

Experience of Services

Royal National Orthopaedic Hospital



March 2019

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We were all very impressed - I was told it was a 'wonderful hospital', now I totally agree.”

Orthopaedic Outpatient

About Healthwatch Harrow

Healthwatch is the official 'patient voice' across England. Established as part of the Health and Social Care Act 2012, we champion the views and experiences of health and social care service users.

Healthwatch Harrow, the local consumer champion, has researched the experience of the Royal National Orthopaedic Hospital, as part of routine engagement in the borough.

During March 2019, a staff and volunteer team visited the hospital to talk to patients, families and carers at the outpatients department.

About the Royal National Orthopaedic Hospital

The RNOH is the largest orthopaedic hospital in the UK and is regarded as a leader in the field of orthopaedics both in the UK and worldwide.

As a national centre of excellence, the RNOH treats patients from across the country, many of whom have been referred by other hospital consultants for second opinions or for treatment of complex or rare conditions.

Patients benefit from a team of highly specialised consultants, many of whom are nationally and internationally recognised for their expertise and experience. Consultants are supported in their work by nurses, therapists and other specialist clinical staff who are trained experts in their particular fields of orthopaedic care.

The RNOH plays a major role in teaching, with 20% of all UK orthopaedic surgeons receive training here. Our teaching and clinical effectiveness are enhanced by our work in research and development and academic links with University College, London. Research departments at Stanmore include the Institute of Orthopaedics, the Centre for Disability Research and Innovation, the Institute of Human Performance and the Centre for Biomedical Engineering.

Our Findings

We collected and reviewed the feedback of 62 people in total. This includes 44 experiences obtained during the six visits and an additional 18 stories posted on the internet and through social media.

From this feedback we identified strong themes around staff attitude, quality of treatment and care, administration and levels of communication, involvement and support (page 12, figure 2.1). 76% of comments overall were positive, 20% negative and 4% neutral. (page 13, figure 3.1). As will be shown, the vast majority of feedback indicates an excellent level of service across the criteria tested.

Communication, Support and Involvement

When looking at feedback associated with communication, support and involvement, we found that 81% of comments were positive, 16% negative and 3% neutral (page 13, figure 3.2).

Communication

54 people mentioned communication, with 45 positive, 8 negative and 1 neutral comment.

The vast majority of people felt well informed, experiencing 'clear communication' from consultants - particularly before operations. There was also praise for general administration, with patients benefitting from text reminders. There were very few complaints regarding administrative problems, meaning that patients were seen when scheduled and cancellations/changes were handled efficiently.

Selected case study:

"I was admitted to Stanmore hospital for a shoulder reversal operation. I would just like to say thank you to the surgeon and his team for helping me before and after the operation where they kept informing me at all times of how it all went and of the challenges ahead. I would also like to say a big thank you to all the staff on Jackson burrows ward who looked after me for my 5 nights I stayed in hospital."

Selected comments:

"Very well informed - explanations are clear for everything including scans."

"Everything was explained clearly."

"Doctors give very good information."

"I've felt well informed with all my questions answered."

"I felt very well informed before the operation."

"Not informed that the doctor was abroad."

"Good administration - the text reminders for appointments are useful."

Support

48 people mentioned support, with 41 positive, 6 negative and 1 neutral comment.

Patients commented on good levels of support from the whole staff team - porters, receptionists, consultants and nurses. In one experience, a consultant personally intervened to ensure follow-on physiotherapy support for a patient. Patients appreciated developing a rapport with a named consultant.

Selected case study:

"I was looked after by the consultant and his team, and I couldn't fault my care. My surgeon was brilliant and helped me feel relax, it helped that he was hilarious too. All my nurses on the Coleman Unit were first class and I felt sorry for them as they were so busy and worked very long hours and I kept apologising when I called them as I know they had lots to do, but they were so lovely. The food was amazing and I really enjoyed my breakfast, lunch and dinner. I can't wait to come back in six weeks for my check up, and see everyone again and show off my brand new hip. Thank you so much for everything."

Selected comments:

"Excellent support and nurses available on the phone immediately."

"Very helpful and polite staff at all grades."

"Very helpful at all levels."

"Well informed and supported. Questions are answered."

"A bad experience with the physiotherapy department - not had any for three months following the operation. My consultant was 'very cross' about this and said he will call the department himself."

Involvement

20 people mentioned user involvement, with 14 positive comments, 5 negative comments and 1 neutral comment.

Patients cited good levels of involvement with many feeling encouraged to ask questions. Some patients valued the ability to see the same consultant, however experiences of continuity are mixed. Some patients expressed frustration at attending an appointment and then seeing a different doctor to the one expected. This sometimes led to patients having to re-explain their case history.

Selected case study:

"I am a nervous patient and came to Stanmore for a total knee replacement. I don't know what I was worried about, the care was exceptional, I didn't need to use my buzzer because the care team were so attentive that they seemed to anticipate my needs. I can walk with crutches, stand unaided and can wash and dress myself. The physios have told me my recovery has been quick - so here is my tip. Listen to the team before you come for your op and do the strengthening exercises that the physios recommend. The exercises afterwards are painful but the team make sure you have the right pain relief at all times. You are in great hands."

Selected comments:

"Brilliant communication and involvement. Allowed to ask as many questions as desired. Not rushed at all!"

"I'm seeing the same doctor that I saw in 2015 - this is great."

"I have undergone multiple surgeries but sometimes don't see the same doctor. I find it difficult to express myself to someone new."

"Patient finds it difficult to get an appointment with the desired consultant sometimes."

Quality and Compassion

When looking at feedback associated with quality and staff attitude, we found that 93% of comments were positive, 5% negative and 2% neutral (page 14, figure 3.3).

Quality

64 people mentioned quality, with 60 positive, 1 negative and 3 neutral comments.

Many people were complimentary about the quality of treatment and care, with acknowledgement and appreciation of the hospital's specialism in orthopaedics.

Selected case study:

"I received a diagnosis of a rare type of tumour on my ankle which was spreading into my foot. The surgeon explained that the amputation of my right leg below the knee was the only viable solution and would be a total cure. He also said that no other treatment would help, explained in detail why, and that operating to remove the tumour would be useless and sure to leave some cancerous tissue behind as the tumour was so complex.

An operation to amputate the limb below-the-knee was scheduled to take place 3 weeks later. Since it was a planned operation the surgeon advised me to eat well and moderately exercise so I would be in good shape to undergo the surgery and have a good recovery.

I am pleased and very grateful for the wonderful help, encouragement and support I have experienced from my first contact with the RNOH which was from a call to invite me for a biopsy, the Appointments desk, through the preparation for admission to hospital, the care of the nurses which was outstanding, the surgical team, Macmillan Nurse, Physiotherapists and the whole MDT for carrying me through and always being there when I needed them, especially the Prosthetics Department. The Prosthetic Consultant and my Prosthetist can always find a way to overcome every obstacle.

Because of the dedication of all these wonderful people I have been able to maintain a very positive attitude to my ongoing recovery and adjustments of my prosthetic solutions. I am nearly 71 years old, walking very well, in very good general health and remaining very active - even hoping to become more active as I progress! I can say that the whole experience at RNOH has been one of uninterrupted loving service to people like me who needed help to continue to stay alive and well."

Selected comments:

"My case is complicated and I appreciate the specialist knowledge."

"Great clinician, good care."

"Staff have been excellent. I can't emphasize enough that everyone has been great."

"Excellent hospital - always choose a specialist place like RNOH, they have the expertise and knowledge."

"Excellent quality of clinical care."

"Physiotherapy is not comprehensive, not as hands on, difficult to get results."

Compassion

71 people mentioned staff attitude (or compassion), with 66 positive, 2 negative and 3 neutral comments.

Feedback suggests a compassionate and caring environment and culture at the hospital, with accounts of excellent staff attitude 'at all levels'.

Selected case studies:

"It was brilliant - great staff and amazing surgeons they got me back on my feet very quickly and the nurses didn't treat me like a number - more like a friend over the time I was there. I've not had a single problem with my hip since it was replaced thank you!"

"I have so far only attended this hospital once to see my consultant and returning to see him at the end of this month. I was so impressed with the friendly way the consultant, nurses and all the staff and porters treated myself and my family on my appointment day. We were all very impressed - I was told it was a 'wonderful hospital', now I totally agree."

Selected comments:

"Excellent staff attitude at all levels."

"Good attentive care."

"Positive, caring and attentive staff."

"Excellent staff attitude."

"All the staff including the porters were very nice."

Service Accessibility

When looking at feedback associated with service accessibility, we found that 49% of comments were positive, 42% negative and 9% neutral (page 14, figure 3.4).

Service Accessibility

33 people mentioned service accessibility, with 16 positive, 14 negative and 3 neutral comments.

Experiences of service access are mixed. Some patients cited delays at appointments while others were seen on or before the appointment time. Many patients have experienced cancellations, however some have appreciated 'quick reissue'.

Selected comments:

"Good experience of administrative affairs. Appointments have been reissued quickly after a cancellation."

"Appointments are reissued quickly if cancelled."

"Good experience of administration. Appointments are rebooked if cancelled and at a time of day requested. I'm seen if I even if arrive late."

"I had to push for physiotherapy - my appointment was delayed and I waited for a long time."

"They lost my notes in the system and I waited for 6-8 months as a result. They didn't tell me how long the wait would be."

"My appointments are always on time."

"Sometimes the appointment does not go according to schedule, 1 once waited 1 hour and 15 minutes. It's difficult when one has to work."

"Usually a long wait at the pharmacy."

