



Patient Experience at Brants Bridge Urgent Care Centre

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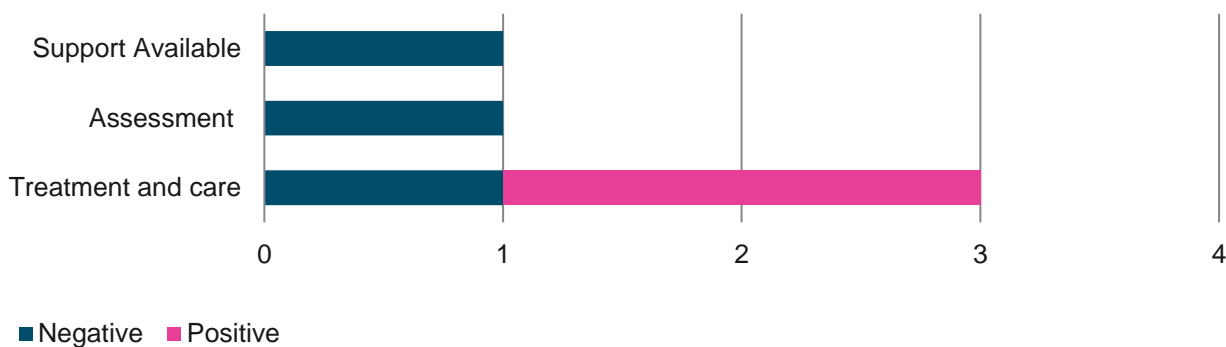
Background

When we attend meetings and engage with the public, we heard that there was a need to better understand people's decision making and choices when seeking urgent care. We wanted to find out more and to share people's experiences to help the system learn and plan accordingly, ensuring people can get the best possible care in the most efficient and accessible way.

Patients can be given an appointment at Brant's Bridge urgent care centre at Bracknell Healthspace when they need an urgent appointment with a GP. Their GP care navigator or I11 can make the appointment and the patient will be seen on the same day. They can also walk-in if they have a minor injury and will be triaged accordingly.

Brants Bridge Urgent Care Centre is open 8am-8pm, 7 days a week.

In the previous 12 Months Healthwatch in Bracknell have received 5 items of mixed feedback about Brant's Bridge Urgent Care Centre.



What we did

We visited Brant's Bridge urgent care centre in December 2024, talking to patients and distributing a survey for completion. In total we spoke to 29 patients and received 21 completed surveys.

We also made observations and completed an accessibility check with a volunteer who has a visual impairment and uses a walking stick on a second visit.

Disclaimer, please note that this report relates to findings observed on the date set out above. Our report is not a representative portrayal of the experiences of all service users. It is only an account of what was observed and contributed at the time.

Summary of findings

Patients expressed high satisfaction with the service at Brants Bridge, appreciating the quick access to care in a convenient location.

All patients were satisfied with their experience of accessing the service, waiting and the care they received.

We observed a calm, pleasant environment with staff and clinicians treating patients with care.

Patient suggestions for improvement included extending the service to allow diagnosis of issues that currently require patients to travel to hospital and allowing walk-ins for illness as well as minor injury.

While the site is largely accessible, Healthwatch recommends addressing the columns in reception, improving the signage directing patients to the lift and the toilets.

Recommendations and response from service providers

| Recommendations | Response from provider |
|--|--|
| The columns in the reception area are not visible to patients who are partially sighted- solutions include re-painting the base of the pillars in a contrasting colour or adding plants/ posters in front of the columns | We have had to forwarded the action to our landlord at Royal Berkshire Hospital. This is now sitting with our facilities team to action. |
| Improve signage in the entrance area, directing patients to the lift and highlighting the lift call button. | We have had to forwarded the action to our landlord at Royal Berkshire Hospital. This is now sitting with our facilities team to action. |
| Improve toilet signage, considering partially sighted patients and people with dementia | We have had to forwarded the action to our landlord at Royal Berkshire Hospital. This is now sitting with our facilities team to action. |

Conduct a full review of accessibility with a local disabled patients' group.

