

Hospital of St Cross, Rugby - Outpatients Department Thursday 12th February 2015

Report Background

Healthwatch Warwickshire were invited by University Hospitals' Coventry and Warwickshire to visit the Hospital of St Cross, Rugby as part of their Patient Experience Week.

The visit took place in the Outpatients Department on Thursday 12th February 2015 between 9.30am and 3.00pm.

A team of four Authorised Representatives visited the Outpatient Department and spoke with patients, carers and visitors about their experiences of the Hospital of St Cross. We also observed the physical environment of the hospital.

The purpose of the visit was to capture the views of the people who use the service and make recommendations to the Hospital of St Cross on how they can improve the service for their patients, carers and visitors.

You can find out our recommendations at the end of this report.

Physical Environment

The Hospital of St Cross is located on Barby Road, Rugby. There are two entrances by road to St Cross, one to the Day Surgery and Blood Taking Unit and the second to the Main Entrance. Pay and display car parking is available via the two entrances. Parking charges are as follows;

0-30 minutes FREE - a ticket must be obtained from the machine

Up to three hours £1.60

Between three and five hours £4.30

Between five hours and 24 hours £7.00

The hospital can be accessed by bus from Rugby town centre. Route GA02 provides an hourly daytime bus service to the hospital (Monday to Saturday) from North Street and Rugby Railway Station. Bus service 85 and 585 running from University Hospital Coventry and Warwickshire to the Hospital of St Cross also serves Newbold, Harborough Magna, Pailton, Brinklow, Coombe Country Park, Ball Hill and Pool Meadow.

Upon entering the Hospital of St Cross through the main entrance you immediately enter the Outpatient Department. Reception is located on your left and the area also provides a spacious waiting room and a café serving hot and

cold drinks and snacks. The Reception desk is located away from the main waiting area providing privacy for patients.

There was an electronic board display in the Outpatient waiting room displaying current waiting times. Due to a technical issue on the day of our visit there were long delays for some clinics. This was clearly advertised on the board and we also observed staff updating patients throughout the day on the wait times and reasons behind this.

The decoration in the Outpatient Department was showing signs of wear and tear, however the waiting room was clean and functional.

We did observe a number of patients and visitors who were experiencing difficulty in locating the correct department for their appointment. The Friends of St Cross Volunteers offered an escort service to patients and visitors to assist them in reaching the correct location for their appointment.

Toilets were available in the waiting room. We did experience unpleasant smells emanating from the toilets on a couple of occasions during our visit. Hand sanitizers were available throughout the department.

There was an information area available in the waiting room providing leaflets on aspects of health, social care and relevant information such as public transport timetables. There is also an information desk which was manned by the Friends of St Cross Volunteers throughout our visit.




Questionnaire Results

Outpatients Department - 12th February 2015

Number of Respondents: 63

Question One

How would you rate the Hospital of St Cross on the appointment booking system?

Good 	Average 	Poor 
51	8	2

Additional Comments

2 People did not respond to this question.

“Really helpful”.




“Excellent”.

“They cancel 30 minutes before your appointment - disgusting”.

“For my appointment I could not choose dates over the phone. The communication via post made the process inefficient and slow”.

Question Two

How would you rate the parking at the Hospital of St Cross?

Good 	Average 	Poor 
44	10	3

Additional Comments

6 people did not respond to this question.

“Have to pay now”.

“Reasonable price”.

“Disabled parking should be free”.

“Too expensive”

“Charges should be whole pounds not part!”




“More disabled spaces needed”.

“Being able to pay by card would be handy”.

“Disabled parking could be better signposted”.
 “Sometimes you can park, hit and miss. Busy early mornings”.
 “Not enough spaces”.
 “Very good”.

Question Three

How would you rate the access to the Hospital of St Cross by public transport?




Good 	Average 	Poor 
9	8	4

Additional Comments

42 people did not have any experience of public transport to the surgery and did not respond.
 “Only one bus”.
 “Not great”.
 “Used buses before, long wait”.