"Very good appointment system. Very helpful."

Location and Travel

While location and travel was not a leading trend, some clear issues have emerged.

Location and Travel

Some patients commented negatively about the distance travelled, parking facilities, plus timing, eligibility criteria and awareness of transport services. It is important to note, however, that patients often choose to travel to RNOH because of its reputation as one of the best specialist hospitals in the country at efficiently treating particular diseases. Nonetheless, staff could be trained to reduce or eliminate some of these administrative problems in the future.

Selected case study:

"My wife and I travelled up to London starting out at 8.30am by taxi and train a distance of some 35 miles. Upon arrival to my surprise I was informed that I did not actually have an appointment either then or any other date, I showed both my electronic and confirmed appointment letter. The receptionist showed my letter to a member of the medical team, he took the letter away and returned once again - said sorry no appointment."

Selected comments:

"I've heard there is a courtesy bus, but haven't seen any information."

"Transport is a concern. Once I had to wait for transport for over five hours when being discharged. Now I'm facing a battle to keep my carer coming as an escort - she supports me emotionally and physically. She's not allowed to come on patient transport."

"It's on a hill, which I have to walk up."

"Transport was provided - no need to pay and always space."

"I come by car and sometimes it's difficult to find a parking space."

"The journey takes two and a half hours, each way."

"It's the best hospital in everything - no problem with appointments. However, on three occasions patient transport have come out to meet me, it is frustrating."

"Staff attitude great, except for the hospital transport when going back home (did not come at scheduled time)."

“It was brilliant - great staff and amazing surgeons.

They got me back on my feet very quickly and the nurses didn't treat me like a number - more like a friend over the time I was there.

I've not had a single problem with my hip since it was replaced thank you!”

Orthopaedic Inpatient

About Us

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Experience of Royal National Orthopaedic Hospital

Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, good and bad, and report on their collective experience.

In this report, we examine the experience of Royal National Orthopaedic Hospital.

healthwatch
Harrow

Page 11 Data Source

Healthwatch talks to people across the community, week in, week out.

This section shows where we collected the feedback that underpins this report.



Pages 12 - 14 Top Trends

We review all the feedback we collect.

This enables us to find out what people think of their services.

This section reveals the top trends, and how people feel overall.



Pages 15 - 23 Patient Journey

In this section, we look at the experience of popular services.

We also examine the patient journey (or 'care pathway').



Page 24 Summary

This section summarises findings, in brief.



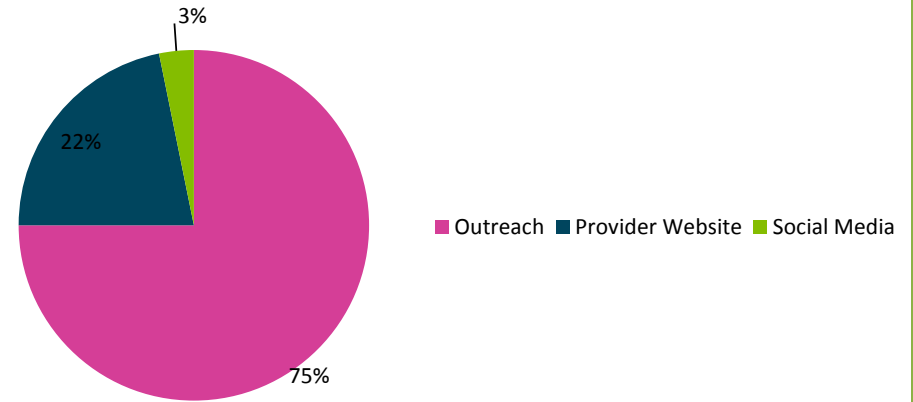
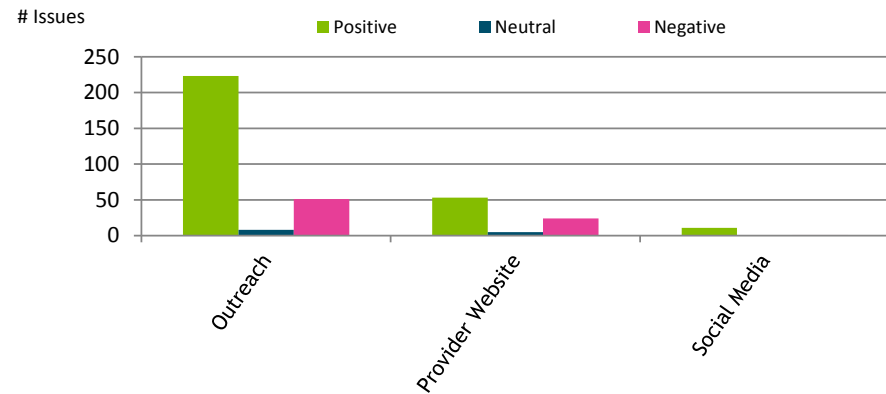
Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 11. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Report compiled on 9 May 2019, to cover the period 1 October 2018 - 31 March 2019.

1. Data Source: Where did we collect the feedback?

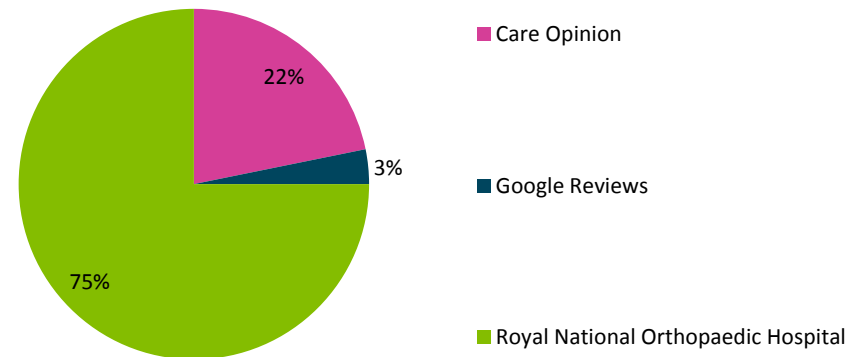
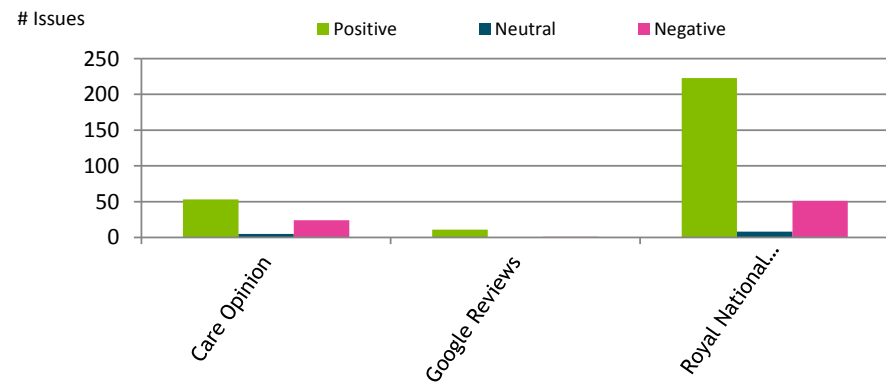


1.1 Source



Sources providing the most comments overall

1.2 Origin

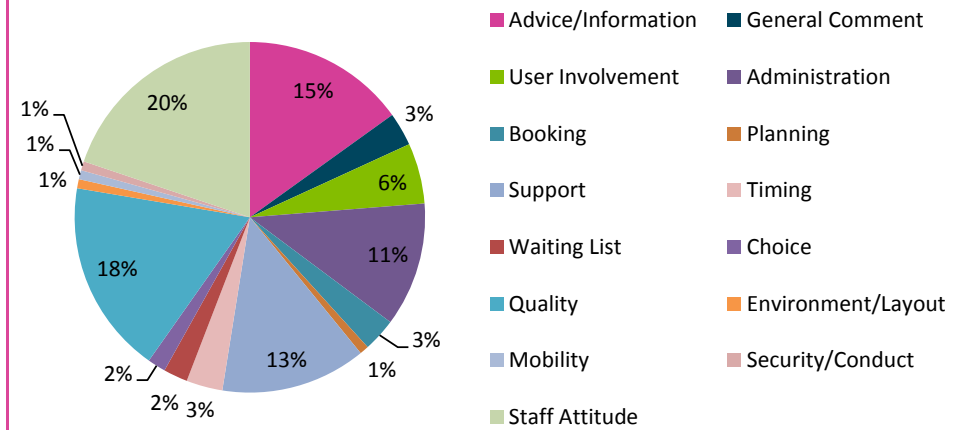
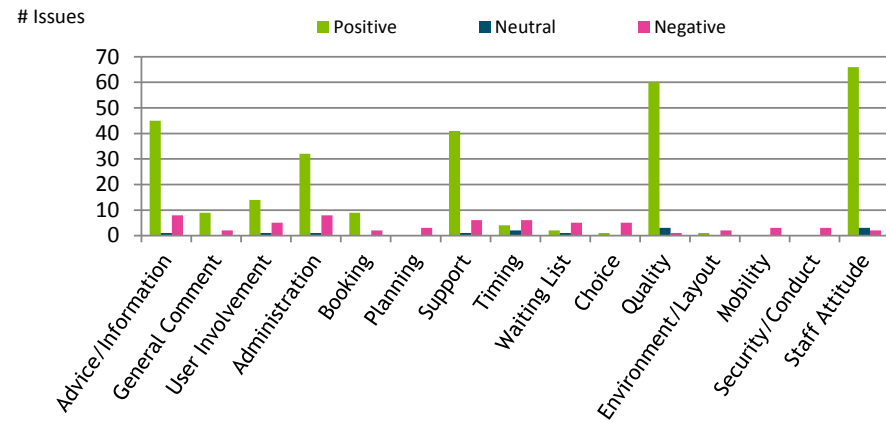


