

Oxford Community Diagnostic Centre

Enter and View Report



December 2022

Contents

Visit details	3
What is Enter and View?	3
Summary of findings	4
Recommendations	5
Service response to recommendations	6
Report on visit to Oxford Community Diagnostic Centre	8

Acknowledgements

Healthwatch Oxfordshire would like to thank the service provider, people we spoke to and heard from, and staff for their contribution to the Enter and View visit.

Visit details

Details of Visit

Service Address	Gemini One, 5520 John Smith Drive, Oxford, OX4 2LL,
Service Provider	Perspectum, OUH NHS Foundation Trust
Date and Time	Wednesday 19 th October 2022, 10:00am – 2:00pm
Authorised Representatives	Amier Alagab, Veronica Barry
Healthwatch Oxfordshire Contact details	01865 520520

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.

What is Enter and View?

The Health and Social Care Act 2012 legislation allows Enter and View activity to be undertaken on premises where health and social care is publicly funded such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. We visit:

- To gather the views of health and social care service users, families, and carers’.
- To report what we see and hear to improve the quality of health and care services.

More details about Enter and View visits can be found on our website:

www.healthwatchoxfordshire.co.uk/our-work/enter-and-view

Purpose of the 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.

Strategic drivers

To contribute to a wider local Healthwatch programme of work that focuses on patient experiences within health and social care. We wanted to hear what is working well as well as where things could be improved.

Summary of findings

Please note these findings represent a portrayal of what we observed and heard from service users and staff on the day that we visited:

- The centre is run by clinical and administrative staff members who are keen to deliver excellent patient care services.
- Every patient we spoke to felt listened to by the staff and other medical professionals they consulted.
- Staff were accessible and friendly to patients and easy to talk to.
- Comments from patients about the environment and efficiency of the services, and the attitudes of staff were generally very positive.
- Improving internal communications between staff may help in improving quality of service, and between staff and patients may help the patient to engage with the centre and enable them to give timely feedback.
- The signage to reach the centre does not clearly indicate the directions for patients to locate the building.
- Bus routes need to be improved, with a more frequent service, for patients to attend the centre, particularly those with limited mobility who may be dependent on public transport.
- The centre's opening hours are not indicated anywhere, even at the main entrance.
- Improve communication about, and clear signage on how to comment and complain.

- All patients and visitors were required to wear face masks on entry to the centre. We observed that reception staff provided a mask for a patient who did not have one. There was a clear sign inside the clinic highlighting rules for COVID social distancing and wearing a mask. There was hand gel available. However, we noticed some visitors not wearing face masks and the visitors were not reminded by the reception staff to keep them on.
- The patients inner waiting room could be more friendly through the provision of the opportunity to listen to music or watch television.
- No translated materials are available at reception informing patients about the complaints procedure and interpreting service.

Recommendations

- Improve signage from both directions from the car park and inside the building to help patients navigate easily.
- Ensure notices are patient focused, such as a 'Welcome' sign at reception.
- Provide additional accessible and patient focused information including translated, large print, and easy read materials on:
 - The interpreting service and Language Line, and how to access these services
 - Information for patients on 'what to expect' when receiving support and treatment at the Centre
 - 'How to compliment/complain'
 - Feedback including additional explanation on feedback forms about how comments will be used, and clear signage on how to comment and complain, and indicating the comments box. A 'You said/We did' format for showing patients the results of feedback on supporting improvements would be positive.
- Display the service opening hours in a prominent position, and in large format on the main entrances.
- The patients inner waiting room could have something to occupy patients while waiting, such as television or music.

- Keeping a hearing loop on the reception desk to help those with hearing difficulty.

Service response to recommendations

Many thanks for your report and feedback from the visit on 19th October 2022, please find below our responses to the points raised in the report.

There were six recommendations following this visit, some of the issues raised were already being dealt with and all have now been completed.

