



Enter and View Report

Foot Health Clinic

*Neptune Health Park, Sedgley Road
West*

Tipton

DY4 8PX

Announced Visit

1st August 2023



Contents

What is Enter and View	1
Provider details	1
Acknowledgments.....	2
Disclaimer.....	3
Authorised Representatives	3
Purpose of the report:	3
Who we share the report with	3
Healthwatch Sandwell details	3
Healthwatch principles	3
Purpose of the visit.....	4
What we did	4
Findings:	5
A healthy Environment	5
Essential services.....	6
Access.....	6
Safe, dignified and quality services	7
Information and education.....	7
Choice.....	7
Being listened to	7
Being involved	7
Staffing and feedback	7
Recommendations	9
Provider feedback	9

What is Enter and View

Part of Healthwatch Sandwell remit is to carry out Enter and View visits. Healthwatch Sandwell Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act (2012) allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrist and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation so that we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Sandwell Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Sandwell Safeguarding Policy, the service manager will be informed and the visit will end. The local authority Safeguarding Team will also be informed.

Provider details



Foot Health Clinic

Neptune Health Park

<u>Name:</u>	Foot Health Clinic
<u>Address of Service :</u>	Neptune Health Park, Sedgley Road West, Tipton DY4 8PX
<u>Chief Executive:</u>	Richard Beeken
<u>Name of Manager on duty:</u>	Anita Brown
<u>Service type:</u>	The Department of Foot Health

The Department of Foot Health cares for a wide range of foot and lower limb problems amongst the population of Sandwell and West Birmingham community, with the primary focus on preventative care to minimise the risk of complications which are associated with, but are not exclusive to, diabetes.

A number of specialist clinics tailored to each patients need are provided, including: nail surgery, neurological foot service, biomechanics, diabetic foot care and specialist wound care management, rheumatology, podopaediatric clinics and Peripheral Arterial Disease

Clinics are run from a number of community locations across Sandwell and West Birmingham, including Neptune Health Park. All nail surgery is carried out at Neptune Health Park in Tipton.

Patients can be referred to the Department of Foot Health by any healthcare professional. A GP referral is required to access specialist services, Rheumatology, Neurology, Nails surgery and Biomechanics clinics. Patients can self-refer for core services (general podiatry and foot care) if they fall into one of the following categories;

- Aged 65 or over with a foot problem
- Children up to the age of 16 with a foot problem
- Diabetic with a foot problem
- Pregnant women, nursing mothers or mother who have given birth within a year with a foot problem
- Registered disabled with a foot problem
- Individuals with a medical condition that puts their feet at risk without treatment
- Patients requiring nails surgery.

Diabetic foot care

This service is aimed at preventing foot health problems in patients with diabetes.

The diabetes foot care service offers:

- Patient information
- Screening for diabetic foot risk
- Treatment of the foot and investigation of the underlying causes of problems
- Referrals to other health professionals where necessary
- Education and training to carers and healthcare professionals

Website: <https://www.swbh.nhs.uk/>



0121 507 2664 - Central Number

Acknowledgments

Healthwatch Sandwell would like to thank Anita Brown, her staff team and the visitors to the clinic for their co-operation during the visit.

Disclaimer

Please note that this report is related to findings and observations made during our visit made on 1st August 2023. The report does not claim to represent the views of all visitors, only of those who contributed within the restricted time available.

Authorised Representatives

Anita Andrews conducted the visit.

Purpose of the report:

This report will provide an overview of the services at the Foot Health Clinic and will provide patient experience feedback. Where appropriate, recommendations will be made based on the findings of this Enter and View visit and it is anticipated that these recommendations will contribute to improving service delivery within the clinic and in turn improve the service experience for patients.

