

St James University Hospital

Outpatient 7 & 8
Cardiology Chancellor Wing

November 2016

Healthwatch Leeds is here to help local people get the best out of their local health and care services and to bring that voice to those who plan and deliver services in Leeds.

Introduction

This piece of work is part of our ongoing outpatient's project to gain people's views and experiences of attending outpatients' appointments at Leeds Teaching Hospital NHS Trust (LTHT) between May 2016 and December 2017. This report summarises the findings of our visit to St James' Hospital outpatient 7 & 8 and is the second in a series of visits we have planned over the next 18 months.

Our focus for the outpatient project is to look at the quality of information and communication patients receive before and during their appointment, waiting time concerns and physical access including parking. Each outpatient clinic/ department we visit will receive a brief report of the findings and any suggestions for improvements.

Why we did it?

Healthwatch Leeds has received feedback from members of the public relating to concerns about Leeds Teaching Hospital Trust's (LTHT) outpatient departments. In addition to this, LTHT has recently implemented several new systems which are available to outpatients. These include self-check-in machines, a text reminder service and an online appointment cancellation facility. As there has been no recent data relating to patient satisfaction with these services, LTHT agreed to work in partnership with us to review its outpatients' services across Leeds.

What we did?

During November 2016 we carried out 4 visits to outpatient 7 & 8 at St James Hospital. We gathered views and experiences from patients, carers and/or relatives in the waiting areas. We also made observations about the environment. The questionnaire consisted of two parts;

Part 1 asked about before and arrival at the appointment and was completed on site.

Part 2: asked about during the patients wait and leaving the clinic.

The patient was given the option to return Part 2 either on their way out or by post in a pre-paid envelope. In total we spoke to 42 patients, and 39 patients completed both parts of the survey.

Findings

Overall, the response from patients and carers/relatives has been positive. Below is a summary of people's responses to the survey.

Question and response	Comments				
<p>1. Did you receive clear information to prepare you for your appointment?</p> <table border="1" data-bbox="177 645 783 1205"> <tr> <td data-bbox="177 645 480 1205">Yes 90.5%</td> <td data-bbox="480 645 783 1205">No 9.5%</td> </tr> </table>	Yes 90.5%	No 9.5%	<p>Patients received a letter prior to the appointment and were asked to report to the reception area of the ground floor of Chancellor Wing upon arrival.</p> <p>Patients commented that it would have been useful to have been informed in the letter exactly which area to go to for their appointment rather than report at the main reception. Or state in the letter they will be given information on where to go for their appointment at the reception area of Chancellor Wing.</p>		
Yes 90.5%	No 9.5%				
<p>2. Did you receive a text message reminder for your appointment?</p> <table border="1" data-bbox="177 1406 783 1536"> <tr> <td data-bbox="177 1406 328 1536">Yes 48.7%</td> <td data-bbox="328 1406 480 1536">No 22.0%</td> <td data-bbox="480 1406 632 1536">Not Sure 7.3%</td> <td data-bbox="632 1406 783 1536">Opted out 22.0%</td> </tr> </table>	Yes 48.7%	No 22.0%	Not Sure 7.3%	Opted out 22.0%	<p>The text reminder service does not state which clinic area or department to report to upon arrival at the hospital.</p>
Yes 48.7%	No 22.0%	Not Sure 7.3%	Opted out 22.0%		
<p>3. Was your original appointment changed or rescheduled by the hospital?</p>	<table border="1" data-bbox="783 1603 1385 1738"> <tr> <td data-bbox="783 1603 983 1738">Yes 19.1%</td> <td data-bbox="983 1603 1182 1738">No 69.0%</td> <td data-bbox="1182 1603 1385 1738">N/A 11.9%</td> </tr> </table>	Yes 19.1%	No 69.0%	N/A 11.9%	
Yes 19.1%	No 69.0%	N/A 11.9%			
<p>4. Was cancelling/ rearranging/ rebooking an appointment easy?</p> <table border="1" data-bbox="177 1877 783 1998"> <tr> <td data-bbox="177 1877 379 1998">Yes 4.8%</td> <td data-bbox="379 1877 582 1998">No 2.4%</td> <td data-bbox="582 1877 783 1998">N/A 92.8%</td> </tr> </table>	Yes 4.8%	No 2.4%	N/A 92.8%	<p>In most cases, cancelling, rearranging or rebooking an appointment was not a problem.</p> <p>However, if patients cancel</p>	
Yes 4.8%	No 2.4%	N/A 92.8%			

			appointments through text message, the clinic reception staff are sometimes not notified by the Referral and Booking Service (RBS) resulting in the patient being logged as a non-attendant.
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5. How was your overall experience before the appointment?				
Excellent	Very Good	Good	Poor	Very Poor
42.5%	25.0%	25.0%	5.0%	Don't Know