Origins providing the most comments overall

2. Top Trends: Which service aspects are people most commenting on?

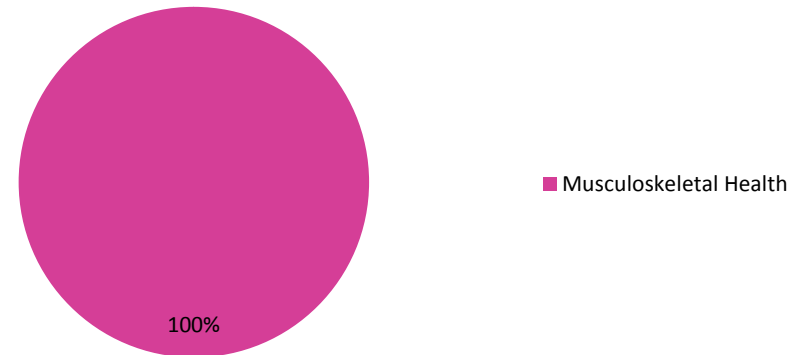
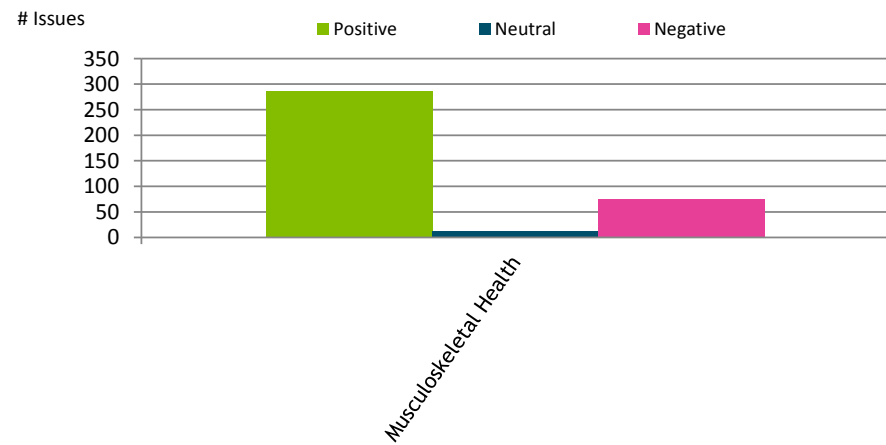


2.1 Service aspects: 376 issues from 62 people



Issues receiving the most comments overall. See pages 25-26 for issue descriptions.

2.2 Stated medical conditions

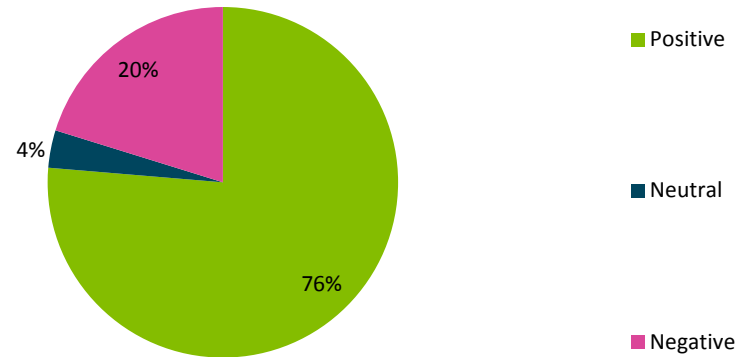
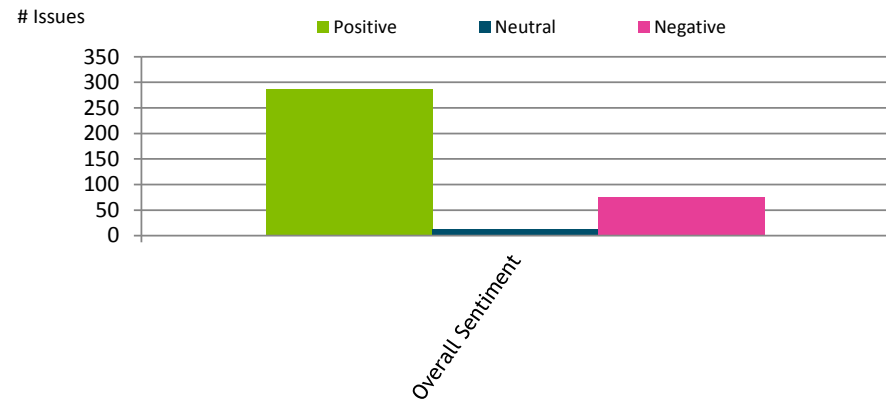


Medical conditions receiving the most comments overall

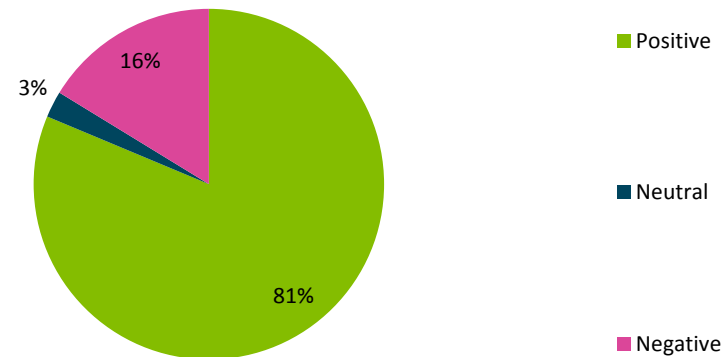
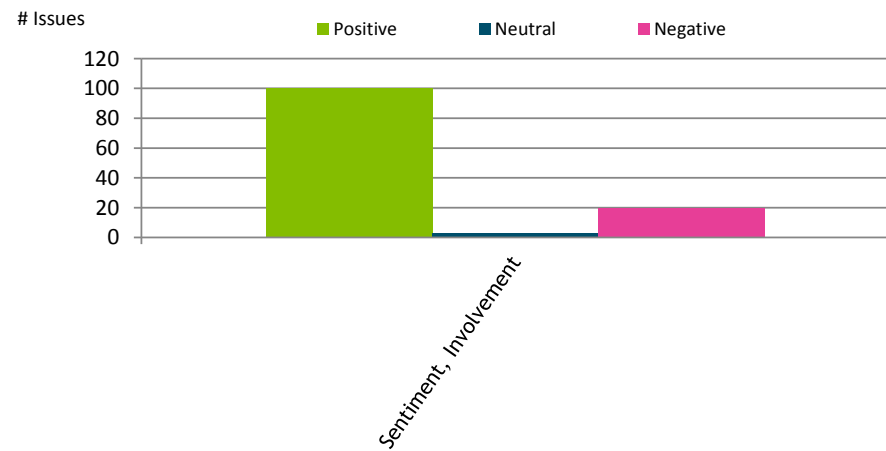
3. Sentiment: On the whole, how do people feel about services?



3.1 How do people feel as a whole?



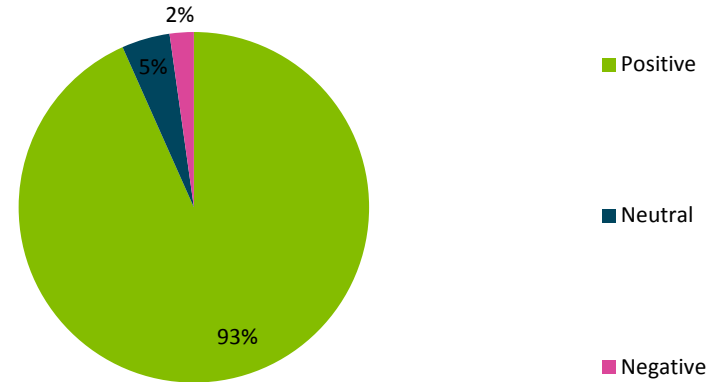
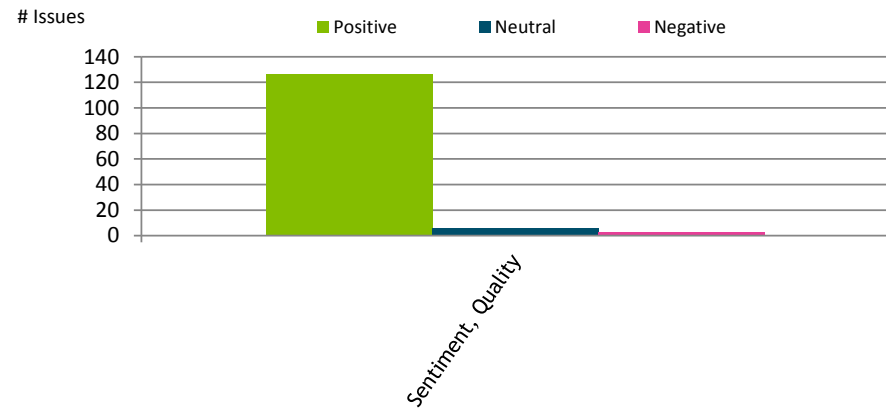
3.2 How well informed, involved and supported do people feel?



