



# Stockport Local Involvement Network

Kingsgate House, Stockport  
NHS Stockport Visit  
Thursday 12<sup>th</sup> November 2009

A report compiled by the Stockport Local  
Involvement Network

LINK Support is provided by the LINK Support Team at Pebble Enterprises, Labyrinth House, 45  
Middle Hillgate, Stockport, SK1 3DG

Telephone 0161 477 8479 Fax 0161 480 3735, Email [links@pebbleenterprises.co.uk](mailto:links@pebbleenterprises.co.uk)

Website: [www.stockportlink.co.uk](http://www.stockportlink.co.uk)

Directors: Derek Caldwell, Shirley Williams, Neil Slack. Secretary: Margaret Brade

## 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, Stockport**

**Thursday 12h November 2009**

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

**Visiting Members:** Gerry Wright, David Atkinson, Sheelagh Peel, Pat Hannah, Mike Lappin

**Report to:** LINK Core Group

**Date:** 17<sup>th</sup> November 2009

**Subject:** Informal Visit

**Appendix:** Patient and Public Involvement in Health Report from April 2007

---

### **Introduction**

Kingsgate House is a NHS Stockport run Service in Stockport.

The LINK Team were welcomed by Chrissy Sangster, the Associate Director for Planned Services and Alison Hitchen, the Matron for Tier 2.

As the facility is so large, the Enter & View Team were only able to cover Tier 2 during their visit. They hope to revisit to cover Tier 1 in the near future. Tier 2 covered Dental Services and Clinical Assessment including Orthopaedics, Dermatology and Chronic Obstructive Pulmonary Disease.

### **Purpose of the visit**

This visit was an information gathering visit for LINK members to learn about the services available at Kingsgate House and how they are delivered.

### **Building**

The building itself is very good and fit for purpose. As the team only visited Tier 2, this is the only floor they can comment fairly on. They felt that it has a good space and good storage facilities.

The team found an issue with parking. Parking is available for all patients on 3 car parks and instructions are sent out by post prior to their appointment. It was noted that the map of the site was not detailed enough to indicate access to the car parks. There is limited parking for disabled patients. Staff are not allowed to park on the site.

The building was not well signposted from the A6 making it difficult for patients arriving on foot or by private/ public transport. There are signs indicating that Kingsgate operates an NHS service again creating difficulties for the patients new to the provision.

The visitor access was poor. There were building works on the site, which made access through the main door very difficult. This was the responsibility of the landlord. There is poor provision for wheelchairs.

The decoration and general attractiveness of the building was good and the area was clean. Once inside the building the team felt there was good access for patients.

There is room for privacy. There are 14 consulting rooms which are fit for purpose as is the recovery area.

### **Food/Health & Safety**

There is a drinks machine in the waiting room and water dispensers in clinical areas.

It was noticed that the hand washes were out of the way and not labelled so could easily be missed.

Walking areas are in very good order along with fixtures and fittings

All electrical equipment was currently tested to PAT regulations

### **Staff/Patients/Carers**

There is generally a low staff turnover and GPs do sessional work. They do have to recruit some bank staff for some clinics. Staff training is mandatory which includes Vulnerable Adults Training. The staff are encouraged to take up further education through their Professional Development Plans and undertake Annual Reviews. From top to bottom all the staff spoken to were committed and very professional and seemed to be well liked by the patients.

They have a standard PCT complaints procedure but the numbers of complaints received are low. They also do a patients survey every six months. The team were given a copy of the latest one. There were a few complaints received about parking.

Patients are sent appointments raised by Regent House this is in the form of a letter along with a map and transport information etc... Any further treatment deemed

necessary by Kingsgate is by their own appointment system. Again the team were given sample copies.

### **Services Provided**

Tier 2 clinics COPD (Chronic Obstructive Pulmonary Disease) + Oxygen  
Assessment for home orthopaedic + joint injections Dermatology Basic General  
Surgery Consultant lead triage.

### **General Support**

There was a good and friendly atmosphere and the team felt they had been given a complete tour of Tier 2. The building was light and airy with lots of natural light.

There are waiting times of 4 weeks but a maximum of 6 weeks. At the moment dermatology is oversubscribed so waiting times can be up to 6 weeks. The highest "Did Not Attends" are amongst younger patients.

It was noted that the width of doors was good for disabled access but would have to be held open for wheelchair use.

