

Croydon GP Hubs Snapshot Report

October 2017

Introduction and context

Three GP hubs were opened in Croydon in April 2017 offering walk-in services and booked appointments with GPs.

Healthwatch Croydon visited the hubs over a two-week period in the summer to understand how the service was perceived by patients.

The hubs were located at:

- **Central Croydon Hub: East Croydon Medical Centre, 59 Addiscombe Road, CR0 6SD**
- **Purley Hub: Purley War Memorial Hospital, 856 Brighton Road, CR8 2YL**
- **Parkway Hub: Parkway Health Centre, Parkway, New Addington, CR0 0JA**

The Hubs are open seven days a week from 8am until 8pm. We visited the Hubs over a two week period in June 2017 delivering nine sessions of outreach over 18 hours in June 2017

We attempted to capture the full service by visiting at the various times of 10-12, 2-4pm, and 6-8pm on different days.

In total, Healthwatch surveyed 74 service users asking questions relating to six areas of their experience of the Hubs:

- How long service users journey to each Hub took
- How clear people are about the services they can access at the Hubs
- How effective was the signage at the Hubs
- How did service user access the Hub (via walk-in/111/GP referral/other)
- How long was the waiting time to see a GP.
- Overall levels of satisfaction with the service.

We recorded responses from 24 Service users at the Central Croydon Hub, 19 from Parkway Hub and 31 from Purley Hub.

We delivered the questions on some of the hottest days of the year, so these numbers may not be representative (be lower) than typical numbers of appointments. We observed that the Hubs were almost empty at sessions delivered during peak temperatures.

Healthwatch noted that Purley Hub was air-conditioned, but five of six windows were open (temperature was 33 degrees) causing the air conditioning to struggle. There was a chilled water dispenser available. Fresh chilled water was also available at the Central Croydon Hub.

What we found

1) Average travelling time to hubs

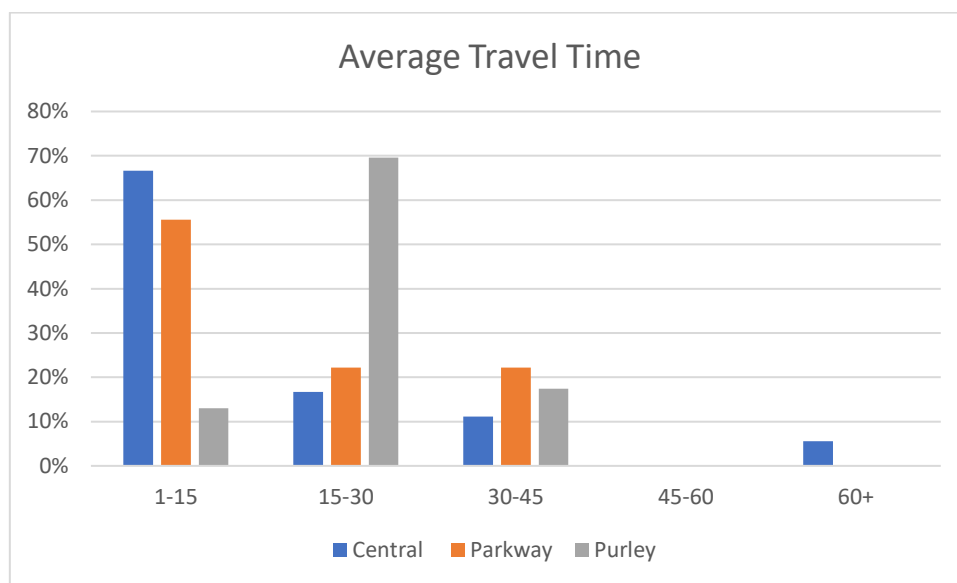
In both Croydon and Parkway hubs, most of the people surveyed were able to access the Hubs within a 15-minute travel time.

However, in Purley, the majority of people surveyed took between 15 and 30 minutes to access the Hub.

We surveyed just one respondent who reported that they had travelled for more than an hour to get to a Hub. This was at the Central Croydon Hub.