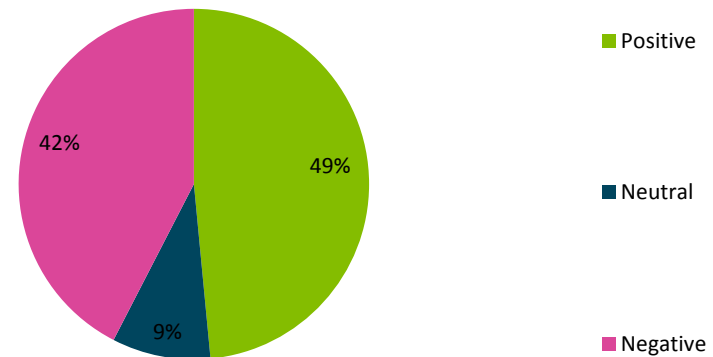
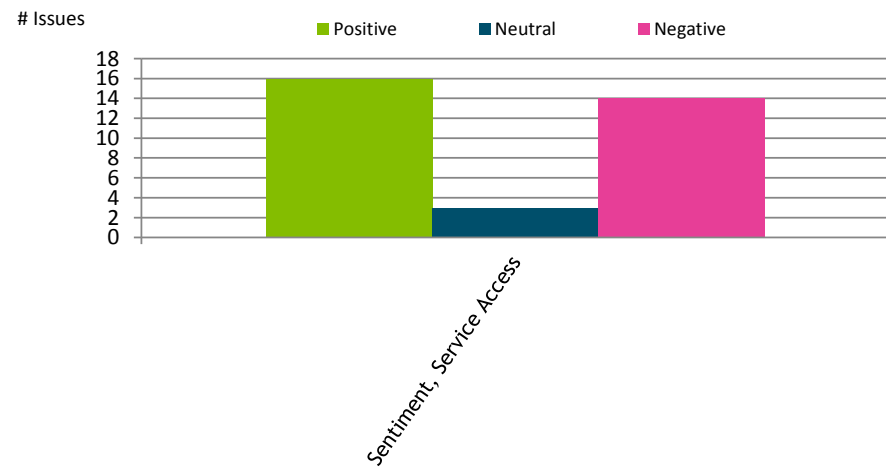
3. Sentiment: On the whole, how do people feel about services?



3.3 How do people feel about general quality and empathy?



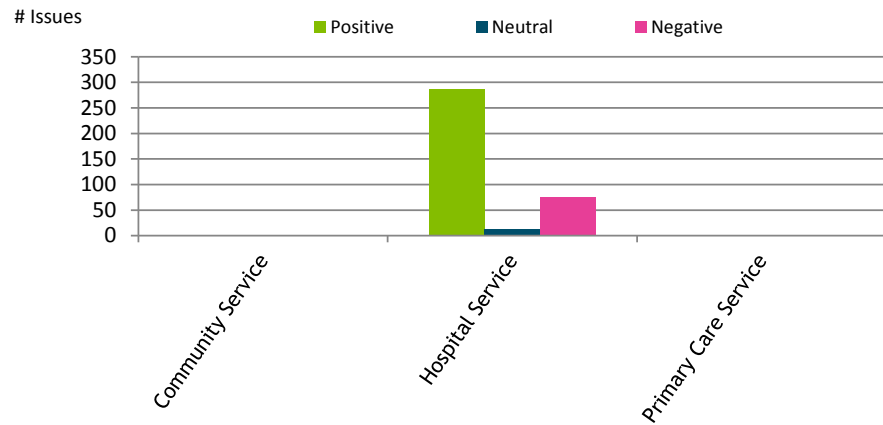
3.4 How do people feel about general access to services?



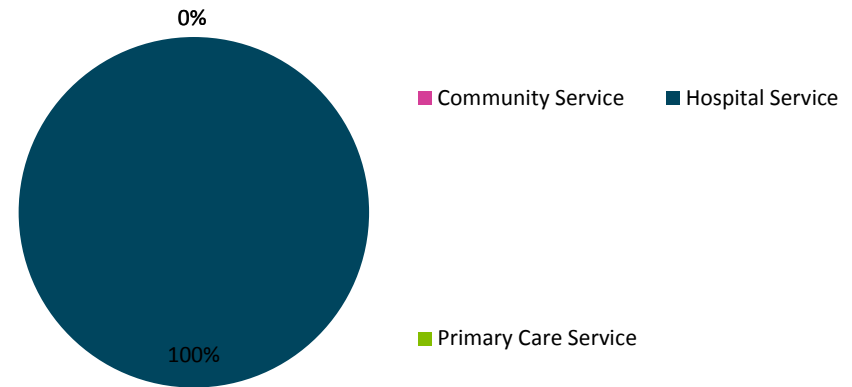
4. Trends: Which services are people most commenting on?



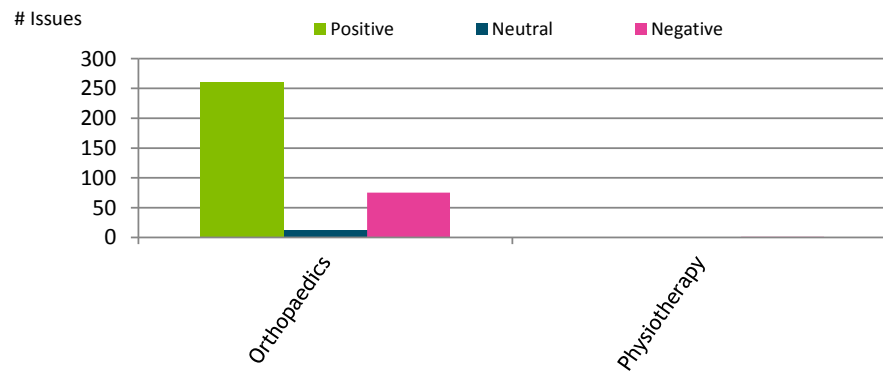
4.1 Service Sector



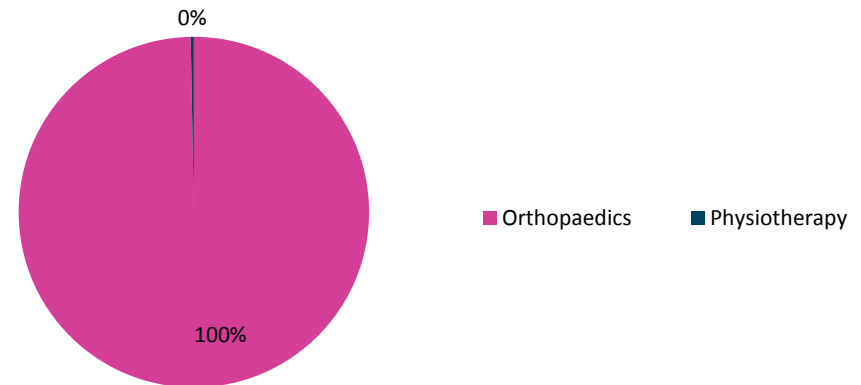
Service sectors receiving the most comments overall



4.2 Service Type



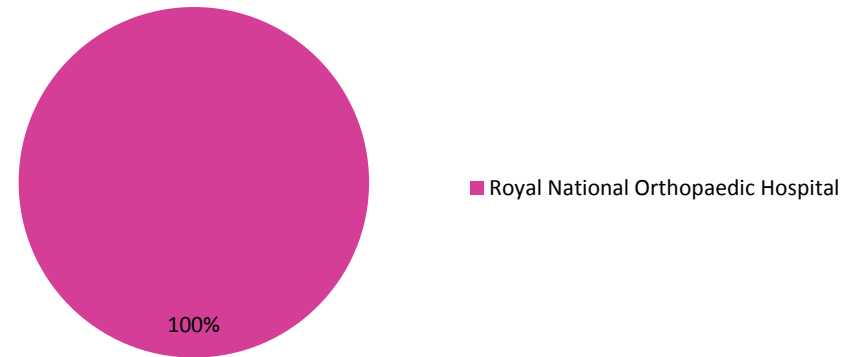
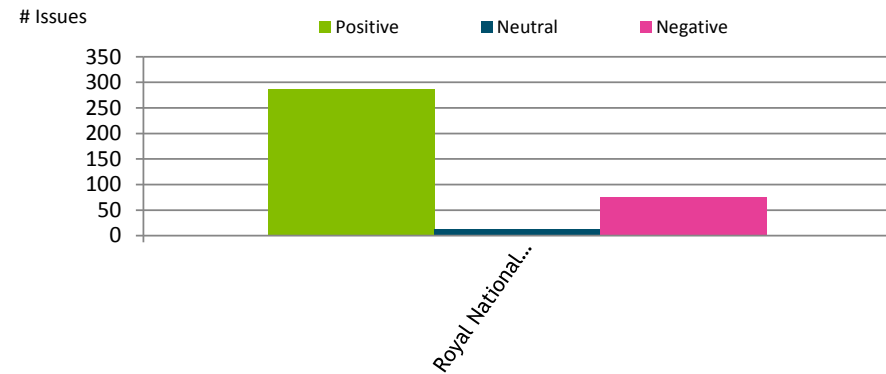
Service type receiving the most comments overall



