



Halton Hospital

Pre-op Unit

Enter & View report

ACKNOWLEDGEMENTS

We would like to pass on our thanks to the staff and patients at the Pre-op unit at Halton Hospital for their help and kindness during our visit

WHAT IS ENTER & VIEW

People who use health and social care services, their carers and the public generally, have expectations about the experience they want to have of those services and want the opportunity to express their view as to whether their expectations were met.

To enable Healthwatch Halton to carry out its activities effectively there will be times when it is helpful for authorised representatives to observe the delivery of services and for them to collect the views of people whilst they are directly using those services.

Healthwatch Halton may, in certain circumstances, enter health and social care premises to observe and assess the nature and quality of services and obtain the views of the people using those services. In carrying out visits, Healthwatch Halton may be able to validate the evidence that has already been collected from local service users, patients, their carers and families, which can subsequently inform recommendations that will go back to the relevant organisations. Properly conducted and co-ordinated visits, carried out as part of a constructive relationship between Healthwatch Halton and organisations commissioning and/or providing health and social care services, may enable ongoing service improvement. Healthwatch Halton's role is to consider the standard and provision of local care services and how they may be improved and to promote identified good practice to commissioners and other providers.

Our decision to visit the Pre-op Unit at Halton Hospital followed an invitation from the unit manager, Sue Roberts. The aim of our visits was to gather a better picture of the service provided and to gain the views of the service users following the amalgamation of Warrington and Halton Surgical Pre-op Assessments to one Pre-op Unit, located on Ward B2, Halton Hospital in September 2016.

VISIT DETAILS

Halton General Hospital - Pre Op Unit

Hospital Way

Runcorn WA7 2DA

Manager: Susan Roberts

Date & Time of Visits:

13th, 20th June 1.00pm - 3.00pm and 26th September 2017, 9.30am - 4.00pm

Healthwatch Halton Authorised Representatives:

- Jude Burrows
- Jane Catt
- Matthew Roberts
- Dave Wilson

Disclaimer

Our report relates to this specific visit to the service, at a particular point in time, and is not representative of all service users, only those who contributed.

This report is written by volunteer Enter and View authorised representatives who carried out the visit on behalf of Healthwatch Halton.

SUMMARY

We visited the pre-op unit at Halton Hospital on three occasions, twice in June 2017 for two hour drop-in sessions and the third visit in September we spent a full day at the unit.

The unit is located on Ward B2, on the lower ground floor level at Halton Hospital. We feel that clear information on where the unit is and how to get to it should be made available on the Trust website.

The pre-op unit itself is made a very welcoming and friendly place by the staff.

Staff introduce themselves as they call patients from the waiting room. Patients are kept updated to how long their wait will be without needing to ask. On our visit we felt the staff were going above and beyond in making patients feel welcome and keeping them up to date with waits and checks. They should be highly praised for this.

We carried out a short survey of patients and the feedback we collected on the service was extremely positive.

While the majority of feedback was positive some patients commented that they would have liked a choice of hospital for their pre-op assessment and 31% stated they would have like some more information on the actual pre-op assessment.

Some patients explained that they had attended Warrington hospital for most of their pre-op checks but then had to travel to Halton to see the Anaesthetist.

OBSERVATIONS

Location, external appearance, ease of access and parking

Halton General Hospital is located near major roads and the local shopping city. It has onsite parking available. All patients and visitors, including blue badge holders must pay to park. Number plate recognition system is used so you can pay at any time during your visit (on entry or exit) as long as you pay for the time you have stayed. Cars not paying for their time on the car parks are subject to receiving a fixed penalty notice.

Halton General Hospital has two entrances - Entrance 1 which is at the front of the hospital and is the main entrance and reception area, and Entrance 2 which is at the rear of the hospital next to the Urgent Care Centre. The hospital is built on a slope so whilst it looks like there is only one floor from Entrance 1, there are two floors at Entrance 2. A main

corridor runs from Entrance 1 right through the hospital with lift and stair access to Entrance 2

The hospital is on a number of local bus routes and a bus stop is located near to the main entrance of the hospital. A free shuttle bus also runs at set times to and from Warrington General Hospital.

Most patients we spoke to at our visits had arrived by car (92%), some by bus and a couple used the shuttle bus.

Patients said, *“Car parking is expensive here.”*

“I came on the shuttle bus so had to arrive early to the hospital.”

Initial Impressions

It isn't the easiest place to find for new patients. Prior to our first visit we checked for information on Warrington & Halton Hospitals website on where the pre-op unit was. We found a news item mentioning the move of the pre-op to the Ward B2 at Halton Hospital, but no further information. The site map for Halton Hospital lists Ward B2, but not the Pre-op unit. A pre-op suite was shown on the site map in another part of the hospital, which could be confusing to new patients.

