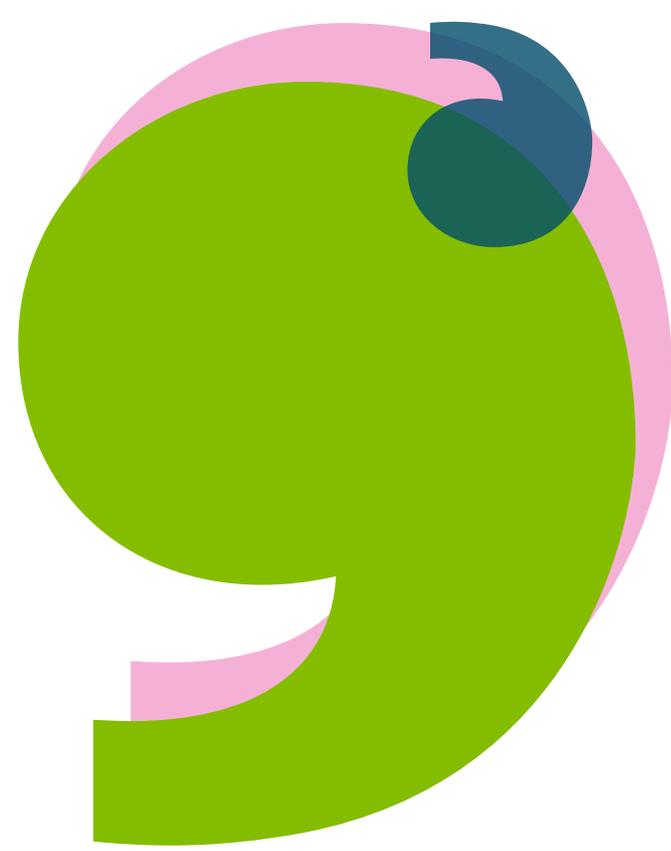


# Enter and View Report

Outpatients Unit – Chipping Norton War  
Memorial Community Hospital

March 2022



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# 1 Introduction

Details of visit:	
Service Address	Outpatient Unit – Chipping Norton War Memorial Community Hospital Russell Way, Chipping Norton Oxon, OX7 5FA
Service Provider	Oxford Health NHS Foundation Trust
Date and Time	Tuesday 23 <sup>rd</sup> November 2021, 2:00 – 5:00 pm
Authorised Representatives	Veronica Barry, Amier Alagab
Contact details	01865 520520

## 1.1 Acknowledgements

Healthwatch Oxfordshire would like to thank the service provider, patients, volunteers, and staff for their contribution to the Enter and View programme.

## 1.2 Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.



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## 2 What is Enter and View?

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Part of the local Healthwatch Oxfordshire programme is to carry out Enter and View visits. Local Healthwatch Oxfordshire representatives carry out 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 Oxfordshire 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 Oxfordshire Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Oxfordshire safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

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

### 2.1 Purpose of visit

- To observe how the facility operates and provides its services.
- To collect views from patients, volunteers, and staff on services.
- To identify 'Best Practice' and highlight any areas of concern.

### 2.2 Strategic drivers

The Enter and View visit to the Chipping Norton Outpatient Department was part of project on the health and social care experiences of people living in and around

Chipping Norton. The unit supports a variety of clinics from different providers, these include the following: -

Abdominal Aortic Aneurysm (AAA) Screening

Community Adult Mental Health

Audiology

Bladder & Bowel

Clinical Genetics

Community Paediatrics

Gastroenterology

Gerontology

Gynaecology

Heart Failure Nurse

Memory

Neurology

Orthopaedics

Paediatrics

Paediatric Audiology

Paediatric Bladder & Bowel

Paediatric Orthopaedic

Paediatric Urology

Physical Disability Physiotherapy Service

Podiatry

Rheumatology

Speech and Language

Ultrasound

X Ray

The unit receives approximately 300 outpatients per month, this figure does not include Oxford University Hospital Birth Centre outpatients.



Oxford Health NHS Foundation Trust takes part in iWantGreatCare, in which Chipping Norton Outpatient Unit outpatients can provide feedback on their patient experiences.

## 2.3 Methodology

Due to the COVID-19 pandemic restrictions, we completed a risk assessment before the visit and all precautions were taken seriously. Following an initial approach by Healthwatch Oxfordshire to the Site Manager of Chipping Norton Outpatient Unit to pay an Enter & View visit to the service, the planning for this visit was conducted by email and telephone. We liaised with the Site Manager for the visit to the Outpatient Unit and the person in charge on the planned visit day.

We arranged a time to visit on Tuesday 23<sup>rd</sup> November 2021 from 2:00 – 5:00 pm. We were informed that the appointments were for the podiatry clinic only and they were expecting approximately six patients.

