

Oxford Haemophilia and Thrombosis Centre at Nuffield Orthopaedic Centre Enter and View Report



July 2023

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Acknowledgements

Healthwatch Oxfordshire would like to thank all the people we spoke to and heard from, including patients and staff at the Haemophilia and Thrombosis Centre for their support and contribution to the Enter and View visit.

1. Visit details

1.1 Details of Visit

Service Address	Haemophilia and Thrombosis Centre Nuffield Orthopaedic Centre Old Road, OX3 7HE
Service Provider	Oxford University Hospitals NHS Foundation Trust
Date and Time	June 6 th 2023 10am to 2pm
Authorised Representatives	Amier Alagab, Carolyn Newbert, Tania Wickham
Contact details	01865 520520 Healthwatch Oxfordshire

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.

2. 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.

2.1 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.

2.2 Strategic drivers

- Healthwatch Oxfordshire Enter and View visit to the Haemophilia and Thrombosis Centre is part of a number of visits to a range of services within Oxford University Hospitals NHS Foundation Trust (OUH).
- These visits were planned and implemented in 2023 - 2024 with full support from OUH.

3. 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:

- It is easy to follow signage from the car park to find the way to the Haemophilia and Thrombosis Centre main reception area.
- The centre was very welcoming; there is a welcome sign at the main entrance facing patients when entering.
- The centre is new, clean, is painted pale grey paint and has a very calm atmosphere.
- Face masks and hand gel are available at the main entrance before passing to the reception area.
- The reception and waiting room are well organised and seats are available in different sizes and heights.
- There is TV on display at the reception area, providing information about the NHS, but nothing to occupy children while waiting. For example, there could be activities or posters aimed at children.
- Comments from patients about the environment and efficiency of the services, and the attitudes of staff, were generally very positive.
- There is a water fountain available at the waiting room only, but none provided in the staff room.
- Information provided on displays in the small recess are not easy to see, there is not much space to read, and displays were not covering all patients' needs.

- Patient information leaflets need to be improved and updated – amended to include guidance for new patients on care needed for head injuries and prescribed warfarin.
- There was not clear information on how to give comments and feedback No feedback or suggestion box available at the reception.
- No information was on display offering patients access to an interpreter.
- No vending machine is available at the reception area to offer snacks, tea, and coffee for patients.
- The Care Quality Commission (CQC) report is not displayed.
- The Haemophilia and Thrombosis Centre is a well led, patient centred service, providing excellent care with a highly skilled, caring and committed staff team, in a learning and research environment.
- Patients generally feel able to raise concerns with the staff team about their treatment and care directly or by phone.

4. Recommendations

Following our visit, we would like to make these recommendations:

- Improve the internal patient information leaflets and documents to include specific guidance to new warfarin users and care in relation to potential head injuries.
- Display a suggestion box at the reception area with information on how patients can give feedback and include responses from the service provider to suggestions.
- Provide patient facing information highlighting access to interpreters.
- The waiting room could be more child friendly – something to occupy children while waiting, a fish tank or posters aimed at children.
- A vending machine in the reception to provide snacks, tea and other drinks may help patients to avoid missing their appointment by walking to the cafeteria in the other building.
- A water dispenser could be provided in the staff room.
- 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>

5. Service response to recommendations

Healthwatch Haemophilia and Thrombosis Centre report 21st July 2023 following the Oxfordshire Healthwatch Enter and View Visit on Tuesday 6th June 2023 to the Haemophilia and Thrombosis Centre, Nuffield Orthopaedic Centre, Oxford.

Dear Amier and Veronica,

Thank you again for undertaking the Enter and View Visit on Tuesday 6th June 2023 and for the report which was extremely helpful. We wanted to take the opportunity to thank you for your findings. We have discussed these findings with the leads in the area and have developed a plan below, which I hope will provide you with the assurance you require.

The tables, below, show the project objectives with the completion timescales and the specific action plan developed from the Enter and View visit on 6th June 2023.

Healthwatch Recommendation	Trust action	Timescale
1. The waiting room could be more child friendly - something to occupy children while waiting, a fish tank or posters aimed at children.	We care for adults, and do not often have children accompanying adults attending clinics at our centre. However, we have already added some children's books to the waiting room, and we will look to add to these so that there is a wider selection to choose from. We have also reached out to our colleagues in the Paediatric Haemophilia Team to see if they have any child friendly posters that we could use in our waiting room.	30th Sept 2023

