



# Stockport Local Involvement Network

Kingsgate House, Stockport  
NHS Stockport Visit  
Monday 9<sup>th</sup> August 2010

A report compiled by the Stockport Local  
Involvement Network

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## What is the Stockport LINK?

**The Stockport LINK is a network of groups and individuals from across Stockport coming together to ensure that health and social care services are planned and delivered to meet the needs of the people that use them.**

### The LINK will:

- **Find out what people like and dislike about health and social care in Stockport.**  
We are always here to listen at the LINK Support Office, if you know of a wider health and social care issue in Stockport, let us know. The LINK is proactive in producing questionnaires and feedback forms that are circulated around the Stockport area for a wider balanced view.
- **Suggest ideas to help improve these services and consider specific issues of concern to the community.**  
Because the LINK is made up of Stockport residents, these issues and the ideas to help tackle them are being formulated by you and people representing you. The LINK wants to hear about your experience of health and/or social care services in Stockport.
- **Visit premises in Stockport where care is provided or those providing care to Stockport residents.**  
This is called Enter & View, and is undertaken by trained LINK members. Authorised LINK members can visit care premises to view the quality of care, write a report and feed back to both the organisation providing the care and the wider public.
- **Work with and influence those who make decisions about new services or existing services to help make them better.**  
The LINK has the power to make statutory bodies listen; they are under an obligation to respond to LINK requests and reports within a given amount of time, meaning that the LINK can really make a difference.
- **Be flexible, providing many opportunities and different ways in which you can get involved.**  
One of the great things about the LINK is that you can be as involved as much or as little as you like. From being a Core Group member, attending meetings, participating in Enter & View, participating in subgroups or you can simply choose to receive the Newsletter or provide us with your feedback. The choice is up to you.

## **Kingsgate House**

**9<sup>th</sup> August 2010**

**Report from:** Stockport LINK Enter & View Team

**Visiting Members:** Gerry Wright and Pat Hannah

**Report to:** LINK Core Group

**Report Date:** 25<sup>th</sup> August 2010

**Subject:** Informal Visit

**Appendix i:** List of physiotherapy locations

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### **Introduction**

Kingsgate House is a NHS Stockport run Service in Stockport.

The LINK Team were welcomed by Liz Bradbury, the Service Integration Services Manager for Physiotherapy.

As the facility is so large, the Enter & View Team were only able to cover Tier 2 during their first visit in December 2009. This is the second visit to Kingsgate House for the representatives.

### **Purpose of the visit**

This visit was an information gathering visit following on from their first visit in December 2009 for LINK members to learn about the services available at Kingsgate House and how they are delivered.

### **Building and accommodation**

There appears to be plenty of parking plus a new private car park across the A6 for the building. There is a new sign indicating that Kingsgate is a NHS facility which was recommended in the LINK report from the last visit. The representatives were greeted on arrival by the receptionist who sent them to the wrong floor. It appears she sends all visitors to the 2<sup>nd</sup> floor. Antibacterial gel was available with plenty of signs stating to use, as suggested in the previous Enter & View visit. The structure of the building was very fit for purpose although some consulting rooms were a little small. Around the building access was generally very good but there were some access issues to some consulting rooms.

It is very clean and a nice environment for both staff and patients. The equipment is first class with a gym etc. There are toilets on all floors. Staff meetings are held in the gym, which is not overlooked as it is private. There are 8 well fitted private consulting rooms.

Regarding health and safety the building has good flooring which is very clean. Fire extinguishers are in date and fire doors are marked. The administration areas are restricted due to filing cabinets, which were moved into the area due to reduction on ground floor.

### **About the Service and General Support**

The physiotherapists work at 12 other locations throughout greater Stockport based in health centres and GPs surgeries. Treatment locations are listed in appendix ii. The services that this floor of Kingsgate offers includes: physiotherapy, rehab, wheelchair services and orthotics. Kingsgate have a staff development system which is currently being updated by the PCT. This is causing concern to the professional staff who are required to keep qualifications and such up to date to maintain membership to professional bodies. The Physio dept have been brought in line with all other staff in having CPD time allocated on a pro rata basis. Prior to this the Physiotherapists had 1 session per week each - other staff had 1 session per quarter and are expected to study in their own time outside of this. The system which manages patients has recently changed to a triage system which is undertaken by a contracted party. Using this system, patients are asked to make an appointment and missing appointments by patients leads to them being discharged and they have to visit their GP for a repeat appointment. This has led to 80% reduction in Do Not Attends (DNAs).

The premises are very clean and modern with very good facilities. Space is tight for administration and records as explained previously. Access to the site has been improved for disabled people and further private car parking is available across the A6. Provision within consulting rooms is very good with good privacy and high quality fittings, although some rooms are quite small.

Patients come to floor 1 Kingsgate for rehabilitation through physiotherapy and/or aids i.e. wheelchairs, shoes etc. and to see the podiatrist or specialist diabetes nurses.

Floor 2 Kingsgate sometimes has issues with referrals from GPs. They currently use a triage system run by an outside contractor. On occasion they have problems of patients who do not attend saying they have not received letters from Kingsgate for

appointments. To try to avoid this situation, Kingsgate also advise the GP of the appointment although some contact the patient and some do not.

## **Staff**

Staff numbers reduced recently due to low morale and more job security in the private sector. Liz Bradbury said that the staff are all very loyal and dedicated. They have all expressed concern about patient service. The staff attend training when available which currently very restrictive due to cost cutting. Many of the professional staff are concerned what affect this will have on their professional membership. Staff appear to be re-titled to reduce professional status. The representatives spoke to staff members whilst they were there from both the administration and professional staff. The same thread of concern came through from all staff, which was the reduction in staff training can have a negative effect on patients.