The following describes actions being undertaken by the Oxford Community Diagnostic Centre (CDC).

1. Improve signage from both directions from the carpark and inside the building to help patients navigate easily.

We have redesigned our Posters giving more visual prompts, more stands have been ordered and once they have arrived will be placed to help patients navigate their way more easily into the building. Any permanent signs must be agreed by the Business Park as our Landlord.

2. Ensure notices are patient focused, such as 'Welcome' sign at reception

Following the visit, we have designed a new Welcome sign at the entrance to Reception, this also clearly states the service opening hours for patients.

Provide additional accessible and patient focused information including translated and large print, easy read materials to inform patients about:

- ***Information about interpreting service and Language Line and how to access***

Information poster re: Language Line and InterpretersLive! Posters showing the process that enables sign language users to call into and be called by us is on display. Additional support tools ordered from Language Line these include a dual handset, Language ID poster, Guide for staff on how to access the service and Language ID cards for staff.

- ***Information for patients on 'what to expect' when receiving support and treatment at the centre***

We currently use patient information leaflets from Oxford University Hospitals (OUH). These are sent out with the appointment letters. We can

signpost patients to the OUH website to 'listen and/ or for translation' if required in the first instance.

We can print leaflets in larger fonts if required. Information on how to access the information will be on display on the TV presentation.

- ***Clear notices about 'How to compliment/complain'***

Signs are in place on 'How to complain' poster and is on the notice board in the waiting area of the CDC.

- ***Improve communication about feedback including additional explanation on feedback forms about how comments will be used, and clear signage on how to comment and complain, and indicating the comments box. A 'You said/ We did' format for showing patients the results of feedback on supporting improvements would be positive***

Patient feedback forms amended to explain how the information is used by us, including 'How to complain'. Comments box labelled and 'You said/We did' feedback poster on the CDC notice board.

3. Place the service opening hours in a prominent position, and in large format on the main entrances.

Opening hours have now been included and are on all new posters and signs for the CDC.

4. The patient inner waiting room could have something to occupy patients while waiting, such as TV, Music.

We do not have a licence for this service at present; however, we are in the process of using this TV to display information to patients about the services we provide and other relevant information

5. Keeping a hearing loop on the reception desk help those with hearing difficulty.

Unfortunately, our sticker displaying the 'Hearing Loop had fallen down the side of the desk so was not visible. We have replaced this, and this is now clearly placed on the Welcome Desk.

6. Please can you ensure that this report is sent to the relevant service providers.

The report has been disseminated to Senior Management. In addition, it has been discussed in the internal and external CDC meetings and CQC on their last visit.

By email on 15th December 2022 from:

**Denise Flannery
Clinical Manager
Oxford Community Diagnostic Centre**

Report on visit to Oxford Community Diagnostic centre – (CDC) 19.10.2022

A. Methodology

We follow Healthwatch England guidelines for Enter and View visits. The steps below summarise this process:

- Plan:
 - Appoint an Enter and View lead for the visit.

- Communicate
 - Inform the provider of the visit, and relevant details including the purpose, date, time, estimation of how long it will take, how many people will be carrying out the visit, and the name of the lead person.
 - Prepare visit posters including the purpose of the visit, time and date, and dispatch these to the provider for display, so that people using the service are clear why the visit is taking place.
 - Include information about how members of the public can contact Healthwatch Oxfordshire if they are not able to when the visit is taking place.

- Preparation
 - Prepare resources such as surveys and questionnaires.

- Identify any requirements for special support necessary to facilitate the visit such as access or security. This must be done before the visit, as you may be refused entry.
- Meet with the service provider before the visit.
- Report
 - On completion of the visit a draft report is shared with the service provider requesting comments on factual accuracy and responses to any recommendations within 20 working days.
- Follow up
 - The final report is published on the Healthwatch Oxfordshire website and shared with the Care Quality Commission (CQC) and service provider.

