

## Details of visit

Horsham Hospital  
Announced visit: 27 July 2017

## Authorised Representatives:

Team of trained representatives from Healthwatch West Sussex:  
Denise Waller and Sue Morton

## Local Healthwatch contact details:

Healthwatch West Sussex  
0300 012 0122

## Acknowledgements

Healthwatch West Sussex would like to thank the hospital's management, its patients, visitors and staff for their contribution to this Enter and View visit.

## Disclaimer

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

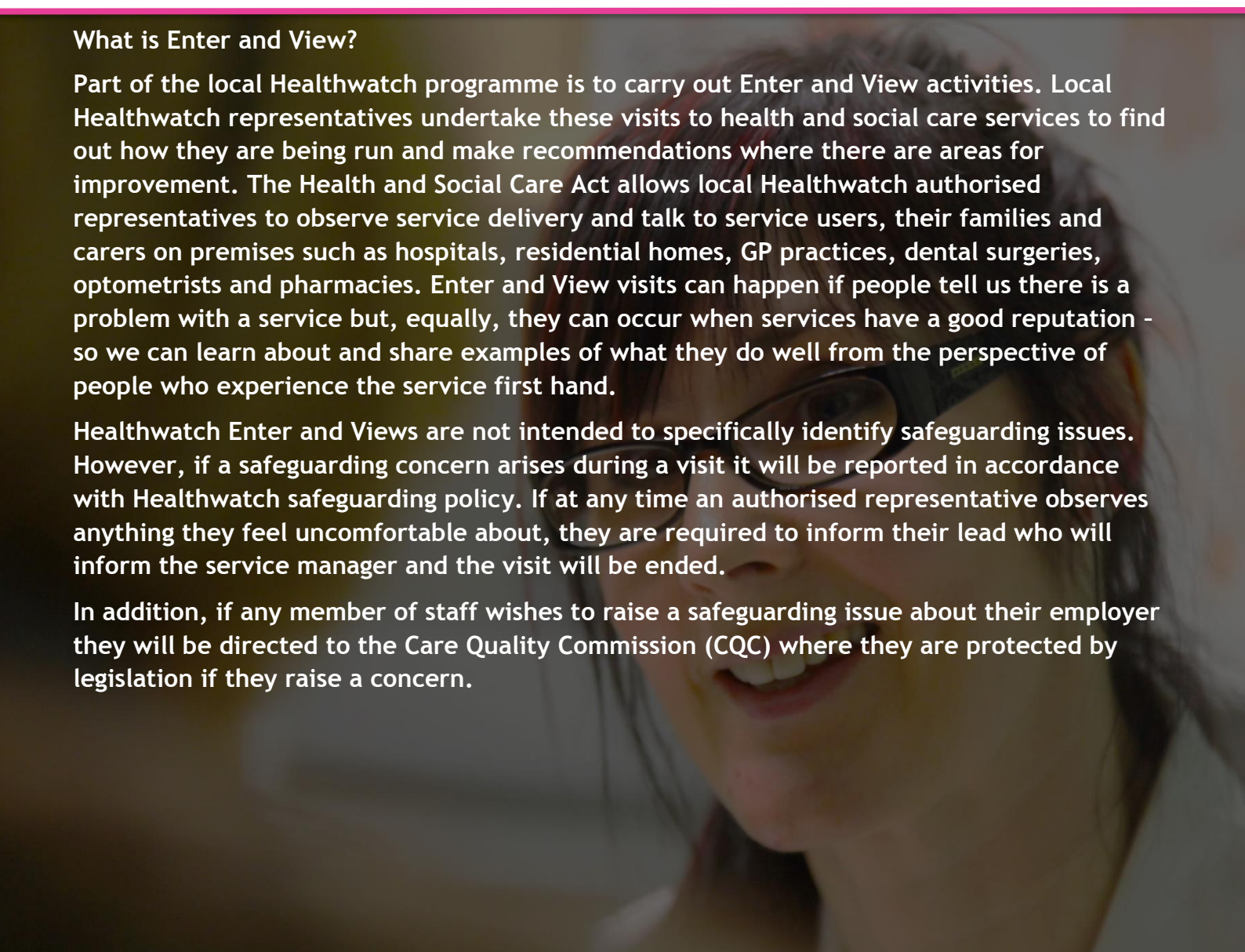


## What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View activities. Local Healthwatch representatives undertake 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 a safeguarding concern arises during a visit it will be reported in accordance with Healthwatch safeguarding policy. If at any time an authorised representative observes anything they feel uncomfortable about, they are required to inform their lead who will inform the service manager and the visit will be ended.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.





