

Accident & Emergency Service at The Horton General Hospital

Enter and View Report



February 2023

Contents

Visit details	3
What is Enter and View?	3
Summary of findings	4
Recommendations	5
Service response to recommendations.....	5
Report on visit to A&E, Horton General Hospital – 30.11.2022.....	7

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	Accident & Emergency services (A&E) at The Horton General Hospital, Oxford Road, Banbury, Oxfordshire, OX16 9AL
Service Provider	Oxford University Hospital NHS Foundation Trust
Date and Time	Wednesday 30th November 2022, 11am am - 3pm
Authorised Representatives	Amier Alagab, Vicky Tilley
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 could 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 about the service provided.
- 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 of using health and social care services within Oxfordshire. 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 about the experiences of the service users and staff on the day that we visited:

- The clinic is run by clinical and administrative staff who are keen to deliver excellent patient care services.
- There is no café open after 3pm. A vending machine had been removed due to COVID but was due to be re-installed. There is a vending machine available in the main building which is expensive as mentioned by staff.
- The children's waiting room could be made more friendly by playing music or television.
- The patient's toilet needs refurbishment (toilet seat), and excess walking frames and chairs should not be stored in the toilet.
- Every patient we spoke to felt listened to by the staff and other medical professionals.
- Staff were approachable 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.
- There are two large noticeboards with QR codes linking to patient information leaflets on a range of subjects. Paper copies of all these leaflets are also available on request at reception.
- There was an electronic board saying how long the waiting time was.
- No translated materials are available at reception informing patients about the availability of an interpreting service or the hearing loop.

Recommendations

- The toilet for patients needs refurbishment (toilet seat), and for health and safety reasons stored walking frames and chairs in the toilet should be removed.
- The café could be opening for a longer time rather than closing at 3pm and a vending machine should be made available at the A&E.
- Provide additional accessible and patient focused information including translated materials to inform patients about the availability of the interpreting service, Language Line, and the hearing loop.
- The children's waiting room could have something to occupy children while waiting, such as television or music.
- The Care Quality Commission report should be displayed as per the attachment:
<https://www.cqc.org.uk/sites/default/files/2015024%20Guidance%20for%20providers%20on%20meeting%20the%20regulations.pdf>

Service response to recommendations



Emergency Department
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The Horton General Hospital

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Response to Healthwatch report 21.12.22.

Dear Mr Alagab

Many thanks for your review report related to the visit from Healthwatch to the Horton Emergency department on 30.11.22. My apologies for a slight delay in response due to ongoing emergency care pressures.

I have noted key feedback points below and any related actions/response accordingly, which I hope is helpful.

1. The toilet seats are checked daily and regularly replaced due to 24/7 usage. Feedback was shared with our estates and domestic team to ensure items for replacement are managed in a timely manner, with new seat now in place. The 2 walking frames which OT had left have been removed from this area and MDT staff made aware not to utilise this space moving forward.
2. During covid all vending machines in ED had to be relocated to ensure safe social distancing and infection control risks could be mitigated. In the past 5 months we have been progressing through a dedicated patient experience team the placement of a new Costa hot drinks machine which is arriving the first week in February. Whilst vending machines are available, in main corridor of main hospital, we had placed a request for consideration of moving some machines closer to ED front door access and this is being reviewed by both estates and catering teams. Your feedback regarding site café opening times has been shared with the site catering manager.
3. There is a hearing loop placed at main reception which is accessible and in working order. We have requested reception staff to ensure patients are made aware of this access and utilise the hearing loop effectively. Within major's cubicle areas of department there are posters requesting patients with any communication challenges to

make staff aware, so we may support them. On the back of all patient information leaflets and Q code scannable leaflets there is a dedicated information section related to, Braille, easy read, alternate language, or audio version options.

4. During covid all toys and non-IC items were removed from children's areas, however there is currently a bid going through for a small TV to be placed high on top wall, and children's toys that may be safely fitted and meet IC standards are being sourced for this new area.
5. The Care Quality Commission report 2018 has been redisplayed.

The report you provided was shared with divisional as well as local staff related groups for wider learning. Please let me know if require any further feedback or details.

Kind Regards

M. Brock
Matron ED EAU CCU

Report on visit to A&E, Horton General Hospital – 30.11.2022

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.
 - 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 Healthwatch Oxfordshire website and shared with the Care Quality Commission (CQC) and service provider.