On entering the hospital through Entrance 1 (upper level -Main Entrance) a 'Welcome Desk' is located to your left and a volunteer can direct people to the Pre-Op unit. There is also the hospital reception desk and small shop. There are a few signs throughout the hospital directing people to the Pre-Op unit. It is located down one flight of stairs and a lift is also available. When entering the Pre-Op unit an open reception desk is manned to welcome all patients and visitors. Patients are checked in and directed to the nearby waiting room.

Internal Physical Environment

The waiting room is clean with windows along one wall. It has 21 seats which are all of one height and style but made of a suitable wipe clean material. Hand gel is available near to all of the doors and in the waiting area itself. There is also a sink and hand wash in the waiting room. There are number of notice boards that explain about the pre op unit and give information such as the average length of stay for various operations on the walls. A television is set up for people to watch whilst they wait and a selection of magazines is available. Healthwatch leaflets are now in the waiting room, since our first visit. There is a free water dispenser for all patients just outside the waiting room doors and cups where always available at the times we visited. A fan was also available for hot weather. A communication aid book was ready on a table in the waiting room should anyone need it. There was a satisfaction survey box for patient questionnaires however there were no pens or questionnaires available at the times of our visits.

Staff support skills and interaction

On all 3 of our visits the staff were friendly and welcoming to all patients, as well as to the Healthwatch team. Patients have a number of different checks to attend so come in and out of the waiting room. We witnessed staff introduce themselves to all new patients as they called them in for their checks. The staff would often pop into the waiting area to update patients on how long their wait would be. On a few occasions we saw staff making hot drinks for patients who had longer waits and checking on people who were waiting to be picked up by their friends or family. The staff came across as very kind and caring to all of the patients. They were friendly and supportive to people who were waiting. One patient commented how they were “*made to feel welcome and reassured*”. We saw a member of staff helping a patient, who had arrived very early for their appointment, by offering to take them down for their ECG check whilst they waited to speed up their overall time in the hospital. Another patient commented “*I have been for several pre ops and procedures and was always well looked after.*”

A wheelchair was made available to patients if needed.

Survey questions asked

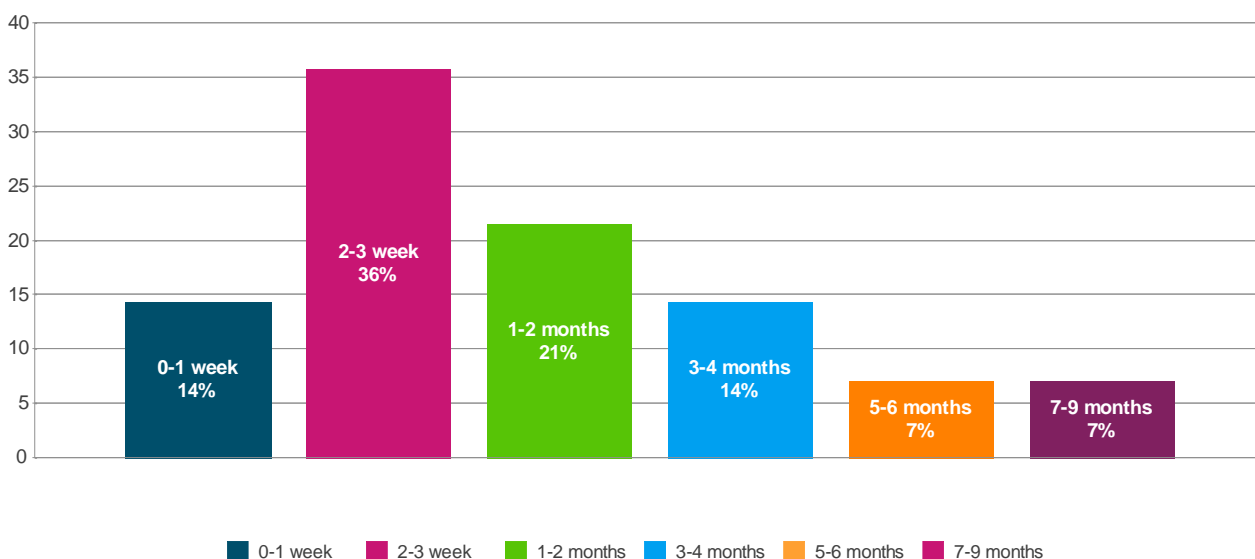
During our 3 visits to the Pre-op unit we spoke with a total of 24 patients, including 14 on the full day visit on 26th September. We asked patients a number of questions related to their visit to the Pre-op unit. Copies of the survey are shown in Appendix 1 of this report.

