

Healthwatch Cheshire West Enter and View Report - NHS	
Enter and View Visit to	X-ray Department Countess of Chester Hospital
Date	25 <sup>th</sup> February 2016
Authorised Representatives	Margaret McDermott Andrew Firman
Staff Present	Linda Williams (Radiology Manager), Jonathan Grant (Radiographer MRI) and Dr. Abbott
Background	<p>The X-ray dept. is situated on the ground floor of the hospital and offers the following facilities within the department -            Plain Imaging, CT scanning (X-ray computed tomography), MRI (Magnetic Resonance Imaging), Nuclear medicine- radio-isotope scanning, U/S scanning - abdominal, vascular and obstetric, Interventional/Vascular service and Fluoroscopy.</p> <p>Breast Screening /Symptomatic breast imaging and obstetric ultra sound were not visited as they are in separate areas. All information about the department is on the hospital Radiology site and is up to-date.</p>
Overall Impression	We were shown around the department by Jonathan Grant, Senior Radiographer, who was very helpful. We saw a well run efficient department that was well decorated, clean and generally very tidy. All staff wore name badges; changing cubicles were private and well stocked with clean gowns and dressing gowns. There was a separate waiting area for ward patients. The interventional suite was accessed by a separate entrance lowering the risk of cross infection.
Any ideas or suggestions for improving service?	<p>We noted several points, which we felt should be addressed:</p> <ul style="list-style-type: none"> <li>• On arrival we both walked past the department entrance as the arrow on corridor pointed straight ahead.</li> <li>• The waiting room for general radiography was adequate; however, we noticed a small area under the seats which needed attention and also a broken arm on a chair. There was only one designated space for a wheel-chair user; Representatives felt that this did not look large enough.</li> <li>• There was a general lack of pictures/decoration giving a clinical look to the department. We saw no area for children to wait and no toys available to amuse them.</li> <li>• Cannulation room situated in the MRI unit was cluttered and untidy and Representatives felt, not really fit for purpose.</li> <li>• We were told by Jonathon and Linda that at times the department was very busy with Out Patients Department (OPD) patients all arriving together, they felt this situation could be eased by OPD changing their procedures and would be happy to discuss this with them.</li> <li>• On arrival in the department Representatives observed that a great deal of space was taken up by individual radiologist's offices. Space is at a premium and room is needed for another scanner; this could be found by making a central reporting hub for radiologists and advanced practitioners.</li> <li>• The coffee area in the CT control area was untidy and cramped.</li> <li>• Reducing the time taken to report back to GPs from their referrals to seven days after the patient is seen.</li> </ul>

### Welcoming

A warm welcome was given to us and staff throughout - staff being helpful and friendly.

### Safety

- Infection control notices and instructions were prominently displayed and the department was clearly signed to the various modalities.
- Each area had its own designated porters.
- Staffing levels seemed to be acceptable and Linda told us that four more radiographers were currently being recruited. Staff work a 24 hour shift system for A/E and an on call system for CT and MRI.
- All policies (eg. manual handling, H/S etc.) were prominently displayed for staff.
- We observed an excellent disabled changing room.
- The department was clean and all protective items appeared checked regularly.

### Caring and Involving

All staff we observed showed dignity and respect towards their patients.

### Well organised and calm

As previously mentioned the department fulfilled this.

### Additional Comments

We would like to thank Linda Williams (Radiology Manager), Jonathon (Radiographer MRI) and Dr. Abbott for their time and answering our questions openly and helpfully.

We chatted to Linda Williams who on her wish list told us that they needed another scanner but space was a problem. They were trying to improve their reporting times, mainly for GP patients.

We talked to Dr. Abbott, who told us they had 17 radiologists but he was not sure how many full time radiologists there were, maybe 14. Some reporting was out sourced including to Australia. The latter arrangement could result in reports being received the next day as a result of the time zone difference. CT and MRI slowed reporting down. With GP referrals, reports could take up to 4 weeks to be sent. The department was aiming to appoint four more radiologists and to reduce this time to 7 days.

### Feedback from Provider of Service

**We noted several points, which we felt should be addressed:**

- “On arrival we both walked past the department entrance as the arrow on corridor pointed straight ahead.”
  - ***I took a look at this and agree the arrow can be misleading so have asked estates to consider changing it.***
- “The waiting room for general radiography was adequate, however, we noticed a small area under the seats which needed attention and also a broken arm on a chair. There was only one designated space for a wheel-chair user; Representatives felt that this did not look large enough.”
  - ***The broken chair has now been repaired. I have made a larger space for the wheelchairs, however have also asked estates to consider prevent the current seating from being moved as often the seating is move by staff and patients to encroach on the wheelchair space.***
- “There was a general lack of pictures/decoration giving a clinical look to the department. We saw no area for children to wait and no toys available to amuse them.”
  - ***Getting the balance between having pictures etc and either looking cluttered or too clinical can be difficult. However, our paediatric specialist radiographer is investigating creating a more child friendly environment with additional pictures and toys that comply with infection control regulations***
- “Cannulation room situated in the MRI unit was cluttered and untidy and Representatives felt, not

really fit for purpose.”

- ***I think this maybe the CT cannulation room, (we don't have an MRI one), I agree this is not fit for purpose and have just received a quote for it to be refurbished.***
- We were told by Jonathon and Linda that at times the department was very busy with Out Patients Department (OPD) patients all arriving together. They felt this situation could be eased by OPD changing their procedures and would be happy to discuss this with them.  
On arrival in the department Representatives observed that a great deal of space was taken up by individual radiologist's offices. Space is at a premium and room is needed for another scanner; this could be found by making a central reporting hub for radiologists and advanced practitioners.
  - ***We have plans in place for a 'reporting hub' to be in place by this summer and for consultants to begin sharing office space.***
- “The coffee area in the CT control area was untidy and cramped.”
  - ***I have asked the staff to keep this area tidy and less cluttered.***

Linda Williams 04/04/16