We have had to forward the action to our landlord at Royal Berkshire Hospital. This is now sitting with our facilities team to action.

Thank you for sending through this report. We were delighted to read the positive feedback about Bracknell Urgent Care Centre and the services we provide. -

Tania Omani, Service Manager

NHS Frimley response to Healthwatch EB reports

NHS Frimley appreciates receiving feedback about the services which it is responsible for commissioning. The three reports for Brants Bridge Urgent Care Centre, Slough Urgent Care Centre and St Marks Urgent Care Centre highlight the positive work of our provider colleagues as well as some areas for improvement.

Two of the sites hosting these services are co-located in shared buildings, demonstrating NHS Frimley's commitment to ensuring services are joined up and accessible within the community. These services support patients where appropriate to be seen more quickly, dependent on their clinical needs after triaging, this ensures patients who require continuity of care can access this. The Slough Urgent Care Centre was developed as a pilot, the feedback provided through this report will be utilised as part of evaluating its effectiveness.

The responses from patients demonstrate they are accessing these services using the routes promoted by the NHS locally, in turn supporting them to be triaged to the most appropriate service.

The feedback highlights areas where we can continue to support development, including working with the landlords to improve accessibility and ease of navigation, as well as ensuring patients have clearer expectations of the sites and why they have been booked into them."

Patient Feedback

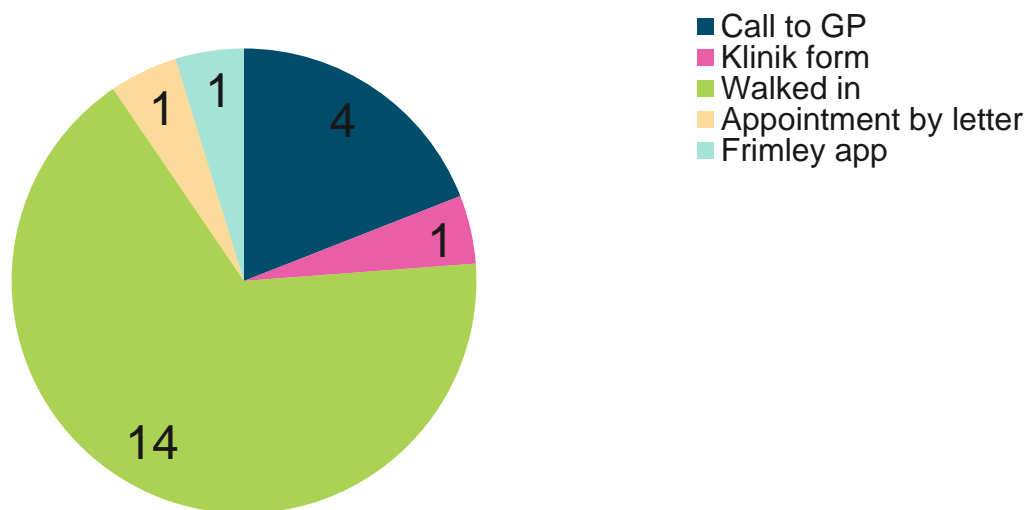
14 patients who filled in a survey were attending for treatment of a minor injury

6 patients who filled in a survey were attending to see a GP

Access

We asked patients for feedback about how easy it was to access the urgent care centre.

How did you access the service today?



Were you happy with the way you accessed the service?

100% of patients were happy with the way they accessed the service

What did you like?

Came at 9am and was seen within 10 minutes. Very quick, excellent service

Easy, school said to come here as she was injured in PE

Very easy. For under 5's you have to use the Healthier Together app, not the Klinik form. They called me back really quickly and made an appointment here. Very good

Went to the GP practice at 8am to get an appointment. Waiting in the phone queue takes too long. Happy with access

Waiting for appointments

5 patients told us that they had a booked appointment with a GP and were seen on time

1 patient told us they had a booked appointment with a GP but needed to wait in the waiting area as the appointment was not on time.