Who we share the report with

This report and its findings will be shared with Healthwatch Sandwell Advisory Board, Sandwell MBC, Sandwell and West Birmingham NHS Trust, the Integrated Care System and Healthwatch England. The report will also be published on the Healthwatch Sandwell website: (www.healthwatchesandwell.co.uk)

Healthwatch Sandwell details

Address: Walker Grange, Central Avenue, Tipton. DY4 9RZ
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Phone: 0121 569 7211
Social media: <https://www.facebook.com/HWatchSandwell>
Instagram: www.instagram.com/healthwatchesandwell
Twitter: @HWSandwell

Healthwatch principles

Healthwatch Sandwell's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

1. **A healthy environment:** Right to live in an environment that promotes positive health and wellbeing
2. **Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patients reaching crisis

3. **Access:** Right to access services on an equal basis with others without fear of discrimination or harassment, when I need them in a way that works for me and my family
4. **A safe, dignified and quality services:** Right to high quality, safe, confidential services that treat me with dignity, compassion and respect
5. **Information and education:** Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system
6. **Choice:** Right to choose from a range of high quality services, products and providers within health and social care
7. **Being listened to:** Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received
8. **Being involved:** To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

Purpose of the visit

The purpose of the visit was to observe the environment and explore first-hand with patients their experiences of using the Diabetes Clinic. This was achieved by observation and talking to patients and staff.

What we did

Our Authorised Representatives facilitated the visit and spoke to **5** patients, both male and female of mixed ethnicities and observed the environment on 1st August 2023.

A pre-set of questions were asked that covered:

- Patient experience of the service including booking appointments, care by staff, accessibility to the building and information and any suggestions to improve the service.
- How staff meet individual needs of patients including the communication needs of patients who have impairments, handling anti-social behaviour from patients / relatives, how to support patients who want to raise a complaint / concern about the service and suggestions to improve the service.

Observations were made of the environment both externally and internally, that included:

- Signposting, accessibility, lighting, refreshments, cleanliness, parking and transport links.

Findings:

A healthy Environment

External

The Foot Clinic is situated in the Neptune Health Park on the ground floor.

Neptune Health Park is situated in Tipton adjacent to a residential area. There is step free access at the entrance.

The venue does have its own car park with disabled parking and a drop off point. The nearest bus stop is on Sedgley Road West, 150 m away by the public footpath. The nearest mainline station is Tipton.

There is no signage to the foot clinic externally.

Internal

Neptune Health Park houses Black Country Family Practice (GP), a pharmacy as well as other outlets.



There is a reception point which is located to the left as you enter and a security desk. The clinic is signed posted on the wall and there is a Foot health sub - waiting area. The Foot clinic does not have its own reception. Practitioners call patients into the consulting room.

There is a signing in screen.

The waiting area had a comfortable seating area arranged in a circle.

There were gender neutral WCs in the waiting area, however they were locked due to anti-social behaviour. Patients were required to obtain key from the security desk.



Prior to our visit a poster was sent to the clinic to advertise the visit, this was displayed in the waiting area during the visit.

On the day of the visit, the clinic area was welcoming, clean and the décor well maintained. Covid 19 precautions are in place, signs on the floor for social distancing, sanitising hand gel dispensers etc.

We were informed that there was no loop system. There were no obvious hazards or health and safety risks.

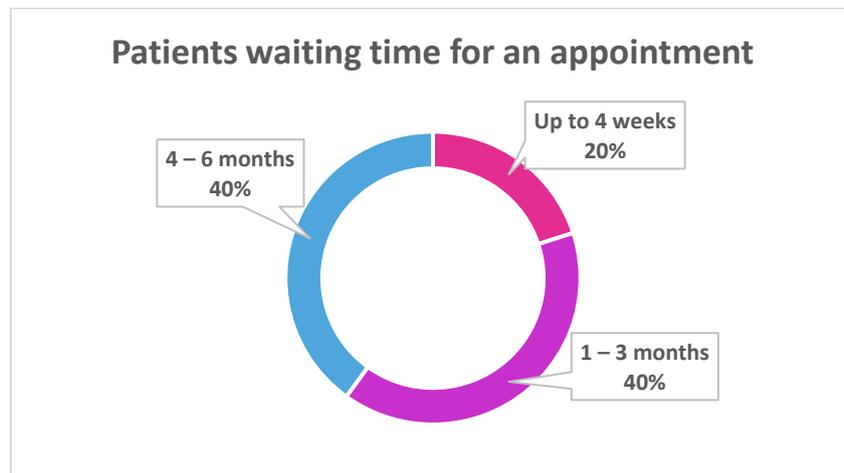
There is a lift to all floors, situated in the waiting area

The opening times are not displayed externally

Essential services

5 Patients were spoken to in the waiting area while waiting for their appointment.

1 Patient was attending for an initial consultation and 4 for a follow up appointment.



One of the patients was extremely happy as they had received a phone call that morning inviting them for an appointment due to a cancellation.