The shortest travel times were attributed to the Central Croydon Hub, this may be due to the location of the Hub which is in close proximity to East Croydon station and is well served by trains, trams and buses.

The longest travel times were attributed to the Purley Hub. This may be because historically the Hub was a walk-in centre, and so people may travel a greater distance knowing that they can get care there, though another Hub may be closer.



Total: 62

Service User Comments

“It’s not too far, I stay (live) in Addiscombe” Central Croydon Hub

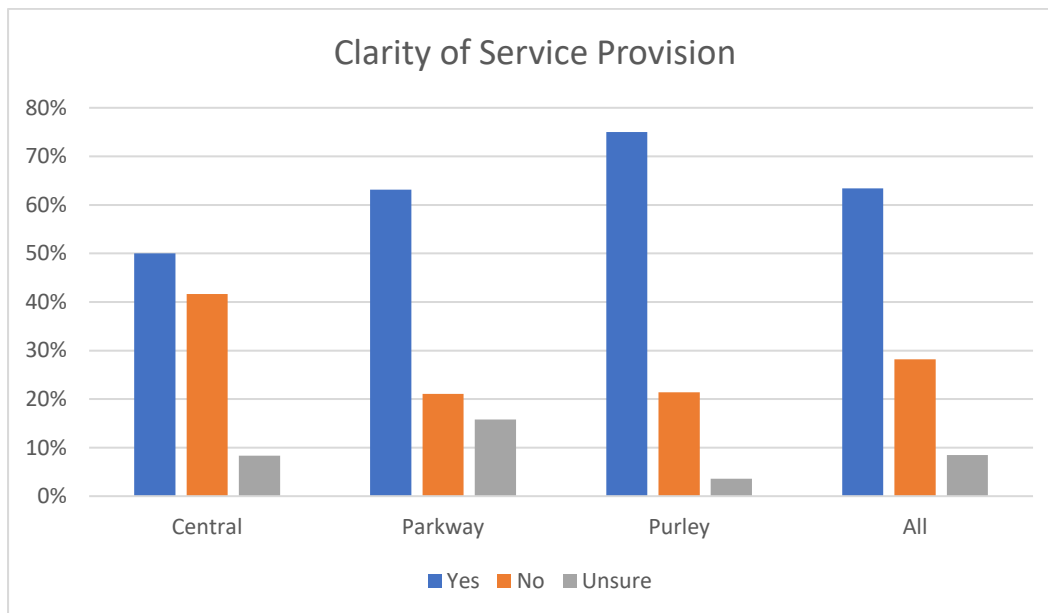
“I prefer to come to the Hub” Central Croydon Hub

“Easy to find” Central Croydon Hub

2) Clarity of service provision

The majority of service users were clear about the services they used at 63%.

This was higher in Purley at over 70%. Only at Central Croydon hub was a larger percentage of those not sure. This may reflect that it is newly established as a Hub compared with Parkway and Purley who had similar provision before.



Total:71

3) Clarity of signage

Clarity of external signage exceeded 70% in all locations, with Purley and Parkway over 80%.

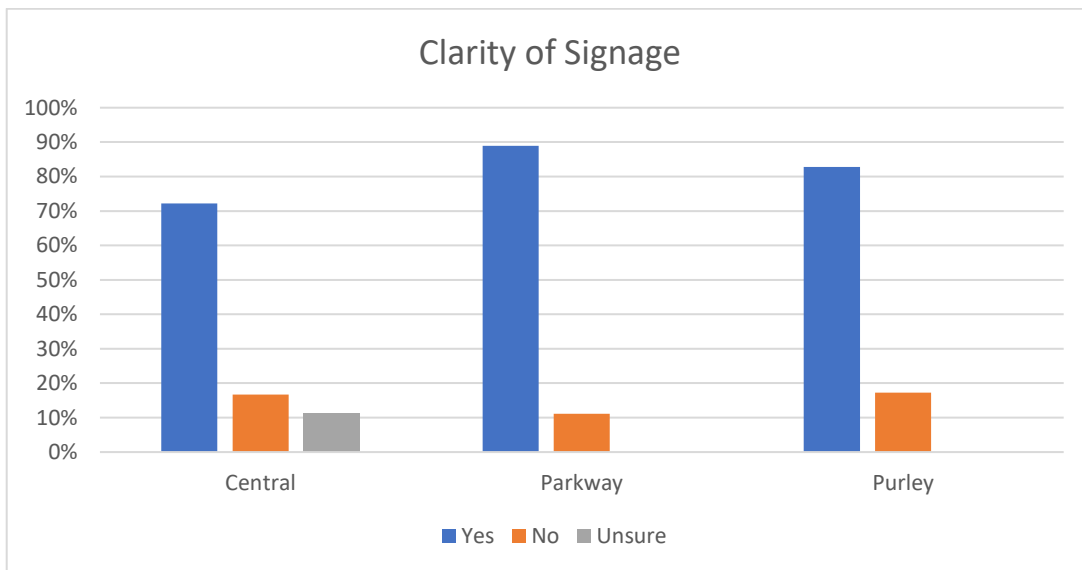
More people were unsure about the clarity of signage at East Croydon, and there were higher numbers of those feeling that external signage was not clear at Purley and Central Croydon (17% each).