14 patients walked in and waited to be seen.

The waiting room was spacious, and the seating was comfortable. There were different areas so that people who wanted to stay away from other patients could do so. There was a café which is visible from the waiting area, so patients were able to get food and drinks.

There was a children's area with a colouring station. We did not see any of the children using this area despite there being several in the waiting room. Some easy to clean toys like building bricks might have been more appealing.

The area around the reception desk was clear and reception staff dealt with patients quickly.

Patients who walked in were seen and triaged quickly- one did not even get to sit down! They then had x-rays or were seen by a clinician. The longest time a patient was in the waiting area was 1 hour and 30 minutes.

Were you happy with your experience of waiting?

We asked patients about the experience of waiting. 100% of patients were happy with their experience.

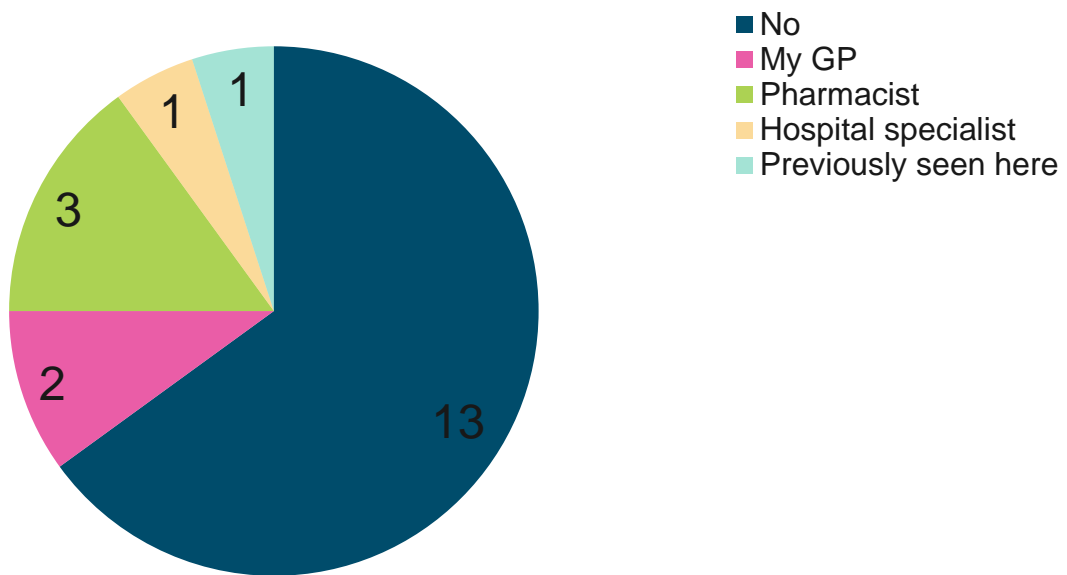
Very happy, short wait to be triaged then another few minutes and I had an x-ray. Unbelievable really

Here with 2 young children and there is enough space for them, a buggy and me in the waiting area

Beautiful space, did not know this was here so I am pleasantly surprised by how nice it is

Comfortable and Wi-Fi is good. Quick to be seen

Before coming here today, had you used any other health service for this issue?



Satisfaction with treatment and care

100% of people who had seen by a GP or other health professional were happy with the care they received. People particularly praised the staff and receptionists for making them feel welcome and at ease.

Nurse was helpful, attentive.

Good parking, excellent staff. Really felt taken care of

Very quick and good service. The GP diagnosed the problem and prescribed meds which have been sent to a local pharmacy so we can collect on the way home. Happy customers.

Any other feedback?

People were happy with the service with some ideas for improvements suggested.