The patients gave extremely positive feedback about the service. 100% were happy with the service and rated it as excellent or good. 100% were 'very likely' to recommend this service to friends and family.

100% Patients found the booking system very easy and 100% said that all their questions were answered.

Patients described their first impression of the clinic as good and that staff were friendly. Although frustration was expressed about the access to WCs.

Access

Accessibility of the building.

All of the patients had no problems finding the clinic and had received clear directions.

Safe, dignified and quality services

Patients described staff as excellent, friendly and patient. They were understanding and showed empathy. **100%** felt they have been listened to around their health needs

“very happy with this clinic, it’s a relief to get my feet seen to”

Information and education

100% stated that all the information received about their appointment was clear and easy to understand. Patients were mainly communicated with by letter, telephone or text.

Choice

100% were given a choice which foot clinic to be referred to, but all preferred this one as they live locally.

Being listened to

100% felt they have been listened to around their health.

Comments and complaints.

80% didn’t know how or who to make a complaint/concern or compliment to. There was no poster/leaflets explaining this process.

Staff described how they support patients who want to raise a complaint/concern about the service, by talking the issue through, being honest and transparent and then if it can’t be resolved signposting/escalating to the Manager.

Staff described perceiving comments/complaints as a learning opportunity.

Being involved

Staff promote patient involvement, by being open and transparent during the consultation.

Staffing and feedback

The Foot Health team is made up of a wide variety of experienced Podiatrists, Foot care assistants, technical instructors and administrative staff.

The team are centralised and visit the various foot clinics around the Borough, there are 25 - 30 staff full and part time (approximately).

We were informed that all staff receive ongoing staff development, which includes supervision, where training needs are identified and relevant training provided to meet staff's needs including de-escalation training.

Staff described how they meet the communication needs of patients such as those who are: visually, hearing impaired, learning needs and language needs of people. this is achieved in various ways:

- For people who are visually impaired, the consultation is confirmed by telephone. It is also recorded on their records especially if they need large print
- For people who are hearing impaired, the staff encourage lip reading and will remove masks to assist with this.
- For people with a learning disability, practitioners take their time and work with support workers
- All patients are encouraged to bring a chaperone

We were informed that one of staff's challenges is handling anti-social behaviour especially verbal.

This can be due to a number of issues, for example:

- Waiting times to be seen
- Wanting a different clinician
- Wanting more frequent appointments

As the team are peripatetic the patient may not have continuity of practitioner so this is explained to the patient. It is emphasised that all practitioners are professional and aim to offer a good service.

When anti-social behaviour arises the team aim to stay calm, de-escalate the situation by explaining the circumstances. When things are not resolved, the situation is escalated to the Manager. However as clinicians work alone and have to protect themselves and there may be occasions that patients are asked to leave.

Staff enjoy working in this service and described various reason why, which include:

- It's local to where they live
- Able to achieve a work/life balance
- Good management encouragement and promotion opportunities
- Learning opportunities available

- Supportive colleagues
- 1:1 sessions occur monthly
- Monthly staff meetings

Staff in this clinic face challenges which include:

- patients who do not activate health promotion advice which results in poor foot health, which could be avoided
- large caseloads which is a challenge to their time management skills
- staff shortages due to retirements
- the service is open (8.30 - 4.30) Monday to Friday, this does not meet the need of the working population and they would like the service to offer Saturday and evening appointments

Recommendations

The Sandwell and West Birmingham NHS Trust to consider:

1. providing a loop system for hearing impaired patients and advertise this facility
2. ensuring patient's communication needs are flagged on the IT system
3. being proactive with regards to patient's complaints/concerns or compliments with publicity in the waiting area
4. extending the opening hours of the service to include evening appointments and Saturdays
5. actively recruiting new staff

Provider feedback

No comments have been received from the Provider.



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