## Purpose of the visits

As part of our programme of engaging with local people we have a schedule of visits to hospitals across West Sussex. The purpose of this visiting programme is to:

- Speak to patients and their families to gain insight into their experiences
- Make general lay observations of staff and patient interactions, the care environment and how health and care is being provided locally.

## Strategic drivers

*Experience of care, clinical effectiveness and patient safety together make the three key components of quality in the NHS. Good care is linked to positive outcomes for the patient and is also associated with high levels of staff satisfaction.*

<https://www.england.nhs.uk/ourwork/pe/>

As the independent watchdog for health and care in West Sussex we want to gather personal accounts from people who are currently receiving treatment, care and support. This in turn will enable us to help local NHS organisations to better understand their patients lived experiences to improve the health and wellbeing outcome for future patients.

## Methodology

We have created a co-ordinated, announced programme of independent hospital visits. Each visit involves a team of trained authorised representatives. Our representatives are tasked with approaching patients; visitors and staff, to introduce Healthwatch and our role in supporting health and social care organisations to deliver the right quality of care. We invite people to share their personal experiences, good and bad. These are captured using our standard feedback form and then entered on our secure database.

Representatives are required to note their observations and to complete a summary sheet together, immediately after completing the visiting activity.

Where we have previous insight from local people, this may inform the areas we visited.

We spoke to people in the following areas: **Phlebotomy, X-ray, Outpatients - Dermatology, MSK, Podiatry and Minor Injuries**. We captured **31 personal accounts** and completed a number of surveys.

Our sharing of anonymised information here contains examples and/or quotes to amplify peoples' voices. The names used are ones we have given and not actual names.



## Summary of findings

- Everyone we spoke to, said they did not have a problem with this hospital, or the NHS in general, apart from the parking here.
- People felt there were not enough parking spaces, particularly for Blue Badge Holders and not enough space to manoeuvre.
- There is not a safe pathway from the carpark to the hospital entrance.
- Signage at the hospital has improved.

## Results of Visit

### Background

Services at Horsham Hospital are provided by the following Trusts, with none of these organisations having overall responsibility for the running of this hospital:

- Brighton and Sussex Hospitals NHS Foundation Trust
- Surrey and Sussex Hospitals NHS Foundation Trust
- Sussex Community NHS Foundation Trust
- Sussex Partnership NHS Foundation Trust
- Western Sussex Hospitals NHS Foundation Trust.

Our team were made very welcome in the areas they visited and all patients were very willing to talk to our representatives.

Our representatives were rightly challenged in one area and we will ensure, going forward, that our representatives have an official introductory letter with them, as well as their individual ID cards.

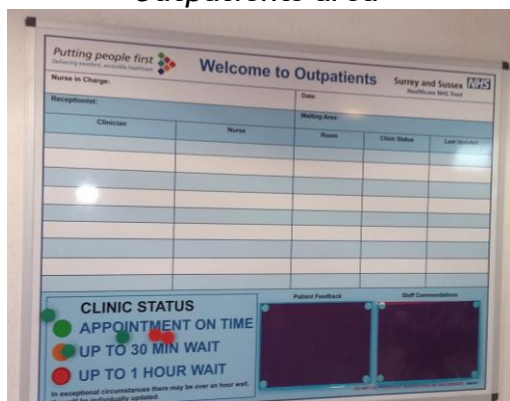
### Observations

We noted that the areas we visited: Phlebotomy, X-ray, Outpatients - Dermatology, MSK, Podiatry and Minor Injuries, seemed quiet. There were only two Outpatient Clinics running at the time we attended.

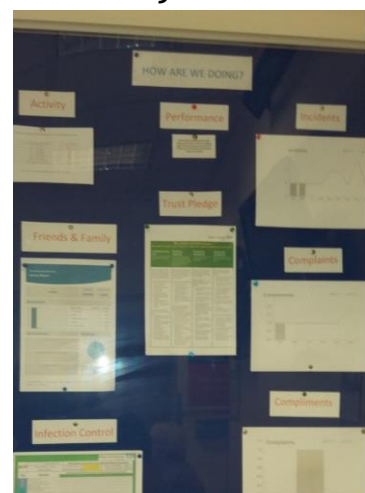
We saw and spoke to one patient, who had been referred to the hospital by their GP. They went to the clinic they needed and then on to have their bloods taken in the Phlebotomy Department, so avoiding the need to return for a specific appointment.