4. Trends: Which services are people most commenting on?

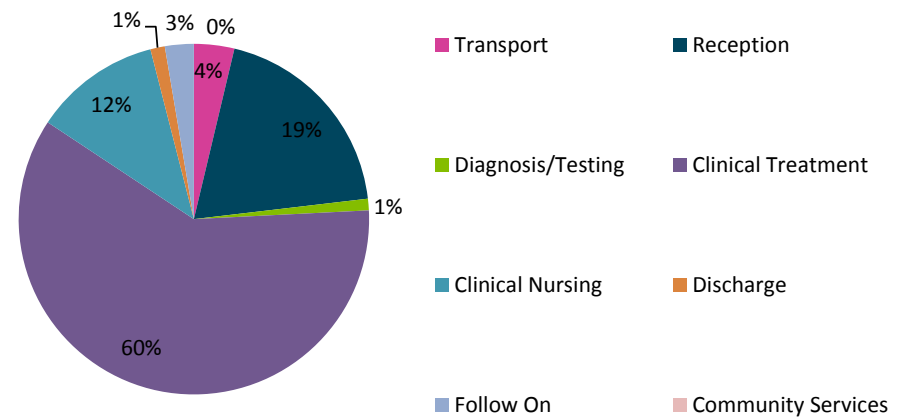
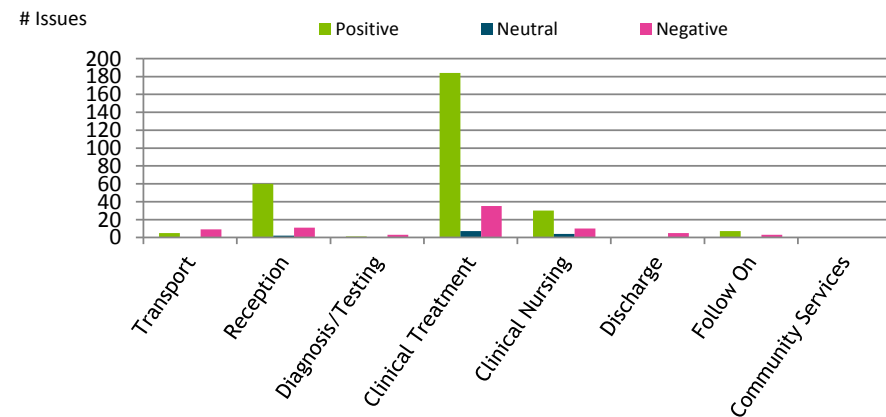


4.3 Services



Services receiving the most comments overall

4.4 Breakdown of care pathway locations (more on pages 8-14)

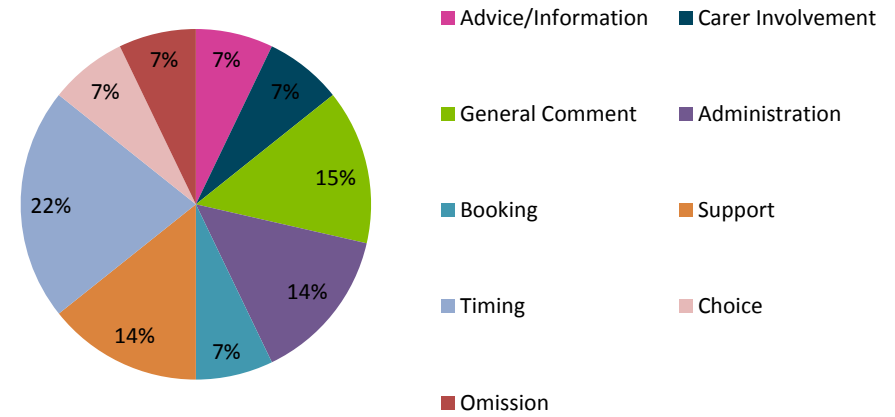
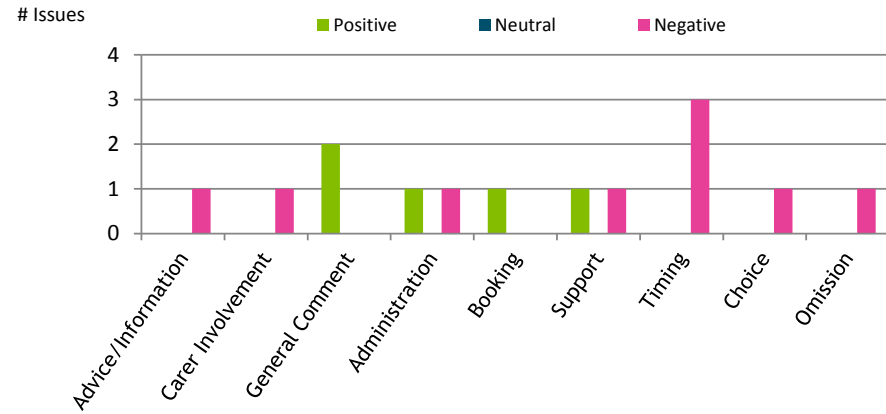


Care pathway locations

6. Care Pathway: Transport (ability to get to-and-from services)

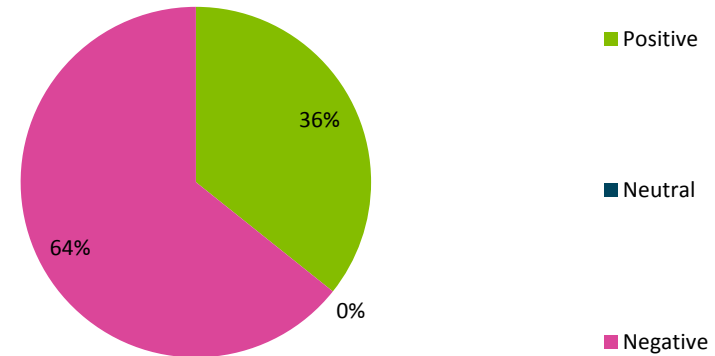
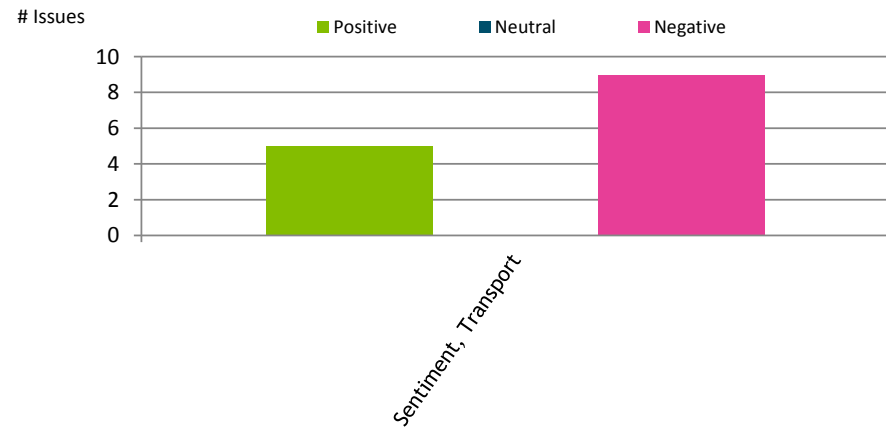


6.1 Trends, Transport (14 issues)



Issues receiving the most comments overall

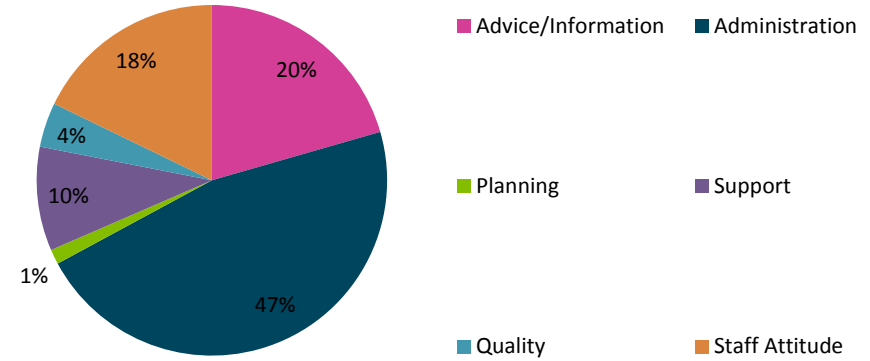
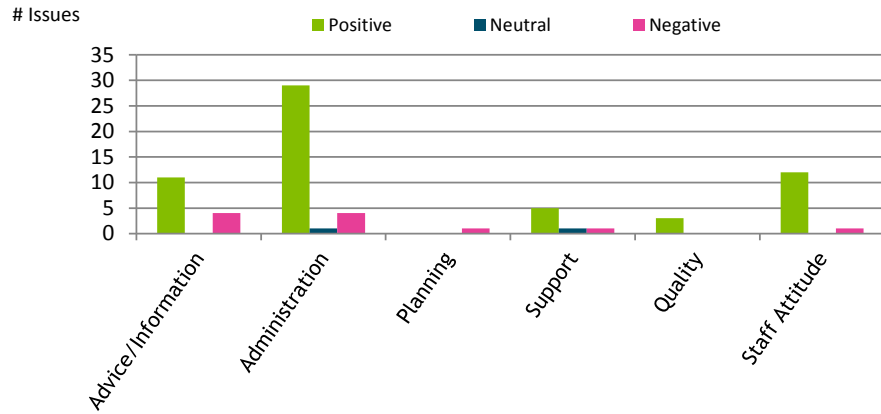
6.2 Sentiment, Transport