The responses are listed below:

We asked the patients in the pre op unit the following questions about their appointment:

Q1 How long have you been waiting since your referral.

How long have you been waiting since your referral?



Staff explained that waiting times for pre-op assessments often depended on the surgical procedure a patient would be having.

Q2 Were you offered a choice of hospital to have your pre-op appointment?

None of the patients we spoke to were given a choice of hospital to have their pre op appointment in.

Comments on choice of pre op-

- *“I asked for Warrington hospital as I have had previous problems at Halton.”*
- *“I really would have preferred to go to Warrington but was not given a choice.”*
- *“Asked for Warrington but sent to Halton”*

Q3 Were you offered a choice of hospital to have your operation?

One person told us they were given a choice of where to have their procedure. Some patients commented they had asked for an alternative hospital but were not able to choose.

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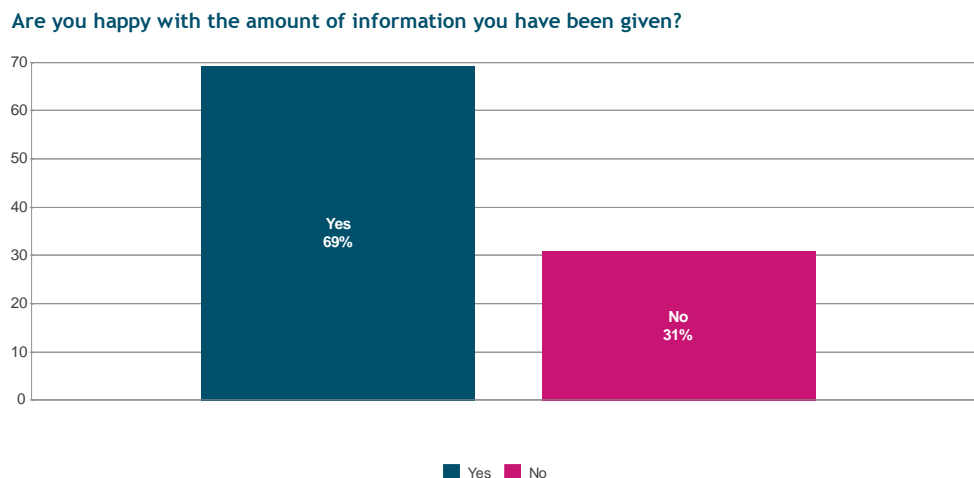
Comments on choice of where to have procedure -

- *“Just told I was going to Warrington”*
- *“No choice given. Again would have preferred Warrington.”*
- *“Just sent to Warrington.”*
- *“Have to return to Warrington as had my last operation there.”*

Several patients came for appointments later in the afternoon just to see the Anaesthetist, saying they had the other pre op checks at Warrington Hospital.

A carer commented, *“She had the pre op done at Warrington but have had to come today for an extra appointment just to see the Anaesthetist.”*

Q4 Are you happy with the amount of information you have been given about your procedure?



Any comments?

- “Having some teeth removed and I have had information on that but I have no information about what a pre op procedure involves.”
- “I haven't had any information yet.”
- “I know now a lot of information because I asked questions. I was not told much until I asked.”
- “Had best interest appointment and everything was discussed there with the Doctor.”

Staff provided Healthwatch Halton with their ‘*Guide to your Day Case Surgery*’ leaflet which explains more about what will happen when people arrive for surgery and can return home the same day. It goes in to detail about how long you will be on the unit, what will happen when you arrive, after your procedure and when you are discharged. It also provides contact details for the Day Case unit and PALS.

Once patients had been through the pre-op assessment we asked for their opinion on a number of statements about their experience at the pre-op unit.

Q10. Do you agree with the following statements? -

- I was made to feel welcome -100% of patients strongly agreed
- Staff treated me with courtesy and respect-100% of patients strongly agreed
- My appointment today was useful - 83% strongly agreed and 17% agreed
- I am happy with the care I received -100% of patients strongly agreed
- I was able to ask any questions I had -100% of patients strongly agreed
- I understand what will happen next -100% of patients strongly agreed

Finally, we asked patients if they thought there was anything that could have been improved on.

Comments on improvements:

- *“My letter said there may be a 3 hour slot needed for my appointment but I have been in and out in just 15 minutes. It would have been helpful to know I would be so quick.”*
- *“No improvements needed”*

The vast majority of patients just commented “no” and felt no improvements were needed to the service.

Demographics

The patients we spoke with were an equal split of male and female. 64% of patients were aged over 65, with 18% aged 45-64 and 18% being 25-44 years old.

Patients lived in the WA1, WA2, WA3, WA4, WA5, WA7 and WA8 areas of Cheshire.