Observations by Healthwatch Croydon

While visiting was that the signage inside the Hubs that explained the queuing system was observed too small. It was located so far away from reception at Parkway that it became irrelevant.

The sign was also small at Purley, dwarfed by the room size and furnishings.

At Purley, there was no signage explaining access to the x-ray machine, with confusion among parents as to if the x-ray facility was available for suspected fractures or not. This needs clarification *before* people begin their wait to see a GP in order to get people to the right treatment, by the right person, in the right place.



Total: 56

Service User Comments

“I wasn’t quite sure which section to enter” Purley Hub

“Yes it is always more straightforward at the Hub” Parkway Hub

4) How was the service accessed?

We asked respondents whether they had:

- Walked into the Hub
- Been referenced by 111
- Been signposted via their GP
- Been signposted via another service

A majority of all service users walked into a hub without an appointment (57%), with 20% signposted by their GP.

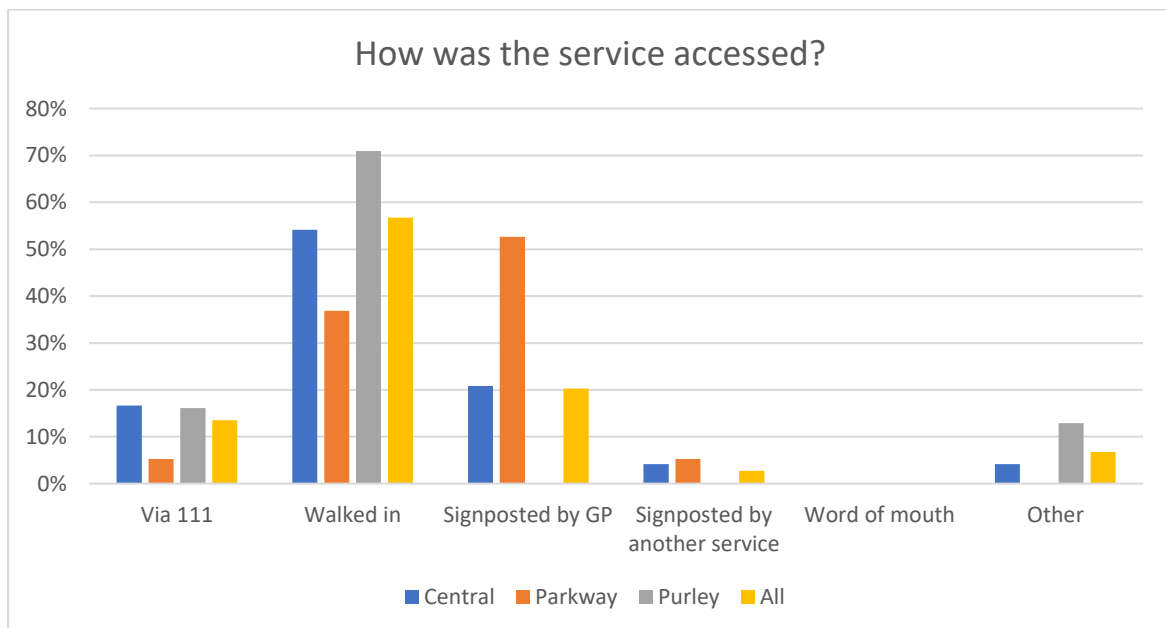
At Purley, most service users accessed the Hub service without an appointment. This may be because Purley was a well-known walk-in service. No service users were signposted to Purley via their GP.