6. Care Pathway: Reception (reception services including back-office)

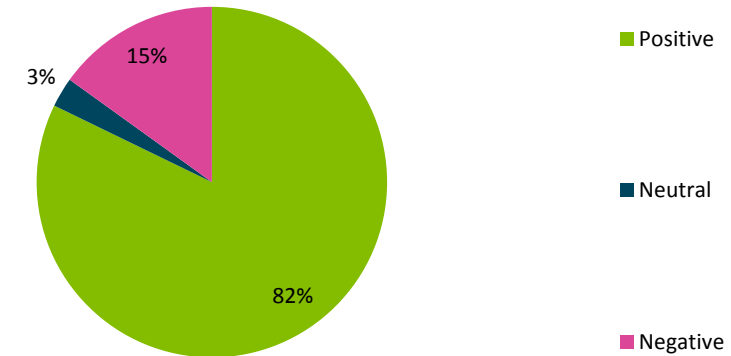
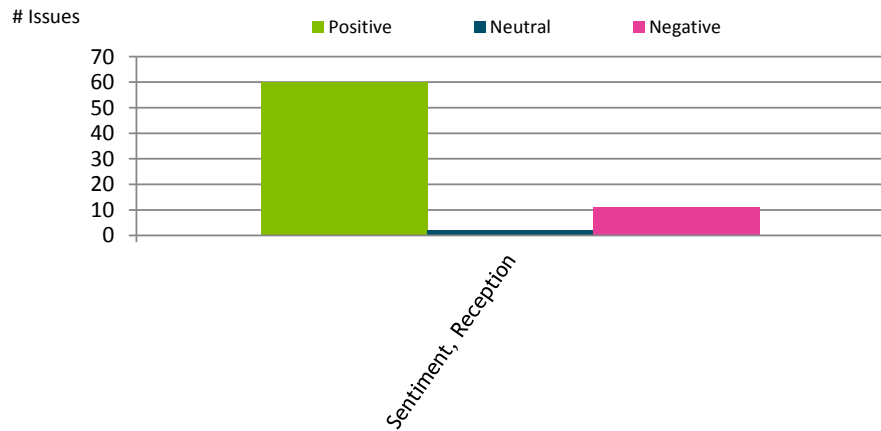


6.3 Trends, Reception (73 issues)



Issues receiving the most comments overall

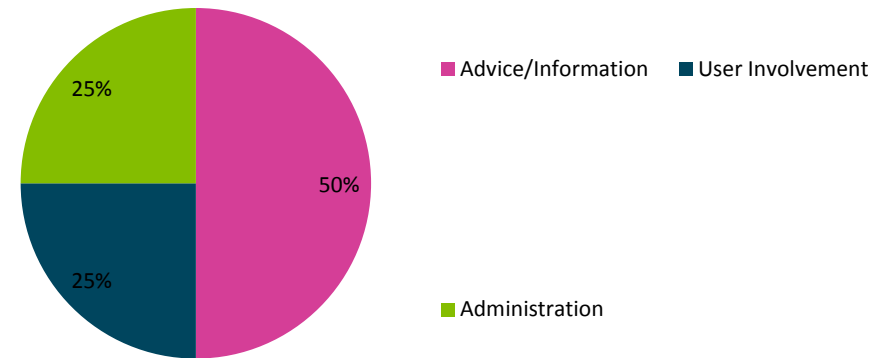
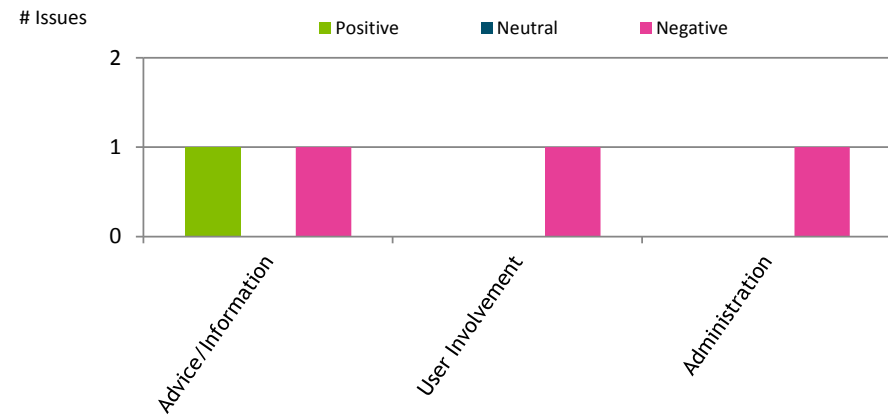
6.4 Sentiment, Reception



6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

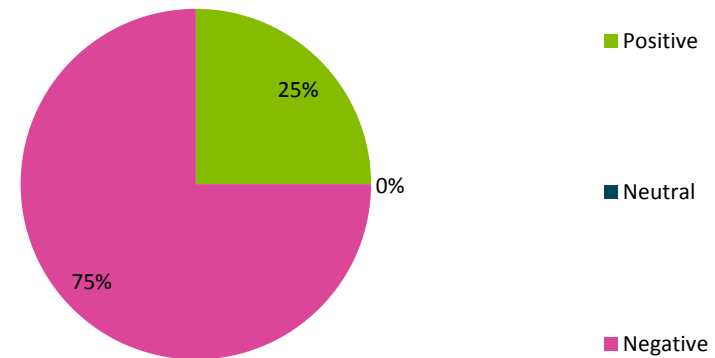
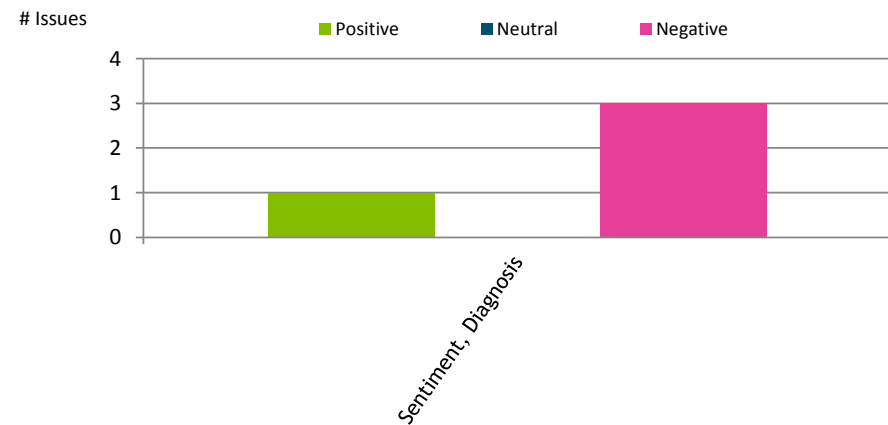


6.5 Trends, Diagnosis/Testing (4 issues)



Issues receiving the most comments overall

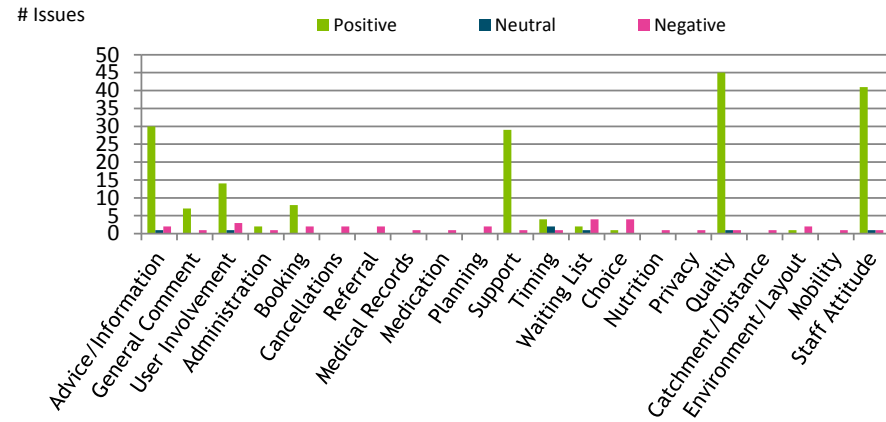
6.6 Sentiment, Diagnosis/Testing



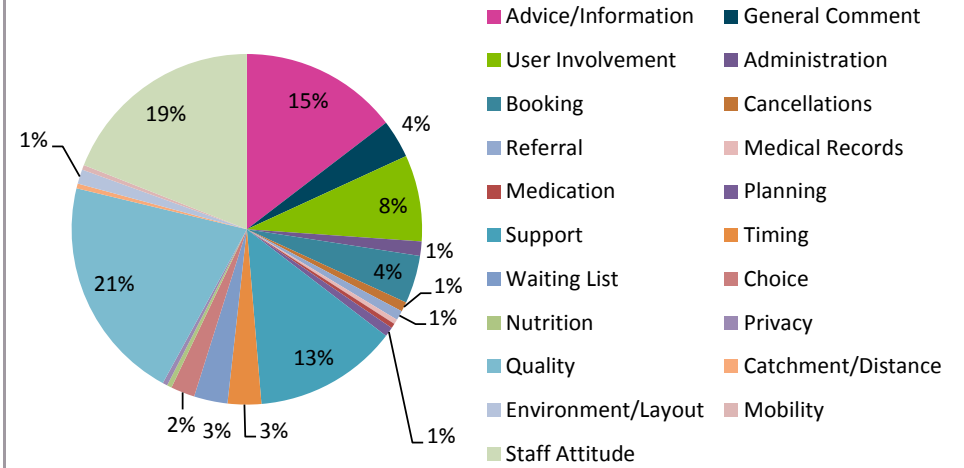
6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)