*"I feel we are doing a good job freeing up secondary care" - Staff member*

They have recently made changes to the way appointments are made to make it better for the patients. They choose to book appointments sent by the PCT (centrally from Regent House). They have reduced waiting times for clinics to 6 weeks but budget constraints prevent more developments. There are pool clinical and clerical resources.

### **Conclusion**

The group felt that this is an under resourced provision. They have a 5-year fixed contract with the PCT plus inflation so the numbers of patients they can treat is limited by their budget. However, the facility could cope with more patients all they need is more staff that they feel could be found.

### **Recommendations**

- The entire team agreed that signage is very bad from the road for patients to find Kingsgate. More signage from the A6 on either side of the road. Also on

the actual site there is no signage to indicate that the premises is a NHS Site, could one be erected?

- It was felt that the map was too small and covered too small an area for patients to be able to find Kingsgate. Could a more detailed map be included with patient appointment information including where they can and cannot park.
- Could the free town centre bus could be extended to include a drop off and pick up from Kingsgate House.
- Hand washes - Label anti-bacterial hand washes improved signage within the premises
- Modify the Hold backs on doors to improve wheelchair access.
- Satisfaction Survey - For Kingsgate to publish the results of their survey on notice boards. And send a copy of the results to the LINK
- The LINK would like to arrange another visit again in the near future to view Tier 1.
- LINK would like to thank Christine and her staff for their frank and open answers to our questions the use of the facilities they provided on our behalf and their patients

*Stockport LINK December 2009*



# Patient and Public Involvement in Health

## Visit to Kingsgate House, Stockport

### Re: Clinical Assessment Treatment Service (CATS)

Date of visit: 23rd April 2007

Written by: Alan Watt, with added comments from others on the visit

Forum members, together with a member of the Stockport NHS Foundation Trust Patient & Public Involvement in Health (PPIH) Forum and Aska Begum from the Forum Support Organisation (FSO), visited the CATS Centre at Kingsgate House, Stockport.

We were met, shown around and had discussion with Chrissy Sangster (Associate Director ICATS Delivery) and Alison Hitchen (Modern Matron). Both are very well experienced but fairly new in post.

They are well targeted to meet the required throughput times to meet the Government overall referral to treatment times. We had been invited at a time when the unit was not working and although this gave us clear access to the premises we were not able to see it as we might have liked – in operation.

Generally the rooms are of good size, and seem well equipped with appropriate floors and decoration so as to be easy to keep clear and clean. On the ground floor, which is all that we were shown there are 7 consulting rooms, waiting area, well equipped toilet, administration room, communications room and medical record storage area.

There was a room allocated for the Private Diagnostic Company but as the contract is currently suspended it was not in use.

There was no recovery room or area, which could be used for such.

There is concern regarding the lack of air conditioning; it seems a total area that might be very hot in the summer, and a general lack of storage area, particularly for the number of paper records forecast to accumulate.

Equally on the negative side we imagine that people will have problems getting to and from the centre. There seems very limited parking space, even for just setting down and picking up and Stockport's closest extensive car parks present patients with a stiff uphill walk. In hindsight we should have made further enquiries about this at the time of our visit. The building is just back from the main A6 road.

Access to CATS is from the GPs to the Stockport Primary Care Trust's Referral Centre in Regent House and from there to Kingsgate House if appropriate.

The envisaged waiting time for appointments (2 weeks for dermatology, same day assessment for GP referral letter and response to GP), does not compare with current patient experience (6 weeks wait for dermatology, 5 weeks wait for orthopaedic assessment) and this should be reviewed again as soon as possible bearing in mind the problem of initiating new services.

The Centre is not yet at full capacity but is developing towards covering the General Surgery, Orthopaedics, Gynaecology, Ear Nose & Throat (ENT), Dermatology, Urology, Chronic Obstructive Pulmonary Disease (COPD), Heart Failing and non-complex Oral. The upstairs, which we were not shown, has some dental treatment.

The visit concluded with some open general discussion about some of the principles and objectives at issue, exchanging the objectives of the Department of Health and Stockport PCT and what we felt Patients sought, but no conclusions.

**Support for PPIH provided by Gaddum Centre, Gaddum House, 6 Great Jackson Street, Manchester M15 4AX**

**Telephone 0161 214 3900, Fax 0161 839 8573, e-mail [gaddum@btconnect.com](mailto:gaddum@btconnect.com)**

Gaddum Centre (formerly FWA Manchester) is a Charitable Company limited by Guarantee Reg. No. 1348975, Registered

Charity No. 507162, Chief Executive: Shirley Adams