The Parkway Hub saw the largest proportion of service users signposted to the Hub by GPs, and the smallest number of service users arriving via a 111 appointment.

Just 14% of all service users were referenced by 111, with Central and Purley registering 17% and 17% respectively. Only 5% were referenced at Parkway.

At Parkway 42% of respondents (8 service users) told us that they were signposted to the Hub as they were unable to get an appointment with their own GP.

Other ways that Service users located the Hubs included via a Google search engine, a school, a pharmacy and a young person's service.



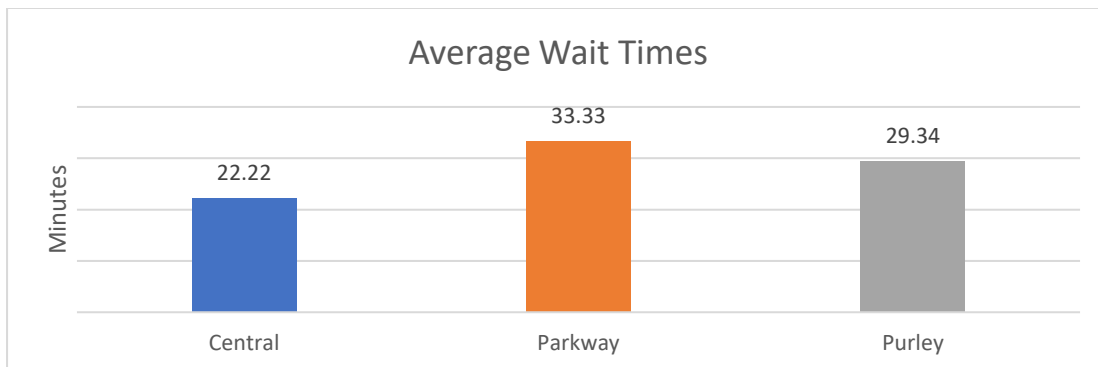
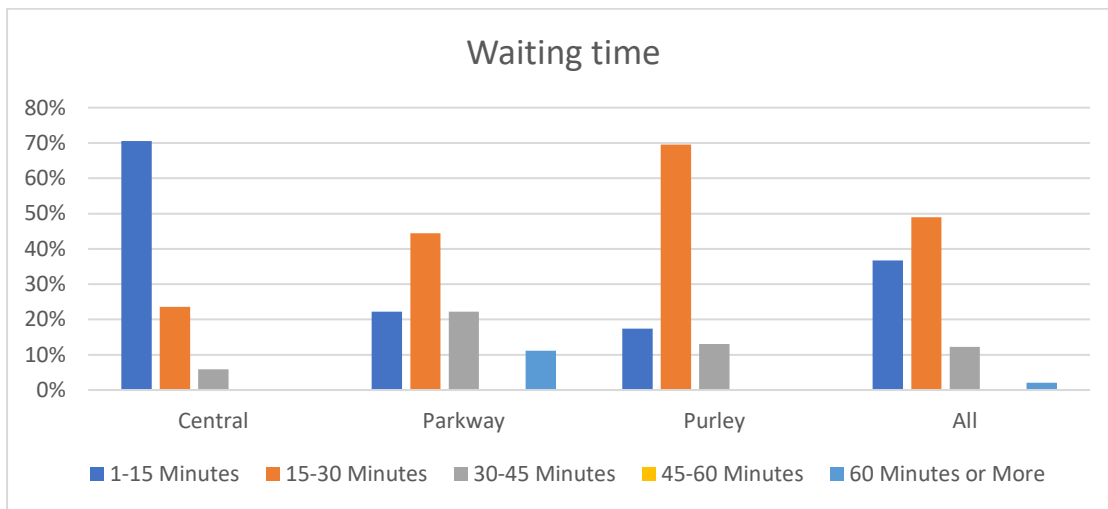
Total: 74

5) Waiting time

Overall 37% were seen within 15 minutes, and 49% were seen between 15 and 30 minutes.