Question Four

How would you rate the cleanliness/hygiene at the Hospital of St Cross?




Good 	Average 	Poor 
55	5	2

Additional Comments

1 person did not respond to this question.
 “Much better than experiences at other hospitals”.
 “Has improved since 5-6 years ago”.
 “Very good. Always see people going around with mops”.
 “Always seems clean, just needs a bit of an uplift”.

Question Five

How would you rate finding your way around the Hospital of St Cross?




Good 	Average 	Poor 
39	19	4

Additional Comments

1 person did not respond.
 “On our first visit the Friends of St Cross were most helpful”.
 “Bit spread out - only visit certain areas”.
 “Can be a little confusing”.
 “Signposts are not clear”.
 “A bit like a maze - signage could be better”.
 “Very helpful nurses”.
 “All areas joined. Easy even if you park at wrong end”.

Question Six

How would you rate your Doctor/Specialist or Consultant at the Hospital of St Cross?

Good 	Average 	Poor 
51	2	1

Additional Comments

9 people did not respond to this question.
 “Excellent”.
 “A bit terse”.
 “Depends on who you see”.




Question Seven
How would you rate the professionalism of staff across the Hospital of St Cross?

Good 	Average 	Poor 
59	2	0

Additional Comments

2 people did not respond to this question.
 “Really impressed with staff when had day surgery”.
 “Excellent”.
 “Nursing staff very caring/brilliant”.
 “Always good”.




Question Eight
How would you rate the punctuality of appointments at the Hospital of St Cross?

Good 	Average 	Poor 
22	27	10

Additional Comments

4 people did not respond to this question.
 “Really good”.
 “Depends on time of day”.
 “Sometimes delays but signs used”.
 “Can vary - consultants sometimes come in from Coventry and get stuck in traffic. They run behind frequently”.
 “Sometimes good, sometimes bad”.
 “Bit late sometimes”.
 “Why do they give you a specific time?”
 “Every time I come my appointment is late”.
 “Can wait a very long time”.
 “Not good”.




Question Nine
How would you rate the Hospital of St Cross at involving you with the decisions about your care?

Good 	Average 	Poor 
45	10	1

Additional Comments

7 people did not respond to this question.
 “Dependant on who you’re here to see”.
 “Don’t necessarily have a say but decisions fully explained”.

Question Ten
How would you rate overall, the quality, care, treatment and service from the Hospital of St Cross?

Good 	Average 	Poor 
49	10	0

Additional Comments

4 people did not respond to this question.
 “Would choose as a preferred hospital again”.
 “We’ve always found this hospital excellent”.
 “Excellent”.
 “Superb”.
 “Very satisfied”.
 “Very good”.
 “It’s wonderful”.
 “Good parts and bad parts”.

Other Comments Received

“We’ve always had a very positive experience, we’ve found all the staff friendly and helpful”.

“Facility could be used more and better”.

“Highly professional and caring staff throughout the morning I was here for day surgery”.

“My experiences of St Cross have always been top class and have saved my life on at least one occasion”.

“Concerns with the closure of A&E due to the location of ambulance station and changes needed due to housing developments”.

“Friendliest hospital known. Makes a difference. You are a person and not just a number”.

“Got excellent volunteer staff. Nearly always someone here to help people”.

“Waiting area could be bigger, can get crowded at busy times”.

“Good overall, very complex site. Good maps, signposts and helpful nurses everywhere”.

Recommendations

- That the Hospital of St Cross address the concerns raised by Patients regarding the signage around the hospital. One option for this could be involving the Friends of St Cross to complete an audit of signage around the hospital identifying those signs which are confusing or not fit for purpose.
- The Hospital of St Cross introduce a comments, complaints or concerns box in the waiting area to allow patients the opportunity to express their opinions on the service they have received. This could be supported by a “You Said, We did” board showing improvements that have been introduced as a result of patient feedback.

Date of Enter and View Visit	Thursday 12 th February 2015
Authorised Representatives	Michelle Williamson Jen Cooke Alison Wickens Sue Tulip
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