

Enter and View Report

Place visited: Acorn (Out-patients), Diana Princess of Wales Hospital, Grimsby

Registration Details:

Diana, Princess of Wales Hospital (DPOW) provides medical, surgical, critical care, maternity, children's and young people's services for people across North East Lincolnshire. The hospital also provides accident and emergency (A&E) and outpatients' services.

Date: 13 July 2015

Visited by: April Baker, Mary Morley and Freda Smith

Acknowledgement:

Healthwatch North East Lincolnshire would like to thank the patients, visitors and staff for their contribution to the Enter and View programme.

Disclaimer:

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all patients and staff, only an account of what was observed and contributed during the visits.

What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in

accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

Purpose of the visit

This visit is provided in support of an agreed approach with Northern Lincolnshire and Goole Foundation Trust to explore how the individual's dignity is respected in this care setting and to identify good practice.

Strategic drivers

This visit upholds the strategic aim of Healthwatch North East Lincolnshire to:

- listen to the voice of local people.
- ensure that such views influence the improvement and quality of local health and social care provision.

Methodology

The three Enter and View representatives stayed together as they visited this out-patients. The appended questionnaire was used in interviewing patients and in making observations. However, it became clear that the questionnaire in this format is more appropriate for in-patients than out-patients and future questionnaires for out-patients will be amended to better reflect that situation.

Before speaking to patients, a check was made to ensure that any patient who may have struggled to answer questions accurately was not interviewed. An explanation of the aims and purpose of our visit was made both to the senior ward member of staff on duty and to patients prior to interview. Enter and view cards were made available to patients on request. The visits was facilitated by the Patient Experience Practitioner.

Summary of findings

- No major issues emerged regarding patient experiences in this area except for occasional length of wait to be seen.
- Two patients made comments about their perceptions of consultant attitude towards their previous miscarriages and we have asked for a response on this.

Results of Visit:

General observations

The décor and hygiene/cleanliness in out-patients generally appeared satisfactory. A children's play area was available. No trip hazards were evident. Staff appeared smart and all wore ID badges. Privacy is maintained through the use of individual consulting rooms.

Safeguarding

No safeguarding issues emerged on this visit.

Additional findings

None.

Patient Interviews

A total of 7 patients were interviewed in this setting.

Patient Understanding

All seven patients felt that staff had explained why they were visiting the hospital and about their treatment and felt able to ask further questions about treatment if needed. All patients felt that staff introduced themselves to them but one stated that this was most of the time and not always.

All patients felt that discussions on their treatment were made in a way which protected their confidentiality through the use of individual consulting rooms. None had overheard discussions about other patient's treatment.

Meeting patient needs

As this was an out-patients, 4 patients felt that questions about their practical and personal care needs being met were not applicable but 3, possibly looking back on previous in-patient experiences, did say that they had had a chance to say how they wanted their practical and personal care needs to be met.

Raising concerns

No major concerns were raised by out-patients and they felt that they could talk to someone if they had to. The main issue raised was about timeliness of appointments with one male partner complaining about a 50 minute wait, another patient citing one hour wait with no explanation given for the delay and another noting that the consultant was running late. In contrast, another said they only had to wait 10 minutes for a scan, one that care was respectful and they did not have long to wait and another that there were no problems at all.

Meeting nutritional needs

As with 'meeting patient needs' some respondents felt that questions in this section were not applicable but, again, some did respond. Two said they had been asked about diet and one had been left a menu card. However, two out of the three said that staff had not checked whether they had had enough to eat and drink. As it is unclear whether respondents were describing their out-patient experience or looking back on previous in-patient stay, these findings should be treated with caution.

Satisfaction

Six rated their care as excellent, one as good and none as satisfactory, poor or very poor. Positive comments included a patient very happy with their treatment, one that it was all good with no problems and another that they were well cared for even though it was very busy.

Two comments were made about the attitude of their consultant. One stated that as an in-patient she had not been treated sympathetically by the consultant over her previous miscarriage. A second also spoke about having had a miscarriage 4/5 months ago and described the attitude of the consultant when on Laurel as 'cruel' and that, at the time, she was too upset to complain. As these are two similar concerns, we would be grateful if you could comment on them.

Recommendations

We were generally happy with the standards of care in this out-patients and the levels of patient satisfaction. However two respondents raised concerns about a perceived lack of sympathy by the consultant to their previous miscarriages and we would recommend that you:

- Comment on the perceived attitude of the consultant and ensure he is made aware of these concerns.