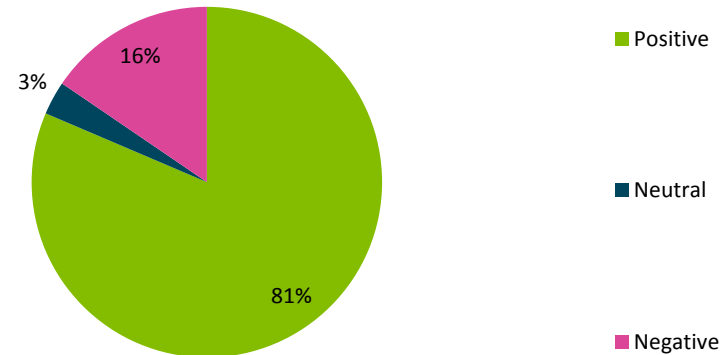
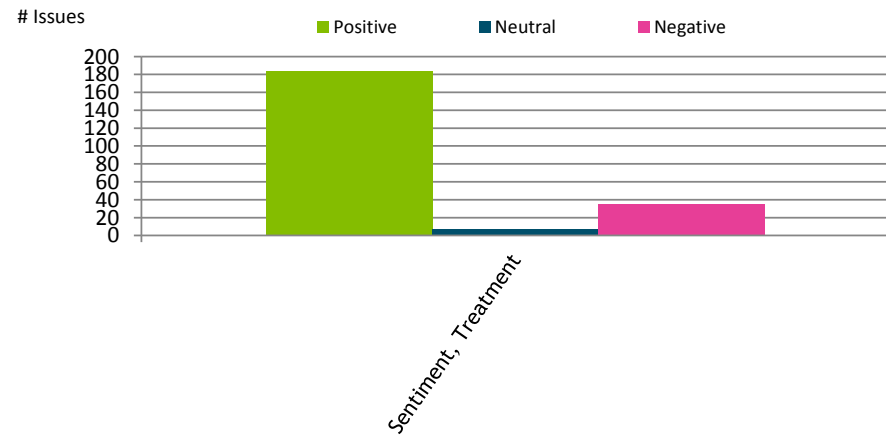
6.7 Trends, Clinical Treatment (226 issues)



Issues receiving the most comments overall



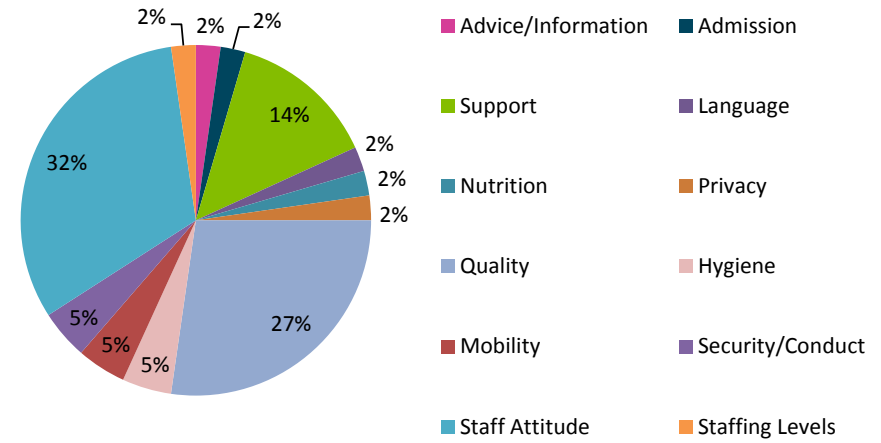
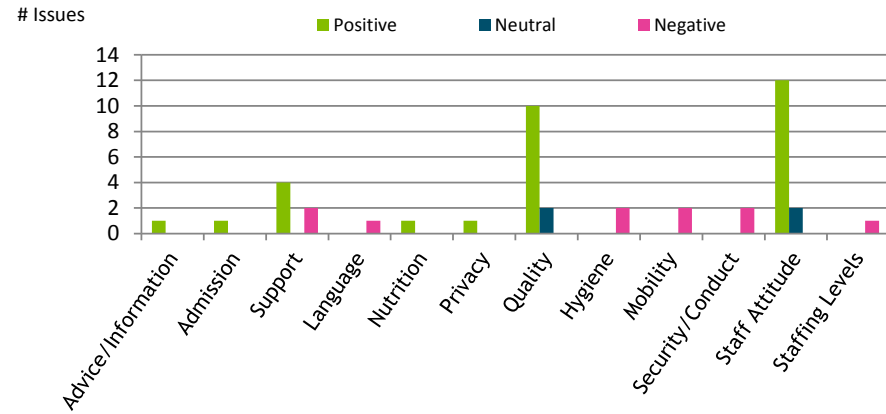
6.8 Sentiment, Clinical Treatment



6. Care Pathway: Clinical Nursing (care provided by trained nurses)

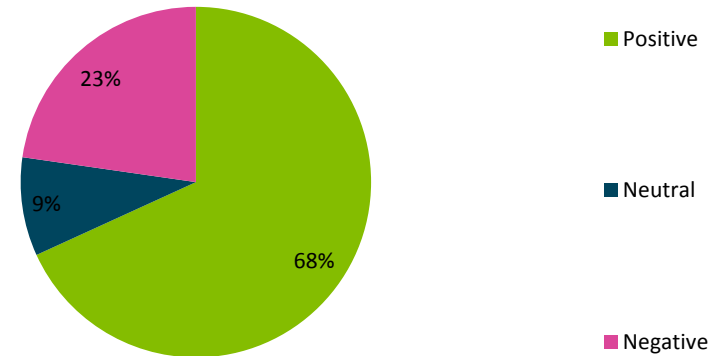
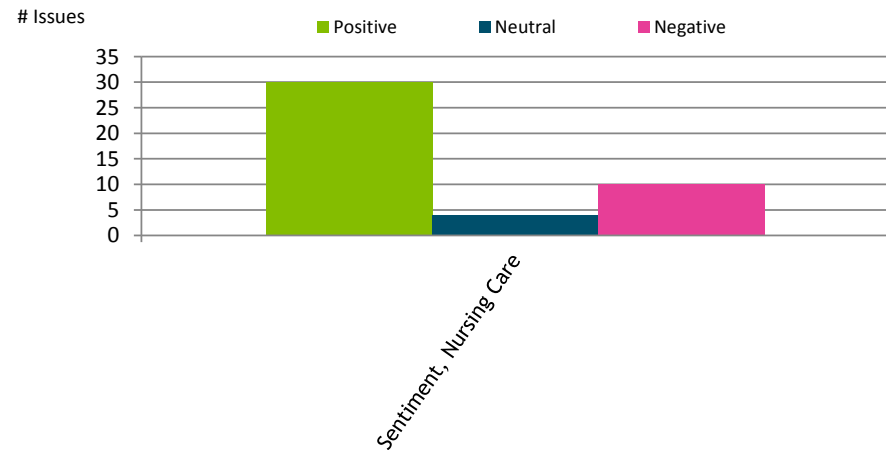


6.9 Trends, Clinical Nursing (44 issues)



Issues receiving the most comments overall

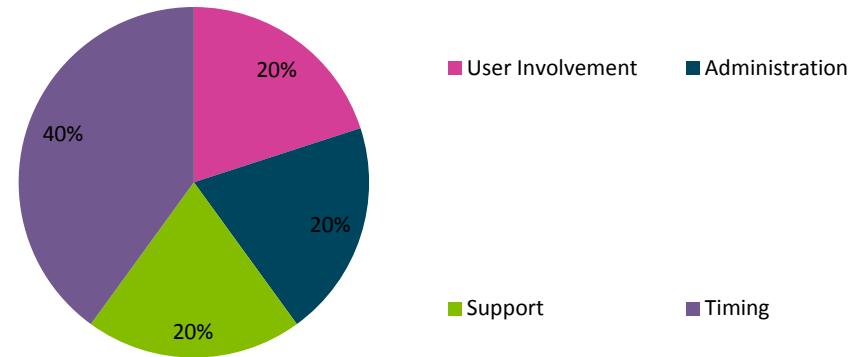
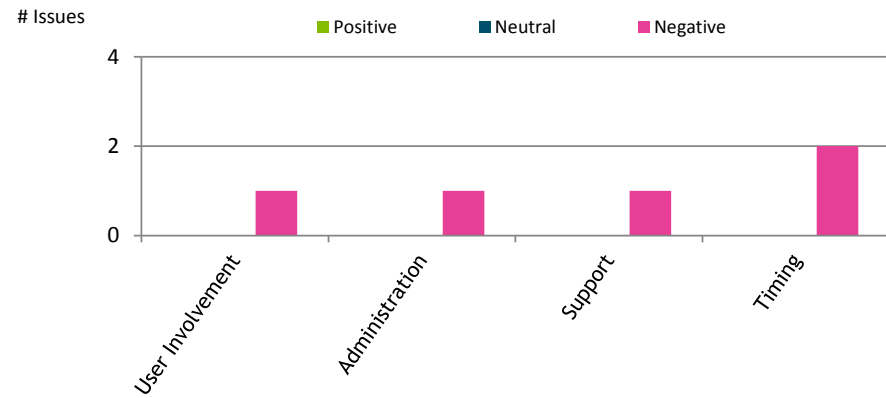
6.10 Sentiment, Clinical Nursing