B. About A&E Horton General Hospital

The Horton General Hospital is part of Oxford University Hospitals NHS Foundation Trust. More details about the hospital can be found at the website below:

<http://www.ouh.nhs.uk/hospitals/horton/default.aspx>

C. The clinic environment

The waiting area looked well organised and looked after, despite it being quite small.

All staff, patients and relatives were wearing face masks and hand gel was available.

There were clear signs at the entrance and in the waiting room asking people to wear masks.

There was also a poster giving an update on COVID-19 restrictions in reception and signs in the toilet about handwashing. There were no obvious markings on the floor or seating arrangements to encourage social distancing.

There was a television playing in the waiting room which gave patients waiting something to do, provided some background noise and helped create a more relaxed atmosphere.

There was also an electronic board displaying how long the waiting time was, which was updated hourly. A couple of patients referred to this being helpful.

Patient and disabled toilets with baby change facilities were available.

At the waiting room there was a drinking water machine for visitors, but no other facilities for snacks or hot drinks available.

A room off the waiting room could be used for patients who requested to speak with staff in privacy. There was a decorative screen with a mural design to help divide off the part of the waiting room where patients were being brought in via ambulances.

There is also a separate children's waiting area to give families more privacy.

On display were:

- Photos of senior staff team
- Cards and letters from patients thanking staff for their care
- You Said We Did poster – giving examples of ideas and initiatives which had been introduced following feedback from patients
- Advice about patients being entitled to a chaperone
- Posters asking for feedback – Please tell us...
- Healthwatch poster.

A Care Quality Commission report was not on display.

The building was clean and well secured with all entrances and exits to assessment and treatment rooms via tap entry. This is same for the access to medicines store.

A multi-purpose room used for patients with mental health difficulties or dementia was also available.

D. Patient feedback

During our visit we spoke to eight patients. Patients we met said that they walked in directly without prior appointments.

Out of eight patients, only one was visiting A&E for the first time, the rest had all visited the clinic before.

Patients were presented with a variety of concerns ranging from an injured foot, accident at school, sudden illness, chest infection and pregnancy bleeding.

Most patients were very happy with their experience. They described staff as friendly, respectful, polite, and professional. We were not able to speak with all patients after they saw the doctor, but all were very satisfied with the service they had received. It wasn't possible to establish overall waiting times.

We heard from one patient that the building was clean, but the waiting room was very small and could not enjoy watching the TV while waiting due to space.

Patients mentioned COVID-19 safety was great and waiting time much better than expected.

We heard from patients and relatives that no food and drink facilities were available.

We heard from one patient that the waiting time is better than before. When they came in this time, after the admin process, they got immediate treatment, which is an indication of improvement.

We heard from one patient who had been many times to the A&E that the waiting time and treatment depends on how busy the department is. They said that sometimes when it was very busy there was no space to wait.

A mother who came with her son said that the staff have been very helpful. Her son was seen in half an hour and all the tests he needed were carried out efficiently.

Patients said that staff are friendly, helpful, and welcoming, and that they were professional and listened to their responses.

Most patients we spoke to did not know how to make a complaint about the service, except one of them mentioned they had heard about 'I want Great Care'.

E. Staff Feedback

We spoke to ten members of staff, including the matron, nurses, housekeeper, administrative team, and radiographer. We received feedback from six other staff members who worked later that day.

The staff we met were working fulltime 37.5 hours a week on different shifts.

Staff told us about the best things in their role. They valued treating a patient who could then leave with smile and say 'thank you' at the end.

One nurse mentioned they valued being able to show dignity and respect irrespective of who the patient is and saw this as one of positive aspects of their role.

Staff told us that the system was well organised and working well – however, they felt the service is facing pressure – sometimes due to staff shortages.

We heard there are not always regular staff meetings, but an update daily is held online by the administrative team.

Staff frustrations included things like lack of capacity, and some commented on rudeness of some patients.

We heard frustration from many staff about pressures on staff caused by staff shortages, lack of space, and patient waiting times.

Furthermore, we heard there is a need for alternative / out of hours food and refreshment facilities for both staff and patients.

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.

Healthwatch Oxfordshire - our friendly staff are here for you to help answer questions or give you information on health and care services in Oxfordshire. If you need more information or advice, call us on **01865 520520** from 9-4 pm Monday to Friday

To find out more about Healthwatch Oxfordshire please see

www.healthwatchoxfordshire.co.uk

If you would like a paper copy of this report or would like it in a different format or language, please get in touch with us:



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