Service Provider response

We would firstly like to thank Healthwatch North East Lincolnshire for the support in providing an independent review of the area visited on the 13th July 2015.

We value this external view and feedback that this visit offered us and would like to offer the following response based on the report presented to us.

We are pleased to hear that overall the visit appears to have gone extremely well and that of the patients spoken to, the majority were satisfied with the standard of care provided.

We would like to offer some assurance on the point raised in the report:-

1. Perceived lack of sympathy by a consultant to previous miscarriages – the senior management team have been asked to ensure staff are aware of comments made and to be mindful of their approach and manner

We look forward to our further work together to improve patient care across North East Lincolnshire.



Enter & View- Diana Princess of Wales Hospital - Dignity & Respect

Name of Ward

Bay

Name of person completing form

Purpose of Visit	To explore how the individuals dignity is respected in this care setting and to identify good practice
Aim of Visit	
<p>Our aims were:</p> <ul style="list-style-type: none"> a) To observe the environment and routine of the ward with a particular focus on how well they supported the dignity of the patients b) To speak to as many patients as possible about their experience on the ward, focusing specifically on the personal interactions with ward staff and others providing their care and treatment c) To speak to family members visiting the patients about their perspective on the care provided d) To speak to members of the ward staff about running the ward 	

Running of the Ward:

Matron/Senior Nurse spoken to:

Normal nursing complement:

Patient group(s) treated:

Any points to be aware of including patients not to interview:

Observations Checklist

What do you see? please remember to comment on the following:-

- Décor of ward (welcoming?) and layout of communal areas (does it encourage interaction?)

- Do you see any trip hazards or other areas where safety might be at risk?

- Appearance of service users and staff.

- Do staff take people to somewhere private when providing personal care?

- Do staff wear ID badges?

- Hygiene/Cleanliness of the ward area

- Do you see Vulnerable Patients being assisted with meals

Safeguarding

Were there any safeguarding concerns identified during the enter and view visit?

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies.

Enter & Review Representative Patient Interview

I am an Enter & View representative for Healthwatch North Lincolnshire which is an independent watchdog that keeps an eye on health and social care services. We take views from local people to find out what works well and what doesn't and we use this to improve services.

We are visiting today to find out if our local hospital respects and maintains the privacy and dignity of its patients. Once the interviews are completed we will compile a report that will be published. All the comments we receive will be kept anonymous, but we would look to include them in the report. We don't use people's names in our reports or when we discuss the findings. This will not affect your care in any way. Can we ask a few questions? If you want to stop the discussion at any point, just let me know.

Respecting and involving People who use the service

Patient Understanding	
1(a) Did staff explain why you are in hospital and your treatment to you clearly?	Yes No
1(b) Did you feel able to ask further questions about your treatment?	Yes No
2 Do the nurses and doctors introduce themselves to you?	Yes No
3(a) Do you feel when your treatment is being discussed with you it is conducted in a way which maintains your confidentiality	Yes No
3(b) If no, what alternative would you like to see being offered?	
4(a) Have you overheard information about another patient? (for example, on the phone, at nurses station etc)	Yes No
4(b) If answer is Yes, what type of information? Briefly explain:	

Meeting Your Needs

5(a) Have you had a chance to say how you want **your practical needs** to be met e.g. extra towels or pillows, cultural needs, contacting relatives?.

Yes No

5(b) If no, give examples:

6(a) Have you had a chance to say how you want **your personal care** needs to be met e.g. help with toileting, washing, changing, combing your hair?

Yes No

6(b) If no, give examples:

Raising Concerns

7 Have you had any concerns? If so were you able to talk to someone about them? (explore if appropriately/sensitively)

8 Do you feel that family/friends are able to comment to staff on your care and that they will be listened to?

Yes No

9 Is your care given in a respectful, timely way e.g. help with personal care, ringing bell more than once, waiting a long time for things, does it happen often?

Meeting nutritional needs

10(a) Have you been asked about your diet i.e. the food and drink that you prefer?

Yes No

10(b) Were you listened to?

Yes No

11 Do the staff check/ask if you had enough to eat and drink?

Yes No

Satisfaction

12(a) How would you rate the care you have received?

Excellent Good Satisfactory Poor Very poor

12(b) Please give a reason for your answer:

13 Is there anything else you would like to tell us about your stay in this hospital?

Any other Comments including from staff members/relatives (please identify who provided these comments ie staff /care family member/friend)