In the past we have raised concern over the signage and information boards at the hospital. Our representatives noted improved display board.

*Outpatients area*



*Minor Injuries Unit*



This photo was taken in an area that did not have a clinic on. There was a completed board in the area where the clinics were running.

## Patient feedback

Everyone we spoke to, said they did not have a problem with this hospital, or the NHS in general, apart from the parking here.

### **Parking**

The hospital's carpark is run through Horsham District Council.

There is not a safe pathway from the carpark to the hospital entrance. Patients have to walk in the area where cars drive. This can be difficult when it is busy and there is a not stop flow of cars. When the carpark is busy it causes problems for traffic in Hurst Road.

Most of the people who came by car, spoke of having difficulties in finding spaces in the carpark and a lot felt this should be operated as a pay-on-exit facility, rather than having to guess how long you will need. Some patients told us they had experienced problems in paying as the pay-machine did not take the new £1 coins. Horsham District Council have since told us that all machine in the town and at the hospital have been changed, so people can use the new coin.

Some regular visitors to the hospital have find different ways of avoiding this issue, either by using community transport, having lifts from others, or parking in the roads surrounding the hospital. There are website, such as <https://www.parkopedia.co.uk/> which people can visit to find out alternatives to having to park at the hospital.

Parking in disabled parking space is free to Blue Badge holders, only if the car being driven is zero-rated for car tax. A number of patients said they did not feel there were enough disabled parking spaces. One patient told us how they had difficulties in getting out of their car because they could not get a disabled parking space.

### **Phlebotomy Service**

There was a steady flow of people coming to the Phlebotomy area and patients appeared to have only a short wait to be seen. This suggests the extended opening hours, which are now Monday - Friday 8am - 3.45pm, has had a positive effect on this service.

#### **Various patients:**

It's much better now. No more queuing out the door anymore.

Had to wait 1½ hours before.

The phlebotomist is very good.

We heard from a few patients that they had recently waited a long time as there had only been 2 out of the 4 phlebotomist working that day.

The note that the water fountain in this area was out of order.

### **X-ray Department**

**John told us:** it was easy to make an appointment. I only rang-up yesterday and was told to come between 9am and 4pm today. Was delayed when I got here because the form wasn't filled in by GP properly, so had to wait for the form to be faxed back from the surgery.

Receptionist is very nice.



**Barbara is very impressed:** It's wonderful. Very quick. I rang my GP and was told to come here, as I would need an x-ray. I was seen within 5 minutes and then went to x-ray where again I didn't wait. Now I'm waiting to get my results.

Regular patients told us about picking the right time to come to this service, to avoid a wait.

### Outpatients Clinics

**Patsy is a regular visitor to the endocrinology clinic:** normally runs on time and I think this is a cracking hospital. I find all the services here very good and long may it last, as its so convenient, rather than having to travel to East Surrey Hospital.

### MSK

This service is provided by a consortium of different providers/Trusts.

**Jackie told us that she had been referred to this service by her GP:** it seems fairly quick, much better than previously. My doctor made the appointment just over a week ago. I asked at reception for directions to this department.

The patients we spoke to were not aware that they could have self-referred to this service, instead of going through their GP.

### Podiatry

**Frances said she is treated very well by the staff in this service:** I used to come here to have my toes nails cut but now I have ulcers, so come every week. I don't normally have a long wait to be seen. My daughter drops me off and then goes shopping, so we don't have to worry about the parking.

### Dermatology

**This was Paula's first appointment to this service, which her GP referred her to 2 weeks ago.** I'm impressed by the service. The signage could be better and it would have been helpful to have better instructions on the appointment form, not just outpatients.

### Additional findings

#### Non-Emergency Patient Transport Service

We combined this visit with a Sussex-wide programme of surveying patients who use the non-emergency patient transport service, now delivered by South Central Ambulance Trust.

The report on this work will be published over the summer.

### Recommendations

From our findings we would make the following recommendations:

- Horsham District Council consider making the pay-machines for the carpark pay-on-exit and review the disabled parking allocation.
- The hospital owners and Horsham District Council to review the carpark layout, to ensure patient safety when getting from the parking to the entrance of the hospital.

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**Service Provider response**

We are pleased to learn of the car parking development and have emphasised the need for the Trust to involve current users of the hospital in the design of the parking payment system.