RECOMMENDATIONS & SUGGESTIONS

- 1.** Continue to engage with Healthwatch Halton to feedback patient opinion. Display a Healthwatch Halton poster within the waiting area.
- 2.** Add some higher level chairs / chairs with arm rests in the waiting room to support people with different mobility needs.
- 3.** If possible offer patients a choice of where to receive care or alternatively a clear explanation of why one venue has been chosen.
- 4.** Although the majority of patients were happy with the information they had received prior to their appointments, 31% of the people we spoke to would have liked more information on what would happen during the pre-op assessment. An additional leaflet could be added to appointment letters.

Healthwatch Halton has statutory powers and responsibilities under the Health and Social Care Act 2012, the Local Healthwatch Regulation 2012 and the Local Healthwatch Organisations Directions 2013 section 5.

Providers and commissioners of health and social care services are required to respond to our requests within 20 working days by:

- Acknowledgement of receipt of the report or recommendation in writing;
- Providing (in writing) an explanation of any action they intend to take in response, or if no action is to be taken, to provide an explanation of why they do not intend to take any action.

Healthwatch Halton are required to report if any providers/commissioners have not provided a response within the required timeframe; this information will be included in our Annual Report.

SERVICE PROVIDER RESPONSE

No response to the report has been received from the service provider.

APPENDIX 1

Pre-op Clinic Questionnaire

Healthwatch Halton are spending the day at the Pre-Op Clinic at Halton Hospital on 26th September 2017. We've got a few questions to ask you about your visit here. We'd appreciate it if you could take a few minutes to answer our questions.

Q1 How long have you been waiting since your referral?

- | | | |
|----------------------------------|----------------------------------|------------------------------------|
| <input type="radio"/> 0-1 week | <input type="radio"/> 3-4 months | <input type="radio"/> 10-12 months |
| <input type="radio"/> 2-3 week | <input type="radio"/> 5-6 months | <input type="radio"/> Over a year |
| <input type="radio"/> 1-2 months | <input type="radio"/> 7-9 months | <input type="radio"/> 18+ months |

Any comments?

Q2 Were you offered a choice of hospital to have your pre op appointment?

- Yes
 No
 Can't remember / don't know

Any comments?

Q3 Were you offered a choice of hospital for your operation?

- Yes
 No
 Can't remember / don't know

Any comments?

Q4 Are you happy with the amount of information you have been given about your procedure?

- Yes
- No
- Can't remember / don't know

Any comments?

Q5 How did you arrive here today?

- Car
- Public Transport
- Walked
- Taxi
- Motorcycle
- Bicycle

Q6 What is your postcode? (First 4 digits only)

Q7 What age group are you?

- 16 to 24
- 25 to 44
- 45 to 64
- 65+

Q8 Are you male or female?

- Male
- Female
- Transgender
- Prefer not to say

Q9 Any other comments?







St. Marie's, Lugsdale Road, Widnes, WA8 6DB
Tel: 0300 777 6543
Email: enquiries@healthwatchhalton.co.uk

Thank you for completing the first part of our survey

Halton Hospital - Pre-op Clinic Questionnaire Part 2

Thank you for completing part 1 of our survey. Following your pre-op assessment could you please answer the questions below and return the form to us

Q10 Do you agree with the following statements

	 Strongly Disagree	 Disagree	 Agree	 Strongly Agree
I was made to feel welcome	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff treated me with courtesy and respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My appointment today was useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am happy with the care I received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to ask any questions I had	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand what will happen next.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q11 Is there anything that could have been improved on?

Q12 Any other comments

Q13 I would like to receive more information on Healthwatch (please add contact details below)

- Yes, please add me to the list for the e-bulletin
- Yes, please add me to the list for the printed newsletter (quarterly)

Q14 I would like to be entered in to the FREE PRIZE DRAW* for one of two £25 gift vouchers. (please add contact details below)

- Yes
- No

Q15 Name

Q16 Contact details and post code

Q17 Tel or email contact



Freepost RTKC-YEJX-UEXR

St. Marie's, Lugsdale Road, Widnes, WA8 6DB

Tel: 0300 777 6543

Email: enquiries@healthwatchhalton.co.uk

*For terms and conditions visit <http://www.healthwatchhalton.co.uk/about-us/prize-draw/>

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your **voice** counts

We want to hear about the treatment and care you receive from our local health and care services

Hospitals, GP's, Dentists
Opticians, Social Care
Non-emergency services

Whether you've had a positive experience or there is room for improvement, have your say on the Healthwatch Halton website today.

You can even leave feedback anonymously



Leave feedback now:
www.healthwatchhalton.co.uk

Telephone: 0300 777 6543 Email: enquiries@healthwatchhalton.co.uk
Healthwatch Halton, St Maries, Lugsdale Road, Widnes, WA8 6DB