6. Was the clinic easy to find?		The majority of patients did not have trouble finding the clinic. But we observed some patients reporting to the cardio respiratory unit reception as this is the first desk people reach once on the 1 st floor, furthermore signs for waiting area 7 appear before outpatient 7 & 8.
Yes 75.6%	No 24.4%	

7. Did you self-check in?	Yes 50.0%	No 31.0%	N/A 19.0%
<p>A few patients found that the machines instructed them to go to waiting area 9 instead of 7 & 8. We were told by staff this only happens on Friday afternoon clinics.</p> <p>A number of patients were not aware that the self-check in service existed or where it was located (i.e. they went straight upstairs and thus walked past the machines downstairs).</p> <p>Many patients also checked in with receptionist staff at the clinic after self-check in due to lack of trust with the machines.</p>			

8. Were staff welcoming and helpful?	Yes 100%
Most patients said the clinic staff were very helpful and polite. Patients commented on how informative, friendly and cheerful the	

clinic staff and consultants are. Due to the friendliness of the staff, one patient commented that the “clinic feels like home”.

9. How was your overall experience at arrival?

Excellent	Very Good	Good	Poor	Very Poor
56.1%	26.8%	12.2%	4.9%	

10. Did you wait over your allotted appointment time? If yes how long by?

- 15mins	16- 30mins	31- 45mins	46mins- 1hr	The clinic was often quiet which meant many patients were seen early or on time but there were still a few patients who had to wait for over half an hour. This was because there was a delay but patients were kept well informed and staff offered tea and coffee to all patients.
63.1%	5.3%	7.9%	7.9%	

11. Did you know who to talk to if you had any concerns in clinic?

Yes 91.9%	No 8.1%
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12. Did staff introduce themselves before examining or providing treatment?

Yes 100%	No
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13. Did you feel there was enough privacy when being examined or treated?

Agree 100%	Neutral	Disagree	Unsure
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14. Would you recommend the clinic to family and friends?

Yes 100%	No	N/A
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15. How would you rate your overall experience at outpatient 7 & 8?

Excellent	Very Good	Good	Poor	Very Poor
79.5%	12.8%	7.7%		

16. Were you given a number to contact if you needed to speak to someone?			For those who were provided with a contact number, this was usually for either the department or the cardiologist/professor who they saw for their appointment.
Yes 35.9%	No 23.1%	N/A 41.0%	

17. Have you used the boots pharmacy at the hospital and how would rate your experience?				
Excellent	Very Good	Good	Poor	Very Poor
Majority of the patients did not use the pharmacy. Only one person but did not rate the service.				

Other comments and observations

Parking

Many patients reported issues with parking at the hospital. For example, there were problems concerning lack of parking spaces meaning many had to queue to get a space. The cost of parking was also commented on as being too expensive. The lack of disabled parking spaces was mentioned which has caused patients to have to park across the road, resulting in accessibility and distance issues.

Recommendations and conclusion

Based on our findings and suggestions from patients and their relatives/carers, we suggest the following areas can be improved to increase the level of patient satisfaction with outpatient 7&8.

Communication

- Patients should be informed in their appointment letter that they will be told where to go to at the reception area of Chancellor Wing.

- All appointment letters should include details and location of the self-check in machines.
- The trust should work with the provider of the text reminder service to find a way to indicate which clinic or service each text reminder relates to.
- RBS team to look at ways to improve communication with clinic reception staff with regards to text cancellation.
- The trust should work with the provider of the self-check in machine to resolve the issue of directing people to the wrong clinic area.

Environment

- Review internal signage with a view to making it easier for patients to navigate. Change waiting areas from numerical to alphabetical.
- Review the number of blue badge spaces as it appears to be inadequate.

Next steps

This report will be shared with the Leeds Teaching Hospital Trust and outpatient 7&8. The report will also be published on <http://www.healthwatchleeds.co.uk/>

Acknowledgements

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