At Parkway a just a service user waited for more than 60 minutes. They were the only respondent who waited for longer than 45 minutes at any Hub, at any time during our outreach. Parkway also had the second longest wait time of 45 minutes. The shortest waiting times were recorded at the Central Croydon Hub. This Hub is not traditionally known as a Walk in Centre, and could be less well known presently, which could explain fewer uptakes of appointments. Purley was the busiest service, which may have resulted in longer waiting times.

Parkway had the longest average wait times, but this may have been reflected by the hour-long wait of one patient.



Total: 49

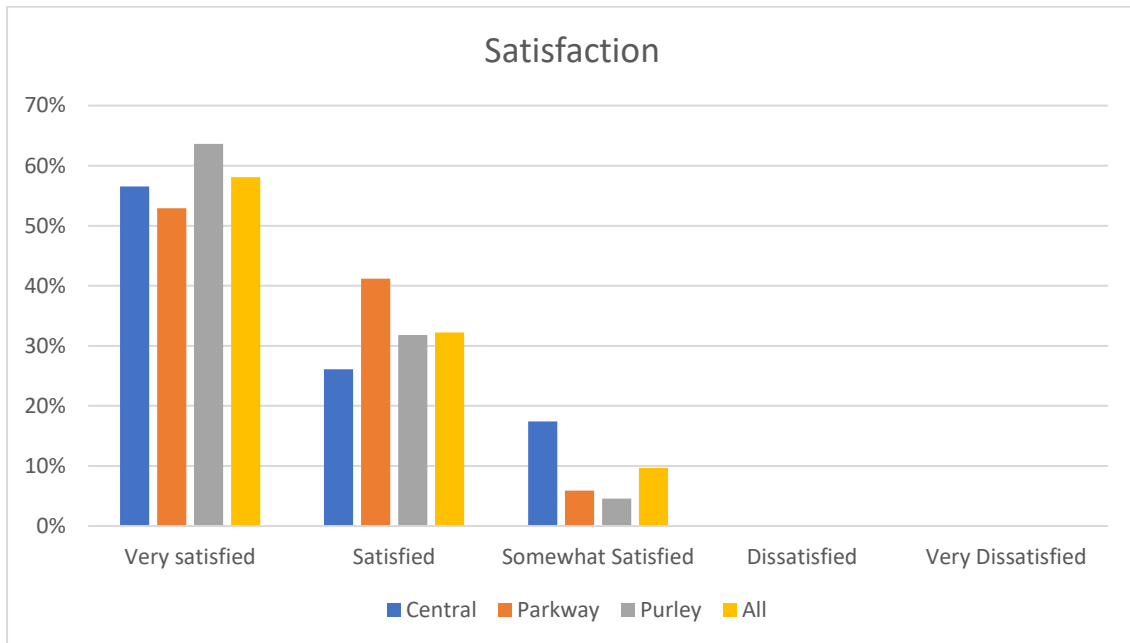
Service User Comments

“Long gap between patients” Parkway Hub

6) Satisfaction

Service users report high levels of satisfaction across the three Hubs.

Where people told us that they were somewhat satisfied, they said that they 'didn't get exactly what we needed', were referred back to their own GP with no treatment, and a longer wait was linked to lower satisfaction.



Total: 62

Service User Comments

“Able to get the right support always” Parkway Hub

“Staff were great. They are alwat welcoming and friendly” Parkway Hub

Conclusion

To conclude, people are generally very happy with the Hub services, but communications at Purley are an issue, particularly clarification of access to the x-ray facility. Suspected fracture patients would benefit from full information clearly displaying the care pathway for fractures at Purley.

This could avoid wasting time queuing to see a Doctor, who will then signpost suspected fractures to A&E. It will be useful to return to the Hubs again in future to see if this issue has been addressed, and also if satisfaction levels remain high as the Hubs become more established.