Two members of the Healthwatch Oxfordshire team trained to conduct Enter and View spent nearly three and half hours at the Unit on 23<sup>rd</sup> November 2021. We spoke to three staff and five patients on site. Given the nature of the service and facilities available at the Unit, we left some paper questionnaires and ‘freepost’ envelopes for the service to distribute to the patients after our visit.

Healthwatch Oxfordshire posters and leaflets had been displayed around the reception areas. We explained about why we were there and ensured that we obtained consent from all staff and patients we spoke to.

We spoke to patients in the waiting room and respected their confidentiality as patients are not allowed to attend together at the same time.

We discussed our findings with the provider.



## 3 Summary of findings

- The Outpatient Unit serves Chipping Norton and the surrounding villages. We heard people came from as far as Milton Keynes and Aylesbury as they liked the free parking and less traffic.
- The unit is run by a dedicated staff team who aim to deliver excellent care by working together.
- In general, patients feel well informed and happy with the care they receive.
- Comments from patients were overwhelmingly positive about the outpatient unit, attractive and safe environment, efficiency of the services, and the attitudes of staff.
- The environment was calm with a reassuring hum of activity.
- The patient journey from arriving on site was smooth, with clear directions and support from the staff.
- Staff were accessible, friendly, and easy to talk to – and always offering support and direction.
- Patients with mobility issues were guided to the lifts; and a fold up wheelchair was available at the reception to use.
- Improving communication with patients may help them to engage and enable them to give feedback on care system.
- Clear signages are implemented inside the building with social distancing in place.



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## 4 Results of visit

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The visit took place on Tuesday 23<sup>rd</sup> November 2021. We were told that due to COVID-19 restrictions the number of patients booked in on that day was six for podiatry clinic. The unit receives approximately around 300 outpatients per month. This figure does not include Oxford University Hospital Birth Centre outpatients.

We were warmly welcomed by the receptionist, and we had an informative meeting with her. She explained to us all aspects of services and discussed the positive and negative issues they experienced.

The clinic was well equipped and had all the required facilities, more staff may be needed to utilise the service and make use of unused rooms.

PALS poster on display.

'iWantGreatCare' displayed (last feedback August 2021) with six reviews showing was available by reception, but if patient does not have access online, they would need to actively ask receptionist for the form. This opportunity was not promoted that well and it could be made clearer how to comment with feedback encouraged. Clearer poster and communication about what 'iWantGreatCare' is and why it's important that people give their feedback.

Care Quality Commission (CQC) report on display dated 2016.

The waiting room was very clean. Social distancing signs everywhere, masks and hand gel at reception. Toilets were clean with cleaning rota on display.

### Observations

The Outpatient Unit at Chipping Norton is operated by clinical and non-clinical staff. Generally, staff reported being well trained with good levels of information. Meanwhile, we heard a level of disquiet about staff shortage, and lack of continuous training.

The two Healthwatch Oxfordshire Authorised Representatives spent some time looking at the environment and what information was displayed for patients.

Reception staff were helpful and guided the patients to where they would be attended. Confidentiality was maintained in conversations. No translation facility is available at the outpatient unit.

The Unit rarely receives non-English speaking patients, but some are accompanied by an English speaker. No interpreting facility is available at the outpatient unit.

We were informed that if a patient is not accompanied by an English speaker, there would be able to access online/phone interpreting booked by the clinician.

## Staff feedback

We spoke to a range of staff on site including administrators, nurses. Paper surveys with 'prepaid' envelope were left to be distributed for staff and patients to complete and return to Healthwatch Oxfordshire.

In all we heard from receptionist, administrator, and community nursing assistant practitioner:

### Non-clinical staff

The observations and feedback from **non-clinical staff** were collected by face-to-face interviews during the visit. Overall, we heard that:

- They felt safe working at the outpatient unit.
- They received good / excellent training and information prior to starting work.
- The system was well organised and working well – however, they are facing staff shortage.
- Overall management was good and supportive.

### Clinical staff

Clinical staff included people involved in setting up the outpatient unit and nurses delivering the support. The feedback collected is a combination of conversations during the visit and questionnaires.

Overall, those involved in setting up the outpatient unit and having daily oversight:

- Were happy with the training and information given to staff while joining.
- Felt safe working at the unit.



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- In fact, it was a learning environment with staff being listened to and changes being made to procedures as needed.
  - The main concern we observed was the barriers to communication with patients that wearing masks created – especially the elderly, hard of hearing, and anxious. This is compounded by the need to shout / talk loudly that could compromise confidentiality of patient personal information.
  - We heard that some of the staff provide information and treatments to housebound patients in their own homes and supported care settings (i.e. care homes).

