- It's good as if you have children it's good to be sat away from them in the children's bit.*
- Good, everyone is really friendly & it's really quick to get an appointment.*
- It's good, open all the time and quick attention, no long wait, not many people*
- I haven't been for a while - wait till I've seen a nurse for triage! (After having been for triage) The nurse was nice.*
- It's good - the staff are nice, the wait depends on how busy it is.*
- I wasn't kept waiting that long. I could have been treated yesterday, I just was triaged then and told I didn't need treatment, I came back today and they've decided treatment is necessary.*
- Every time I've been here it's been fantastic, they're fine as they are.*
- We came the other day, Sunday, it was quite busy but we were only here for an hour. Today there were too many cars to park, we finally got one (A parking space that is.)*
- Always been good, quick and efficient*

How likely are you to recommend this service to friends and family if they needed similar care or treatment?



What is the reason you feel this way?

Many patients gave very positive responses:

- You can just turn up & the staff are kind & helpful.*
- Could have chosen Garston or Huyton but I prefer to come here & it's easy to get to.*
- Staff are lovely!*
- Staff make you feel dead comfortable.*
- Nice staff*

It's local, and better than going to A&E inappropriately.

It's the only one in this area, it's close to work, and I can never get a GP appointment, this is closer.

Because with the GP in an emergency you still wait, they can't help you. With the walk-in you get service straightaway.

Because they're always dead honest and dead straightforward with me.

There's a nice atmosphere, it's better than sitting in hospital for hours

It's just very good generally.

How well does this service take account of your privacy and dignity?

Many patients responded very positively to this question, including answers such as:

Extremely well

It's sound.

OK, they're nice.

Very well

Fine, no issues.

Good, no issues.

No issues just had to confirm name & DOB.

There was one suggestion for an improvement here

Privacy could be better, there's not much space by the window, and if people are behind you it doesn't feel very private, your details could be overheard. Maybe screen it off?

Do you feel that you have been given enough and/ or the right information?

Almost all patients spoken to said yes, they do get enough information at Old Swan Walk-in Centre, so this would point to the service being generally good, but one patient had reservations on this point regarding their treatment on the previous day. Comments included:

Yes, extremely

Yes, so far (after triage)

Yes, although maybe not yesterday (when they decided not to treat me).

No issues.

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

The few responses that we got to this question were all positive:

- Always really clean & there are no hazards.*
- Separate waiting room if you have young children which is good.*
- It's too warm. The cleanliness is good, it's easy to get to & it's really peaceful & calming.*
- Nice, a lot better than the old building, it's clean & tidy.*
- Clean & tidy.*
- It's quite clean & tidy.*

Do you have any other comments to make?

Only 4 patients responded to this question and they said the following:

- Always been okay so far, it's quick & easy.*
- I'll have to wait & see how long I have to wait!*
- They're dead easy going, the staff, and the doctors as well.*
- The staff are nice*

D3) Conclusion

Overall a very high proportion of the feedback that Healthwatch received was positive about the Old Swan Walk-in Centre. The feedback indicated that patients and other health service staff know about the service and it is used, amongst other things, as an alternative to visiting a GP.

All of the patients who responded said they would either be very likely or likely to recommend Old Swan Walk-in Centre to friends and family

A number of patients mentioned how nice the staff are and the quick service, but one patient did mention they had been waiting a long time on the previous day. All of the patients who responded said they would either be very likely or likely to recommend Old Swan to friends and family. One of the reasons given was that "You can just turn up & the staff are kind & helpful". Most patients were happy with the levels of information and with privacy at the centre, however there was a single exception on both of these points.

Nothing in the answers given indicates there are any cause for concern or that the service is in need of major change/improvement.

Finally we would like to thank LCH and its staff for helping us to plan this listening event and for welcoming us to Old Swan Walk-in Centre on the day.

APPENDIX I - Listening Event Questionnaire

Liverpool Community Health NHS Trust
Listening Event
17 October 2017



1. Are you: a Patient a Visitor Staff other

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

3. Which service is your feedback about?

4. How did you find out about this service?

5a. Why did you choose this service rather than another?

5b. What do you think is good or could be improved about the service?

6. How likely are you to recommend this service to friends and family if they needed similar care or treatment?

Extremely Likely Likely Neither Likely or Unlikely Unlikely Extremely Unlikely Don't Know

7. Thinking about your response to this question, what is the main reason why you feel this way?

Please turn over

8. How well does this service take account of your privacy and dignity?

Age

Yes No

Yes No

Unemployed

Carer

Retired

How would you describe your race or ethnicity?

How would you describe your sexual orientation?

Heterosexual Lesbian Gay Bisexual

Woman Man In another way (please state)

Is your gender identity the same as that you were given at birth?

Yes No

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



APPENDIX II - Equality and Diversity data:

In response to questions regarding equality and diversity the collated data showed the following:

Age

16 - 24	32
25 - 49	45
50 - 64	10
65 - 79	4
80+	2
Prefer not to say / not stated	19

Do you consider yourself to have a Disability?

Yes	8
No	66
Prefer not to say / not stated	38

Do you have a Religion or belief?

Yes	34
No	46
Prefer not to say / not stated	32

If yes, which?

Christian	12
Church of England	7
Hindu	1
Jewish	1
Muslim	2
Protestant	1
Roman Catholic	10
Prefer not to say/ not stated	0

How would you describe your Sexual Orientation?

Heterosexual	79
Lesbian	0
Gay	2
Bisexual	2
Prefer not to say/ not stated	29

Which best describes your Situation?

Carer	3
Full-time work	41
Part-time work	9
Retired	6
Unable to work	3
Full time education	19
Unemployed	2
Self-employed	0
Other	0
Prefer not to say/ not stated	29

How would you describe your Race / Ethnicity?

Arabic	2
Asian	2
Black British	2
British	2
Indian	1
Mixed	2
Spanish	1
White British	60
White	9
White English	1
White Other	1
Prefer not to say/ not stated	29

Which of the following describes how you think of yourself?

Woman	51
Man	34
Prefer not to say/ not stated	27

Is your gender identity the same as that you were given at birth?

Yes	92
No	0
Prefer not to say/ not stated	20