**“All the staff were very loyal and dedicated to the patients and their manager.” - LINK Enter & View Representative**

## **Patients/Residents/Carer/Family**

The representatives were able to speak to the patients and they were all pleased with the service they are receiving to date. They did not speak to any family members. Wheelchair Service have regular staff meetings and team briefing sessions regarding events; the representatives were invited to sit in on this. The representatives feel that the staff work really hard in meeting patients needs. At present, patients have to wait between approximately 6-12 weeks for the provision of a wheelchair, depending on what is required. Urgent referrals and temporary issues are normally dealt within 5 working days. The Service provides equipment for a wide variety of needs, from a standard transit wheelchair to sip and puff controlled powered wheelchairs with custom seating.

## **Conclusion**

The atmosphere at Kingsgate is very pleasant and professional. The staff's underlying concerns are not shown to the patients. They are all very professional people and loyal to their manager who offers first class support. It is a very welcoming area with very pleasant staff. They all come across as a very dedicated group of people who have the patients at heart and they receive letters of thanks, which supports this view. However the representatives feel that the staff are being

undermined and are losing morale. This appears to be directives from the PCT which are imposed without discussion and what appears to be an uncaring attitude.

The staff are concerned about the reduction in the numbers of staff – professional staff lost have been ‘converted ‘ into support staff. . Staff were also concerned about the third party organisations taking over effective systems already in place and replacing them with systems that are not as effective. They are concerned about the operation of these systems and worry about whether they are they cost effective. Staff would like to be consulted on where savings could be made. These changes were made by the Commissioners of service.

“These people are at the pit face and could be very helpful in advising on cost cutting effectively. It would appear that management based at Regent House would gain a lot more from these people if they were not so dictatorial.” - LINK Enter & View Representative

Patients appear very happy with the service to date but it is starting to change and changes envisaged may well lead to dissatisfaction and a poorer service to patients.

## **Recommendations**

### **To Kingsgate**

1. The LINK and Kingsgate to keep in contact with any health & social care issues that may arise.

### **To The LINK**

1. Suggest to Commissioning staff at Regent House that consultation with ground level staff with knowledge of the services will help when reducing services. At the very least, consultation and information given to staff will help with staff losing morale and will allow them to have their say.
2. The LINK and Kingsgate to keep in contact with any health & social care issues that may arise.

The views in this report are of the collective team of Enter & View Representatives who visited Kingsgate House and only apply to the day on which the visit was made.

*Stockport LINK [25<sup>th</sup> August 2010]*

## Appendix ii: List of physiotherapy locations



### NHS Stockport Primary Care Physiotherapy

Service

#### Treatment Locations

Please note that when you have booked your 1<sup>st</sup> Appointment at your chosen location, any follow up appointments will be **at the same location**. **NEW appointments may only be changed once, this is due to the high demand for Physiotherapy.**

**1<sup>st</sup> Floor, Kingsgate**, Wellington Road North, STOCKPORT SK4 1LW  
(Mon – Fri appointments)

#### Smaller Local Venues:

**Bramhall Health Centre**, 66 Bramhall Lane South, BRAMHALL SK7 2DY  
(Mon, Tues, Wed pm, Thurs, Fri)

**Brinnington Health Centre**, Brinnington Road, BRINNINGTON, Stockport SK5 8BS  
(Monday and Wednesday)

**Cheadle Hulme Health Centre**, Smithy Green, CHEADLE HULME, Cheadle SK8 6LU  
(Mon am, Tues all day, Wed am, Thursday)

**Gatley Medical Centre**, Old Hall Road, GATLEY, Cheadle SK8 4DG  
(Mon – Fri appointments)

**Heald Green Health Centre**, Finney Lane, HEALD GREEN, Cheadle SK8 3JD  
(Tuesdays & Thursdays)

**Heaton Moor Medical Centre**, 32 Heaton Moor Road, HEATON MOOR, Stockport SK4 4NX  
(Mon pm, Tues, Wed, Thurs pm)

**Heaton Norris Health Centre**, Cheviot Close, HEATON NORRIS, Stockport SK4 1JX  
(Mon, Wed, Thurs)

**High Lane Medical Centre**, The Village Green, HIGH LANE, Stockport SK6 8DR  
(Every other Wednesday only, all day)

**Hazel Grove Clinic**, Hazel Grove Clinic 253 London Road Hazel Grove Stockport SK7 4PW  
(Tues pm, Wed, Thurs) Access for vehicles is via Torkington Road, then into Beech Avenue.

**Marple Clinic**, Memorial Park, MARPLE, Stockport SK6 6BA  
(Mon – Fri)

**North Reddish Clinic**, 2 Longford Road West, NORTH REDDISH, Stockport SK5 6ET

**Woodley Health Centre**, Hyde Road, WOODLEY, Stockport SK7 2DN  
(Mon, Tues, Wed, Thurs)



Chairman: Mr M J Greenwood CBE Chief Executive: Mr R Poplewell  
Professional Executive Committee Dr D Dawson  
[www.stockport-pct.nhs.uk](http://www.stockport-pct.nhs.uk)



**Other material received from Kingsgate was:**

- Key inspection report
- Service Review Pro Forma
- Appointment for Physiotherapy / Appointment system
- Complaints information
- Typical mobility exercises information
- List of outstations