Healthwatch Recommendation	Trust action	Timescale
2. A water dispenser could be provided in the staff room.	Fresh drinking water is available in the staff room. In keeping with other areas around the Trust the water cooler is available in a central location so that as many people as possible can make use of it.	Complete
3. Improve the internal patient information leaflets and documents to include specific guidance to new warfarin users and care in relation to potential head injuries.	<p>Thank you particularly for your feedback on this issue.</p> <p>When patients are referred/accepted by the warfarin service they should have individual counselling (which our nurses offer to do, often over the phone) and the checklist for this includes advice on what to do for head injury.</p> <p>Thank you particularly for your feedback The written advice we give to patients for them to keep is based on the national 'yellow' booklet and which does not include advice on what to do in head injury, so thank you again for this very helpful feedback. We will add head injury advice to our locally adapted leaflet; and we will feedback to the national leaflet team to recommend that it is added to the national yellow book template.</p> <p>We provide a patients information video on our Information TV in Reception on warfarin and venous thromboembolism (VTE).</p> <p>We will add leaflets on anticoagulants to the patient information area.</p>	31st Jan 2024
4. Display a suggestion box at the reception area with information on how patients can	The Centre Manager will arrange for an information display to be erected in the reception area providing information on	30th Sept 2023

Healthwatch Recommendation	Trust action	Timescale
<p>give feedback and include responses from the service provider to suggestions.</p>	<p>all the ways in which patients can provide feedback.</p> <p>The Patient Experience Team will provide a feedback box to the area, along with a friends and family test poster providing guidance on how to give feedback.</p>	
<p>5. A vending machine in the reception to provide snacks, tea and other drinks may help patients to avoid missing their appointment by walking to the cafeteria in the other building.</p>	<p>The centre provides water for patients, and the main NOC is a short walk away and provides a good selection of amenities for food and drinks i.e. League of Friends, a Coffee Cart and the restaurant. For our patients with limited mobility, who do not have a friend/relative, we offer to make them a drink.</p> <p>We will add clearer information in Reception highlighting where the amenities are and that patients can let the Receptionist know if they want to leave to get something to drink etc so they do not need to worry about missing an appointment.</p>	30th Sept 2023
<p>6. Provide patient facing information highlighting access to interpreters.</p>	<p>A leaflet will be displayed at Reception where patients can ask for an interpreter by pointing to the language relevant to them. The Receptionist can then let the relevant clinician know and this can be organised.</p>	30th Sept 2023
<p>7. The Care Quality Commission report should be displayed as per the attachment</p>	<p>The requirement is to display the CQC Score and how the full report can be actioned. We have now displayed the official Score Card as you enter the building.</p>	Completed

Healthwatch Recommendation	Trust action	Timescale
<p>8. Staff feedback on the pressure and volume of work. Staff suggestion included:</p> <ul style="list-style-type: none"> • Need more healthcare assistants to support phlebotomy and facilitate in the clinic service. 	<p>Although it was not made in to a Healthwatch recommendation, we would like to acknowledge this important feedback. We agree that additional Health Care Assistants could facilitate and improve clinic capacity and patient experience.</p>	

We would very much welcome a further Healthwatch Enter and View visit later in the year as we greatly value our partnership, and we are keen to continue focusing on providing an effective and welcoming experience for our patients.

With best wishes,



Paula Gardner
Interim Chief Nursing Officer

6. Report: Visit to the Oxford Haemophilia and Thrombosis Centre (OHTC) on 6th June 2023

Methodology

We follow Healthwatch England guidelines for Enter and View visits. The steps below summarise the 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.
- **Prepare:**
 - 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 Healthwatch Oxfordshire website and shared with the Care Quality Commission (CQC) and service provider.

The visit took place from 10 am to 2pm on June 6th 2023 with three trained Enter and View representatives, including the lead member.

During the visit the team were able to spend time observing the daily work of the centre, noting the general environment such as cleanliness, comfort, and information displays, and to speak to both patients and staff.

Additional question sheets, with FREEPOST envelopes for return, were left with staff and patients for comment and feedback.

Service background

The Oxford Haemophilia and Thrombosis Centre (OHTC) is a new and large comprehensive centre providing care to patients with inherited and acquired bleeding and clotting disorders.

Oxford Haemophilia and Thrombosis Centre (OHTC) is the second largest comprehensive care centre in the UK that is internationally renowned for its award-winning service and innovative research.

More details can be found at the link below:

<https://www.bing.com/search?pglt=41&q=haemophilia+and+thrombosis+nuffield+orthopaedic+centre+oxford&cvid=1b5c33cb63a3445fa040085762c528bc&aqs=edge.2.69i57j0j69i59l2j0l3j69i60l2j69i11004.4848j0j1&FORM=ANNABI&PC=HCTS>

Access and signage

External signage from the car park guiding patients to the main entrance was very clear and it was easy to find the centre.

The Haemophilia and Thrombosis Centre has wheelchair access and a disabled car park near the main entrance, and the building is not far from the hospital's main car park.

Internally, again signage to navigate inside and through the centre is very clear.

The centre had a welcoming display within the main entrance.