B. About Oxford Community Diagnostic Centre (CDC)

Oxford Community Diagnostic Centre (CDC) is an innovative and exciting new development by Oxford University Hospitals NHS Foundation Trust (OUH) in partnership with commercial provider ([Perspectum](#)).

Full details about the centre can be found on the website below:

<https://www.ouh.nhs.uk/services/departments/other/cdc/default.aspx>

The centre opened fully to patients and referrals in early 2022 (Phase 1) and is expecting to expand its offer (Phase 2 to include mammography, biopsy, and ultrasound) by the end of 2022.

Referral routes: Patients are referred to the service from within Oxfordshire and Buckinghamshire, Oxfordshire, and Berkshire ICS area via a range of pathways. This includes GPs, hospital, and other health professionals to 'drop in' x-ray.

Access to the centre is via car, bike, or bus.

The centre carries out a range of diagnostic tests, including internal and external static facilities for:

- Imaging (CT, MRI, ultrasound, X-ray, and mammography) provided and fully staffed by sub- contractor Alliance Medical
- Physiological measurement (echocardiography, full lung function tests, and ambulatory blood pressure monitoring)

- Pathology (phlebotomy, point of care testing, and simple biopsies).

C. The centre environment

On arrival, ample free car parking was available including Disabled Parking spaces, and bicycle facilities. Pathways to the building were accessible. The centre is accessible by bus however there is a walk from bus stop which can be a challenge for someone with limited mobility. A bench as a 'resting stop' has been provided at a halfway point for patients to use if this is the case.

Signage marking the route to the centre from the car park and road could be more prominent and placed at strategic points on their various paths. From the perspective of someone visiting for the first time, the signage was not clearly marked outside the building, and was only marked from one side of the car park.

The building was new, bright, and light and very clean, the environment in general looks perfect, and internal decorations showed great care had been taken to create a pleasant environment.

A baby changing room was available.

Water, tea, and coffee was provided and available for visitors at the main reception to help themselves and encouraged by staff if post-treatment where no food had been taken beforehand.

A variety of seating arrangements was available, including chairs of different sizes and of different heights, as well as spaces with tables to enable patients to carry out work whilst waiting. Decorations and wall art were engaging and colourful.

Internal signage was not prominent on routes and doors to treatment rooms; however, patients were accompanied by a member of staff to their treatment and were not left alone to find their routes.

A feedback box was available in the patients waiting room, along with 'Have your say' forms displayed on tables at the waiting room for visitors. However, the comments box was not labelled, so there was no explanation as to what it was for. The feedback forms were for anonymous comments and no personal data was collected, however there was no information on the form as to how the information would be used, and how it would make a difference.

Displays on the patient waiting room notice board included a Healthwatch poster, Care Quality Commission (CQC) registration certificate (dated 18/02/2022), Certificate of Employer's Liability Insurance, Perspectum and a notice that CCTV

was in operation. There was also a poster celebrating input of a staff member from the Housekeeping Team.

Staff interactions with visitors were friendly, welcoming, and professional.

The service informed us that Language Line for telephony interpreting was available when needed, however, there were no signs or information to inform the visitors that this service is available. There was no hearing loop available at the reception.

D. Patient feedback

On the day of our visit, some services were not available to patients, as some of the machines were undertaking regular servicing, and as a result patient numbers were lower than usual. Services operational on the day were: MRI, blood tests and walk in x-ray,

During our visit we spoke to six patients. Only one patient had been to the centre before while the rest were visiting for the first time. We also received three completed questionnaires by post from patients who were attended later on the day of the visit.

Patients we met said that they had made their appointment by phone, or via referral from hospital/ GP, which is convenient and easy. However, one patient coming to x-ray was unable to be found on the system and subsequently seen, having not come through the GP route on the day - indicating some need for clarification and communication as to referral routes via other health professionals (e.g., private).