This service is brilliant, waiting times are short. We are so fortunate to have it, if you look at places like America they would dream of this. It works really well- don't change it

Quiet, calm and a nice feeling

Receptionist very nice and friendly

Suggestions for improvement

It would be good if they could have a full A&E service here. It is much easier than going to Reading

Never had any problems coming here but it would be good if they had more equipment like scanners, so we don't need to get sent to Reading or Frimley

Walk in for illness as well as injury would be helpful

Accessibility

Exterior and entrance to the building

There is a free car park which was appreciated by patients.

On arrival the entrance is well signposted. There are stairs leading up to the reception and waiting area. There was no signage to show where the lift is located.

Upon finding the lift, the button to call it was unclear to our partially sighted volunteer. The lift button sits next to a control panel, and they initially could not see the button and assumed one of the buttons on the panel would call the lift.



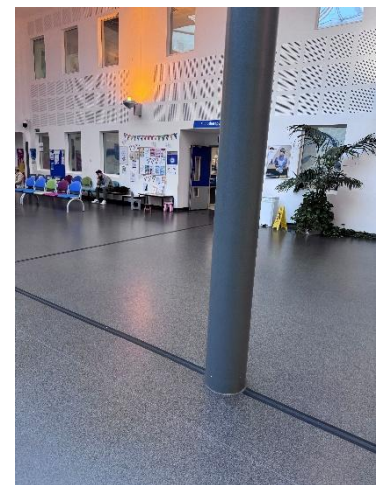
Reception Area

The area around the reception desk was spacious and there was plenty of wheelchair access at the desk. Now that the infection control screen has been removed from around the reception area it's much easier for people to communicate and for the receptionist to hear those people visiting the desk.

The pillars in the reception area are the same colour of as the floor which makes it difficult to see them for people with sight loss. Our volunteer was involved in a previous accessibility check when the centre first opened where this was highlighted.

Using a contrasting colour for the base of the pillars or placing a plant/ object next to them will pose less of a risk to people with sight loss.

We were told that there have been some accidents in the past.



Waiting Rooms

The waiting area was comfortable with plenty of seating and a light, airy feel. There is a lot of surrounding space so someone who wanted to practice social distancing could easily do so.

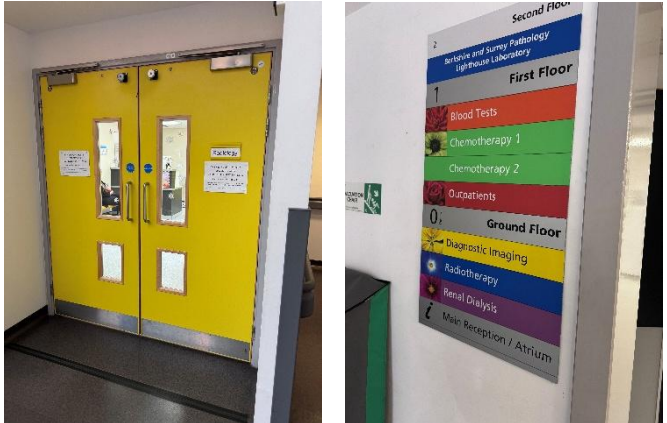
The door to the consulting rooms was heavy and may be difficult for some people with physical mobility issues. The receptionist told us that the health professional would help patients who needed assistance with the door.

If patients make the receptionist aware that they have hearing loss, a note will be added to their file and the doctor or nurse will make sure they come out to collect the patient from the waiting room rather than calling their name.

Signage

Way finding was made easy due to multicoloured signage that relates to the door colours used for different departments.

Our partially sighted volunteer found this easy to navigate. If not already done, it would be useful if this information was included in letters to patients or on the app. ie Head to the yellow zone



Toilets

The toilets were not signposted well, and our volunteer could not identify them as toilets initially. They had a small silver male/ female symbol with no additional information. The reflection of the silver background makes it difficult for people with sight loss to see.