The environment

The centre operates smoothly, with times of intensive activity as patients with long-term medical conditions arrive in the morning and others for the afternoon appointments.

Patients arrive by appointment only, report to the main reception and wait in the reception area before being consulted. The waiting room at the centre is functional with comfortable chairs of different sizes and heights.

A water fountain is available for patients and visitors at the waiting room.

The atmosphere of the centre was calm and quiet. Staff were welcoming and staff - patient interactions were friendly.

The centre was new, bright, clean, airy, having a range of facilities, including clinical rooms, laboratories, a conference room, and gym facility for patients.



Gym room

Information on display

Not much information is displayed in the main reception area and patient waiting room. However, there is a small recess displaying information, but this is not easy to see and there is not much space to read what is on the walls. There is a wheelchair in the recess so that people who need one can read the information while sitting down.



Patients Information Unit

It was clear a lot of effort and time had been made by staff to prepare and provide the information. However, noticeboards across the centre or in the main waiting area could be reorganised.



Information displayed in the recess

We did not see information displayed about the Care Quality Commission (CQC) report and on the complaints process. A 'suggestions box' was not provided, or paper to provide written feedback, and information about what the feedback was for.

Patient feedback

In all we heard from thirteen patients – eight we spoke to directly on the day of the visit, and five feedback via emails. We spoke to five women and eight men, representing a range of ages between 50 to 79 years old, and all White British. Patients travelled in for treatment both from within Oxfordshire and from other counties.

Overall, patients were hugely appreciative of the support and care they received at the centre. Many had been coming to the Haemophilia and Thrombosis Centre for many years on a regular basis. They praised and thanked the staff team.

Patients who spoke to us felt that the information and support they received about their treatment and care was good. The patient booklet provided was useful and some patients were able to refer to it for information about managing their condition.

We heard a concern raised that patient information did not include guidance and support on care for **new warfarin users with possible head injuries and accidents**.

We heard from patients regarding the environment that the building is nice, they told us they do not feel afraid to ask for things, that the atmosphere is warm and comfortable, but they would like more refreshment facilities:

'A machine that works for snacks, biscuits - something to keep you going.'

Patients told us their experience at the unit was positive and that this hospital is the best they have had experience of.

Patients told us that, although patient transport is not always ordered effectively, their transport experience is generally positive.

Patients said that staff go out of their way to make you feel relaxed.

We identified a gap in the information around guidance on care and treatment for head injuries for those on warfarin.

We received feedback from a patient by email, who stated:

'I have been taking warfarin, I have read all the paperwork given by the hospital and have never read anything about going to A&E if I hit my head. At A&E the doctor told us everyone should know (how important it is) to go to hospital if you bang your head and you take warfarin. ...I do think that the Oxford hospital group could improve the advice document given to new warfarin users and perhaps include a lot of the info on what to do if you have a head injury.'

All patients we spoke to were very happy about the care services received and told us the staff are well qualified and offer a high quality of care, always supporting them and providing information related to their need.

When we asked patients about how they can give feedback on the service, and how to make suggestions, two out of eight said 'no they 'didn't know how to comment', three patients said they could comment by phone, email, or direct contact and two patients said that a barrier to comment is the financial cost to giving text feedback:

'When we go home, they will send a text asking about the service, but there's a charge, so I do not. And it would be good to have comments box/feedback.'

Staff Feedback

We received feedback and comments from nineteen members of staff on the day, representing a cross section of roles within the centre.

We spoke to the centre manager, head of the department for OHTC, consultants, nurse, research nurses, laboratory lead, phlebotomist, and admin staff.

Four out of nineteen worked as part time staff while the rest work full time.

Staff we spoke to were positive about their work in The Haemophilia and Thrombosis Centre, and especially valued the patient, family and carer interactions and care.

Staff told us that the present management are open to suggestions and feedback. Staff commented that they felt listened to and able to make suggestions on the centre. They felt that their concerns would be taken seriously.

Staff valued the sense of team ethos, and that meetings and daily team 'huddles' supported this.

We heard from all the staff that they had the required training and one of the team said we have an excellent training structure and support network.

What are the challenges staff raised?

We asked staff to tell us about any frustrations or challenges with their work. Comments included the challenge of staff recruitment and staff shortage.

Staff told us it is difficult to maintain and develop the inpatient safety role due to supporting areas that are short staffed at present, although they are aware that they are actively recruiting and training staff.

We heard from staff members that they do not always have time for a lunch hour due to the pressure of work and trying to be in more places than one. They said that the volume of work can be very stressful at times.

What suggestions did staff make?

Staff suggestions included:

- Need more staff (healthcare assistants) to support phlebotomy and facilitate in the clinic service.
- A water dispenser in the staff room would be helpful to avoid having to go to the water dispenser in reception.
- A text reminder closer to appointment time for patients should be sent.



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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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