6. Care Pathway: Discharge (discharge from a service)

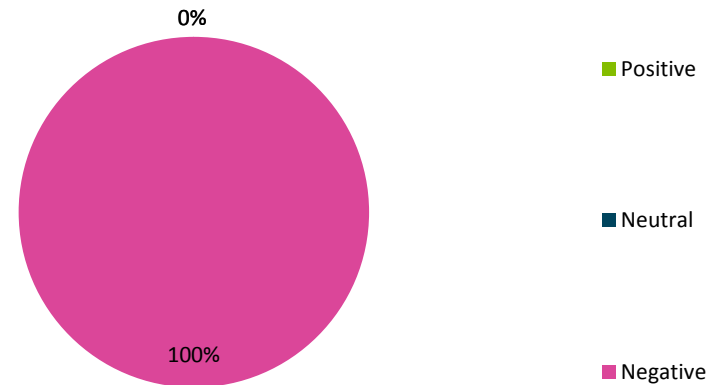
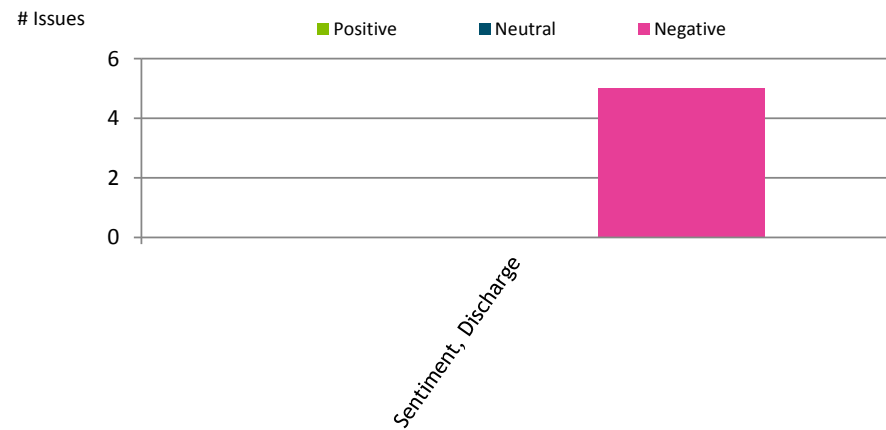


6.11 Trends, Discharge (5 issues)



Issues receiving the most comments overall

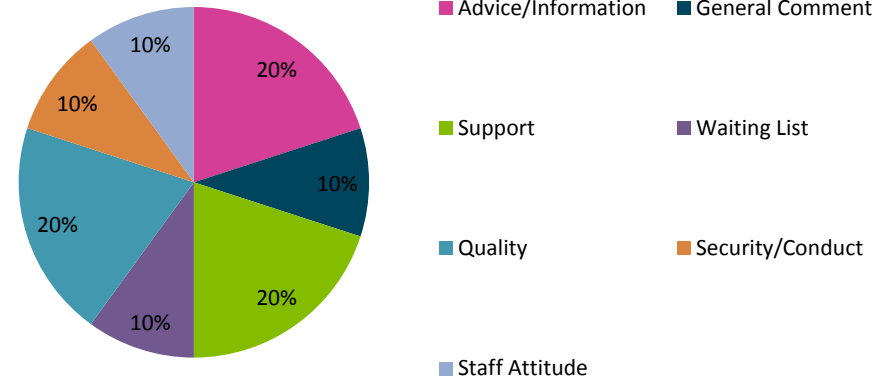
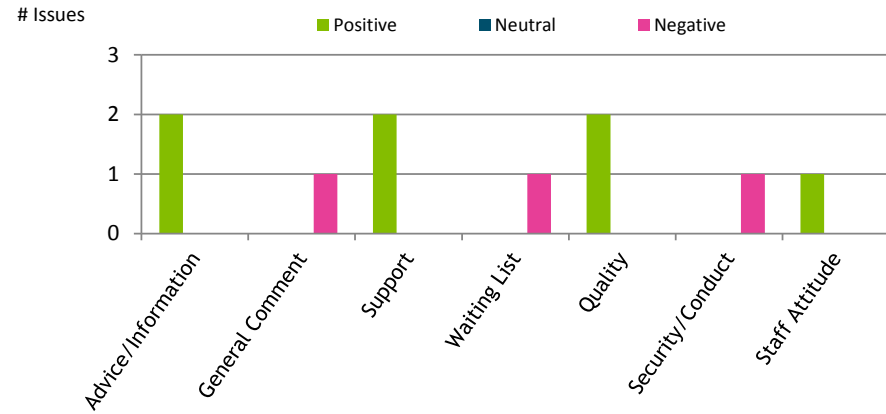
6.12 Sentiment, Discharge



6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

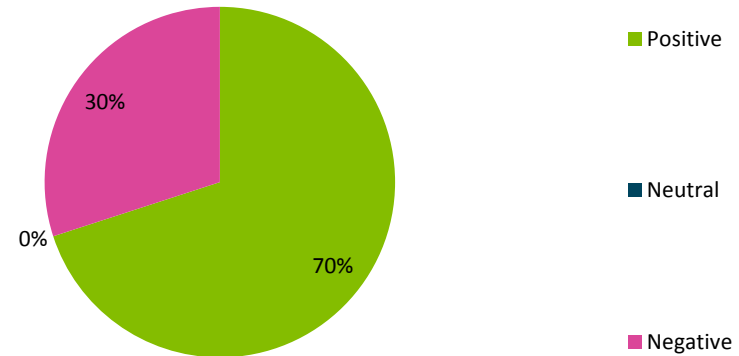
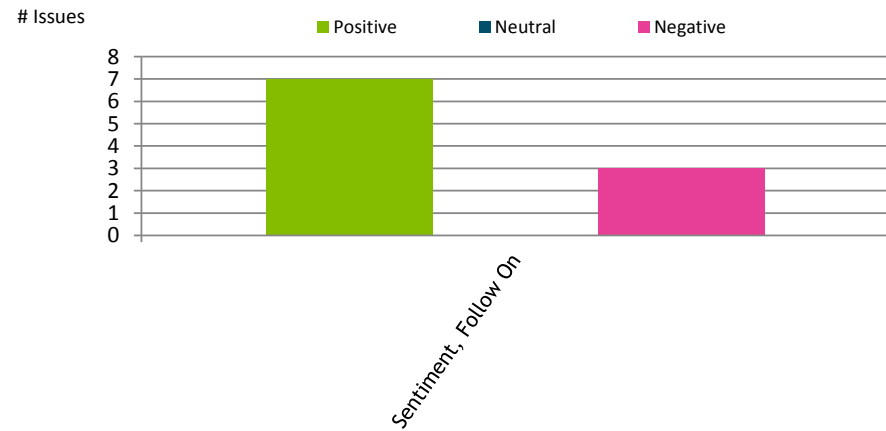


6.13 Trends, Follow On (10 issues)



Issues receiving the most comments overall

6.14 Sentiment, Follow On





Page Number, Figure

Key findings in brief*

Page 11, Figure 1.1	<i>Data Source: 75% of comments were obtained during outreach at RNOH.</i>
Page 12, Figure 2.1	<i>Top trends: The majority of comments reflect good quality, compassionate treatment and care, with good levels of support.</i>
Page 12, Figure 2.1	<i>Top trends: Patients are also broadly complimentary about administration and levels of user involvement.</i>
Page 13, Figure 3.1	<i>Sentiment: 76% of comments are positive overall.</i>
Page 13, Figure 3.2	<i>Sentiment: 81% of people feel adequately, informed, involved and supported.</i>
Page 14, Figure 3.3	<i>Sentiment: The vast majority of people (93%) experience good quality, compassionate treatment and care.</i>
Page 14, Figure 3.4	<i>Sentiment: Comments suggest sentiment on service access is mixed.</i>
Page 17, Figure 6.1	<i>Transport: Some patients cite late arrival of transport.</i>
Page 18, Figure 6.3	<i>Reception: Experiences reflect professional, compassionate services, with good levels of communication.</i>
Page 20, Figure 6.7	<i>Treatment: Patients comment on professional, compassionate services, with good levels of communication and involvement.</i>
Page 21, Figure 6.9	<i>Nursing Care: Comments reflect caring, professional nursing care.</i>

** Findings may not be representative of all service users experiences or opinions.*

8. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	<i>Communication, including access to advice and information.</i>	45	1	8	54
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	0	0	1	1
	Peer Involvement	<i>Involvement or Influence of friends.</i>	0	0	0	0
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	9	0	2	11
	User Involvement	<i>Involvement or influence of the service user.</i>	14	1	5	20
Systems	Administration	<i>Administrative processes and delivery.</i>	32	1	8	41
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	1	0	0	1
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	9	0	2	11
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	2	2
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	0	0
	Referral	<i>Referral to a service.</i>	0	0	2	2
	Medical Records	<i>Management of medical records.</i>	0	0	1	1
	Medication	<i>Prescription and management of medicines.</i>	0	0	1	1
	Opening Times	<i>Opening times of a service.</i>	0	0	0	0
	Planning	<i>Leadership and general organisation.</i>	0	0	3	3
	Registration	<i>Ability to register for a service.</i>	0	0	0	0
	Support	<i>Levels of support provided.</i>	41	1	6	48
	Telephone	<i>Ability to contact a service by telephone.</i>	0	0	0	0
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	4	2	6	12
	Waiting List	<i>Length of wait while on a list.</i>	2	1	5	8
Values	Choice	<i>General choice.</i>	1	0	5	6
	Cost	<i>General cost.</i>	0	0	0	0
	Language	<i>Language, including terminology.</i>	0	0	1	1
	Nutrition	<i>Provision of sustenance.</i>	1	0	1	2
	Privacy	<i>Privacy, personal space and property.</i>	1	0	1	2
	Quality	<i>General quality of a service, or staff.</i>	60	3	1	64
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
	Stimulation	<i>General stimulation, including access to activities.</i>	0	0	0	0

8. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	0	0	1	1
	Environment/Layout	<i>Physical environment of a service.</i>	1	0	2	3
	Equipment	<i>General equipment issues.</i>	0	0	0	0
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	0	0
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	0	0	2	2
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	3	3
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	0	0
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	1	1
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	3	3
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	66	3	2	71
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	0	0
	Staff Training	<i>Training of staff.</i>	0	0	0	0
	Staffing Levels	<i>General availability of staff.</i>	0	0	1	1
	Total:			287	13	76