## **Patient feedback**

Due to the nature of the service profile of patients, and COVID-19 restrictions, a schedule is given to patients to avoid overcrowding, with no more than five people allowed to attend at a time in the waiting area. There is a need for patients to move smoothly and quickly through the unit. We were able to speak directly to patients attending the unit.

We spoke to 5 patients and analysed their comments. This report reflects what we heard from 5 patients 23<sup>rd</sup> November 2021. We continue to receive paper responses and will update Oxford Health NHS Foundation Trust.

### **Booking process**

One of the COVID -19 impacts is the challenge of getting an appointment with the GPs or other health and social care providers. At the Chipping Norton Outpatient Unit we noticed that appointments were arranged via phone call to the reception or from other health institutions on behalf of the patients. No online booking facilities were available on the website, meanwhile, most of the patients had no experience and knowledge of booking online.

### **Reaching the Outpatient Unit:**

Some people found the journey to the outpatient unit easy and walkable, local to the town. Others drove by car or arrived by a shuttle bus with transport every hour to the hospital also available. There were adequate free parking spaces available. There is good wheelchair access, and walkability from the town, and cycle racks are provided.



**Patient engagement:**

We did not see evidence of patient engagement with information provided on how to make a complaint and there was no feedback box clearly displayed at the reception.

A female patient informed us she did not have any experience of how to give feedback or complaints but noted she would ask reception. She commented that she is able to call for any queries and always receives an immediate response.

In general, patients we spoke to were overwhelmingly positive about the Outpatient Unit, the safe environment and efficiency of the services, and the attitudes of staff.

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## 5 Recommendations

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- Ensure information on how to offer feedback and make complaints is clearly displayed on the website. This should include relevant email addresses as not all patients will be comfortable phoning with a complaint. Ideally there should be a complaints tab visible on the front page of the website as opposed to it being grouped with patient participation.
- Feedback box for comments should be maintained and clearly displayed at the reception.
- Ensure that staff have the necessary information about training opportunities to develop their career pathway.
- Keep windows open sometimes during the day may help for healthy ventilation.
- Translated leaflet may be required at reception and on the website and ability to book an interpreter promoted.
- Consider installing some seats with higher backrests in the waiting room.
- Sanitisation of the seats after use would minimize the risk of COVID-19 infection.



## 6 Service provider response

- N.B. reference to Trust, is Oxford Health NHS Foundation Trust. Our unit hosts clinics for both Oxford Health NHS Foundation Trust and Oxford University NHS Foundation Trust. Healthwatch Oxfordshire Enter and View Report and responses made to your recommendations relates only to Oxford Health NHS Foundation Trust service provision.
- A copy of the Trust's 'How to make a complaint' information leaflet can be obtained from Reception (as no longer in patient waiting area due to Covid restrictions). The Trust provides a Patient Liaison Service (PALS). A PALS poster is on display in our patient waiting area (as noted in your report). We will add to the poster a sign 'For more information, please ask at Reception'. Patients can access PALS online via searching 'Chipping Norton Outpatient Unit', click on 'Contact Us' tab, click on 'Advice Feedback and Complaints' tab.
- Our patient / carer feedback is listed within iWantGreatCare, under 'Chipping Norton Community Hospital'. Our labelled feedback submission box remains directly adjacent to our Reception. Pre-pandemic, reception staff liaised with patients / carers, asking if they would like to leave iWGC feedback, usually in paper form, or by scanning the QR code for our service. iWantGreatCare processes each Trust service's feedback separately. An iWGC poster is on display in our patient waiting area. We will add to the poster a sign 'For more information, please ask at Reception'.
- The Trust provides a comprehensive Learning & Development service for all clinical and non-clinical staff, as well as Trust apprenticeship opportunities. Each member of staff has access to their individual Online Training Record (OTR), which includes their supervision record and training opportunities. The Trust also provides an informative and supportive Health & Wellbeing service for all staff.
- Outpatient Unit windows and doors are open from 06:00 – 17:00 Monday to Friday. Other times may vary, dependant on unit use by evening/weekend staff.
- A copy of the Trust's 'Interpreting and Translation Services' information leaflet can be obtained from Reception; leaflet information is now on



display in the patient waiting area to highlight this service. Interpretation services can be arranged for patients attending Oxford Health services.

- Due to Covid restrictions, we have the Trust Estates agreed seating capacity for five people within our waiting area, comprising five high-back, wipe-clean chairs.
- Clinell cleaning of waiting area patient seating and adjacent tables continues after patient use. During the time of your visit, signs were given to each patient to leave on their seat after use to enable cleaning awareness and procedure.
- Outpatient Unit Reception staff do not send out any appointment related information to patients via text message.