We saw a good example of toilet signage at St Mark's urgent care centre which is visible from a distance and dementia friendly.

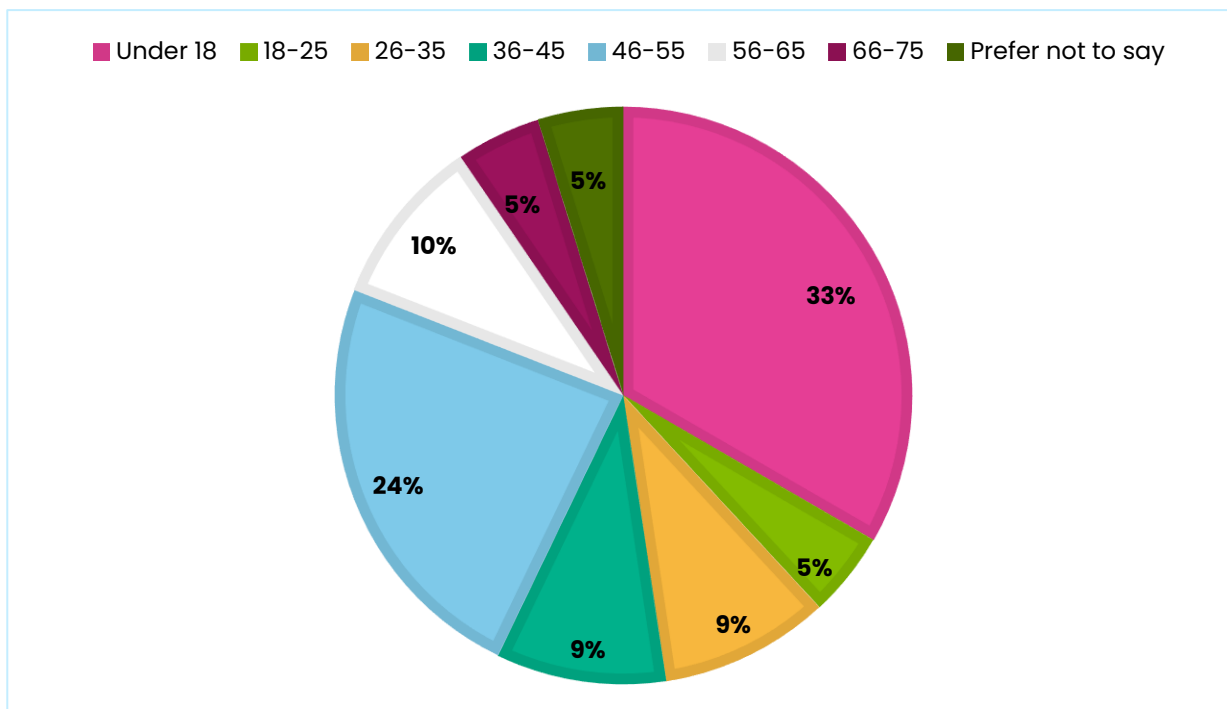


Example of toilet signage at St Mark's Urgent Care Centre

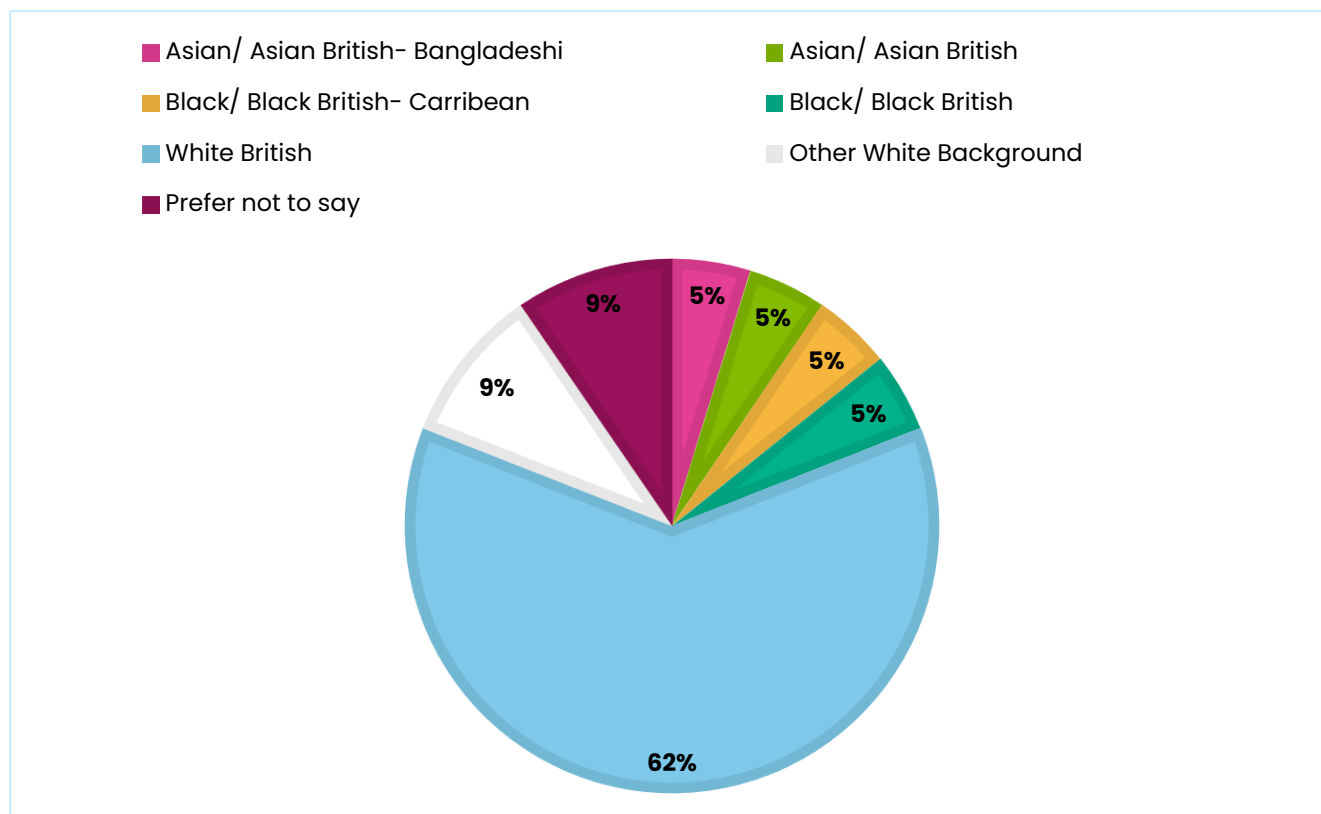
The disabled toilet was spacious with a contrasting-coloured seat. The emergency pull cord was in place.

Appendix 1- Demographics

Age



Ethnicity



Please tell us your sex recorded at birth

11 people were female, 10 people were male.

Please tell us if you are an unpaid carer

16 people told us they were not an unpaid carer, 3 people were an unpaid carer, 2 preferred not to say.

Please tell us if you have a disability

18 people did not have a disability, 1 person did, 2 preferred not to say.

Please tell us if you have a long-term health condition

16 people did not have a long-term health condition, 4 people did, 1 preferred not to say.

Please tell us if you consider yourself to be neurodiverse

17 people did not consider themselves to be neuro-diverse, 1 person did, 3 preferred not to say.

Please tell us your sexual orientation

18 people were heterosexual/ straight, 3 people preferred not to say.

Is your gender identity the same as your sex recorded at birth?

20 people had the same gender identity recorded at birth; 1 person preferred not to say.



healthwatch

Bracknell Forest

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