We heard from patients that they felt there could be clearer direction and signage about how to get to the centre. (One patient commented that the instructions given about finding the site in John Smith Drive, had led them to Marston).

This was also something Healthwatch Oxfordshire staff observed, as previously noted, there could be more signage directing the patients from the main route, and from the car park rather than that at the roundabout and second one near the building.

The patients we spoke to praise the overall environment and said that the large waiting room was a spotlessly clean, 'fantastic', 'brilliant' 'beautiful environment'. They noted that a lot of effort had been put into planning the decorations from the

moment of entry into the building. Some noted that it would be good to have some music and TV for patients while waiting at the patients waiting room not only at the main entrance. Patients felt COVID safe, and chairs were spaced out and were reasonably comfortable.

Patients noted that reception staff were helpful and polite. Comments on diagnostic treatment again was positive, 'really caring' and patients noted that all concerns were answered and explained well. Staff took the time to communicate with patients. One comment noted some challenges with communication due to hearing issues, and one noted that they had felt the appointment was 'rushed' and was not sure that there would have been time to discuss concerns in more depth.

Few patients we spoke to knew how to formally make comments, give feedback, or how to make a complaint about the service.

E. Staff feedback

We spoke to eight members of staff on site, including the Director of Operations, Clinical Manager, nurses, technicians, and receptionists. We also left paper surveys with 'prepaid' envelopes to be distributed for other staff and patients who might wish to complete one and return it to Healthwatch Oxfordshire.

The staff we met were working from: 07:30 am – 07:30 pm, Monday – Friday, except one working one day a week at reception.

Staff told us patient involvement and feedback about the service is encouraged. Patients as 'experts by experience' have been involved in contributing to the design and development of the building, including colour scheme and seating. (An example of this was patient feedback about colour scheme of future Breast Screening Area where patients commented '*don't make the breast centre pink*').

A member of staff dedicated to community outreach is in the process of establishing a Patient Participation Group (PPG) and liaising with GP practices to support ongoing patient engagement. As a community diagnostic centre, staff told us they were keen to engage with the local communities, and to support addressing inequalities in health. Visits from local colleges, schools already take place, and staff told us that they would welcome visits from local community groups to see the centre and learn how it works. The Director of Operations noted

that a strength of having a diverse workforce was the ability to provide culturally acceptable support.

Patients can comment or complain using the website (via shared Ulysses system with Oxford University Hospitals Trust). Staff are also encouraged to give feedback and comments and have open discussions including reflection on 'near miss incidents, errors, or mistakes, to support group learning and improvement.

All the staff we interviewed told us they enjoyed team working and felt there was a good team ethos across the centre. The wider staff group were encouraged to socialise, including opportunities for lunch meetings, and cultural celebrations for example 'language coffee events' where national dishes and languages were shared. There were opportunities for social interactions also provided by the wider business park.

Most staff said they got satisfaction from their job, enjoyed the challenges they faced day to day and always tried to get the best possible outcome for the patients.

Staff told us they love what they are doing specially the quality patient care, and opportunities for personal and profession development, new challenges, support from other team members. Some noted that they were enjoying the challenge of building a new service from scratch and enabling innovation.

We heard frustration about both the impact of staff shortages and challenges around staff recruitment, on the day to day running of the centre.

Staff expressed frustration at patients not turning up for their appointments.

Staff seemed up to date on training skills as mentioned, happy about the team and working environment. They felt supported and listened to by the management team especially if an issue is raised for improvement.

The centre staff operational team meet monthly, and suggestions could be raised at these meetings for changes or improvements.

We heard from staff about how difficult it is to reach the centre by public transport, and that buses are not available at convenient times.

Some staff felt that communication with patients was a challenge mainly due to face mask or the screen at the reception desk.

We heard from staff frustration to access things like shredder/photocopier/printer.

Every member of staff we spoke to felt fully supported in their role and said they were comfortable raising any issues or concerns to managers.