

<b>Enter and View Report</b>	
<b>Enter and view visit to:</b>	<b>Mastercall Healthcare</b> TRAFFORD HEALTH CENTRE Trafford General Hospital Moorside Road, Davyhulme, Manchester M41 5DS
<b>Date:</b>	<b>Wednesday 28<sup>th</sup> May 2014</b>
<b>Authorised Healthwatch Representatives:</b>	<b>Sandra Griesbach</b> <b>Bonnie Hadfield</b> <b>Jean Rose</b>  Marilyn Murray - (Healthwatch Trafford staff support for the team)
<b>Reason for visit:</b>	Mastercall Healthcare provides an Out of Hours (OOH) urgent medical care service to the patients of Trafford when their GP surgery is closed. Healthwatch Representatives requested a Visit to their <b>Trafford Health Centre</b> located in Trafford General Hospital, Davyhulme to find out how the OOH Service is quality managed locally.
<p><i>The Healthwatch Representatives wish to thank Chief Executive Michaela Buck and Organisational Medical Director, Dr John O'Malley, for their warm welcome and their comprehensive explanation of the services managed and provided through Mastercall's Trafford Health Centre. A thank you is also extended to staff working during the time of the visit and for individual comments concerning operational aspects of their role.</i></p>	
<b>Key personnel seen:</b>	<b>Michaela Buck, Chief Executive Mastercall</b> <b>Dr John O'Malley, Organisational Medical Director</b> <b>Mastercall</b> <b>Senior Nurse Practitioner</b> <b>Receptionist</b>
<b>Background and key findings:</b>	Following a visit on 25 <sup>th</sup> April 2014 to Mastercall Healthcare Headquarters in Stockport, Healthwatch representatives requested a further visit to the Trafford

	<p>Health Centre based at Trafford General Hospital to see exactly how the Facility quality manages its' OOH services for the patients of Trafford. Opening in 2009, the Centre provides a range of clinical services which includes a GP Registered Practice, a Walk-In Centre and the OOH Service from 1900-2200 during the week and 0800-2200 at weekends. The OOH Service is managed through Mastercall Headquarters; patients ringing their GP are diverted to Mastercall who triage and if necessary arrange appointments at Trafford Health Centre where they can be seen by a doctor or health professional. Patients can also 'walk in' to the centre if they wish to see a doctor urgently and this facility is available 0800-2000hrs daily.</p> <p>Protocols and systems are linked to those in place at Mastercall's Stockport Healthcare Centre and services are quality managed in the same way. The Trafford Health Centre is easily accessed by public transport and there is free car parking for 120 vehicles. The predominant age range of users to the Walk In facility is 25-40 years with over 1100 patients attending in one week recently.</p>
<p><b>Overall impression:</b></p>	<p>Signage directing patients to the Centre is clear and overall impression is clean, light, clinical, and staff appeared friendly on entry. The reception area is compliant with current legislation re disabled access and because it is situated on the ground floor, provides access for wheelchair users. A portable hearing loop is also available. Because the Reception area is central, there is a sign asking patients to form a queue thus allowing some privacy on registration. The Waiting area quite small with seating for 22 people; this is a shared space with patients visiting the GP Practice and may easily become filled and very busy at peak times.</p> <p>The Centre has five consulting rooms, (this includes GP Practice) which are staffed according to normal peaks/troughs of NHS services.</p> <p>General observation of the Walk In facility is attached.</p>
<p><b>Safety aspects:</b></p>	<p>Triaging OOH appointments are handled by staff at Stockport Headquarters following set protocols and the bespoke computer software continues to monitor patient</p>

	<p>journeys from receipt until completion in the Health Centre. Should a patient not arrive for an appointment at the Health Centre pre-booked by the OOH professional, warnings are flagged by the computer system and follow up action taken by reception staff. Information is sent electronically to the patient's GP recording the results of consultation. Antiseptic handwash gel is provided in the Centre and isolation procedures defined and available for staff to follow if required.</p>
<p><b>Patient focus:</b></p>	<p>The staff are passionate about the Service they provide and are constantly striving to improve. There is a very strong team ethic, which is supported by the low staff turnover and every member of staff interviewed commented on the quality of the workplace environment and the pleasure working within a strong team.</p> <p>The safety and care of patients and staff is of paramount importance to Mastercall and they have a designated member of staff at the Centre who promotes the ethics of privacy and dignity for all patients using the facility. Communication between Mastercall staff and clinicians in other services who provide care for OOH patients is also well established ensuring appropriate referral when necessary. Patient feedback questionnaires are handed out during a visit and approximately 25% are returned completed.</p>
<p><b>Ideas/Suggestion/Recommendations:</b></p>	<p>As with the visit to Mastercall's Headquarters in Stockport, Healthwatch representatives witnessed in the Trafford Health Centre a dynamic, patient focussed service, OOH as well as Walk In, for the patients of Trafford. The Health Centre population is increasing, many patients appearing to use the facility for convenience (cannot get a suitable GP appointment) as well as being able to just drop in after work. This is inevitably putting pressure on facilities, particularly premises, which are currently limited in size and if patient numbers continue to rise a new location may have to be found. If current patient use continues or increases the service will be strained beyond acceptable limits.</p>