

Enter and View Report

*Princess Royal Hospital
Announced Visit
22nd June 2023*

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What is Enter and View

Part of Healthwatch Telford and Wrekin's remit is to carry out Enter and View visits. Healthwatch Telford and Wrekin Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement or highlight good practice.

The Health and Social Care Act allows 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, optometrist 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 that we can learn about and share examples of what they do well from the perspective of people who experience the service first-hand.

Healthwatch Telford and Wrekin Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Telford and Wrekin's Safeguarding Policy, the service manager will be informed, and the visit will end. The local authority Safeguarding Team will also be informed.

1. Provider details

Name and Address of Service: *Princess Royal Hospital*
Manager: Ruth Smith Lead for Patient Experience
Service type: *Hospital*

2. Acknowledgments

Healthwatch Telford and Wrekin would like to thank all the staff/patients for their co-operation during our visit.

3. Disclaimer

Please note that this report is related to findings and observations made during our visit made on 22nd June 2023. The report does not claim to represent the views of all service users, only those who contributed during the visit.

4. Authorised Representatives

Jan Suckling
Christine Warren

5. Who we share the report with

This report and its findings will be shared with the service provider, Local Authority Quality Team (depending on the visit), Shropshire Telford and Wrekin ICB, Care Quality Commission (CQC) and Healthwatch England. The report will also be published on the Healthwatch Telford and Wrekin website.

6. Healthwatch Telford and Wrekin details

Address:

Meeting Point House
Southwater Square
Telford
TF4 3HS

Tel: 01952 739540

Email: info@healthwatchtelfordandwrekin.co.uk

Twitter: @HealthwatchT_W

Facebook: HealthwatchTW

Instagram: healthwatchTandW

Web: www.healthwatchtelfordandwrekin.co.uk

LinkedIn: HealthwatchTelfordandWrekin

7. Healthwatch principles

Healthwatch Telford and Wrekin Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

1. **A healthy environment:** Right to live in an environment that promotes positive health and wellbeing
2. **Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patients' reaching crisis
3. **Access:** Right to access services on an equal basis with others without fear of discrimination or harassment, when I need them in a way that works for me and my family
4. **A safe, dignified and quality services:** Right to high quality, safe, confidential services that treat me with dignity, compassion, and respect
5. **Information and education:** Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system
6. **Choice:** Right to choose from a range of high-quality services, products and providers within health and social care
7. **Being listened to:** Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received
8. **Being involved:** To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

8. Purpose of the visit - to look at access

This visit was announced. We were looking at how easy is it for all patients to access the hospital, to find relevant information and get to their destination.

Princess Royal Hospital Telford



9. What we did

We were met by a member of staff, we explained what we would be looking at during the visit.

We started the visit looking at the outside of the building, so we could consider the patients' journey from arrival.

The majority of this report is based on our observations, we did follow two patients journey from arrival in the car park to finding the outpatients department they required.

We then looked at all the public areas of the hospital and spent some time in the Breast/Diabetic clinic areas.

The outpatient areas were quiet when we visited them.

10. Findings:

Environment

a) External

On arrival at Princess Royal Hospital (PRH), we drove around the site in our car, all the car parks were full, resulting in cars being parked on the paths, yellow lines, verges, and any spare piece of land. Driving around the site was difficult due to the parked cars blocking views and the many cars looking for spaces. It was also difficult walking around the site and could be a potential danger for pedestrians, with cars being parked on paths and walkways restricting their views.

PRH has an outside parking company that takes care of the parking around the site.

Due to building work at the front entrance the hospital has lost some of its parking spaces, some of which were disabled places. Patients can still access the hospital from the main entrance, via a temporary walkway, but it is covered in scaffolding, so the entrance is not clearly visible. There were a few large signs saying 'Temporary Entrance' but these only appeared very close to the main entrance rather than from the car parks. Signage needs to be better as we noticed some people entering said they were confused when we asked them.

Walking around the outside of the hospital, we found there is no signage at any of the parking areas to help you identify where to go once parked. People could easily enter via one of the main side entrances, which would be easier for patients with a disability, but there is no signage directing you to nearest entrance.

Outside the side entrance were a few discarded wheelchairs.

There are a lot of temporary medical units outside the main hospital building which could make locating outside departments difficult.

b) Internal

At the main entrance there were four wheelchairs placed near some other equipment with no signs to say these were for patients' use.

The plastic screens by the car park machines in the main entrance were very marked and looked dirty. We also observed patients having difficulties with the machine as the keypad is quite low for some patients to use. We know these are not the responsibility of the trust.

The Main entrance does look tired and in need of some decorating, but we were told that it is all going to be redone as part of the new entrance.

Walking down the main corridor we saw a lot of broken beds and equipment, crash mats, pallets full of boxes and other things left in the corridor. We observed a few fire signs on the walls saying that beds left in corridors are a fire hazard, one of which was directly in front of a bed. In some parts of the corridor, this caused restricted access for trolleys and wheelchairs. We also noticed things in front of doors that had signs saying 'do not restrict accesses'.

There is seating along some of the corridor, but other parts of the corridor have no seating areas available. In areas where there is no seating this could be a problem for patients with mobility issues or those who just need a rest.

c) Patient Journey

We spoke to two patients arriving at the Hospital who needed to park in a disabled bay. We asked if they had visited PRH before and whether they knew where the disabled parking was located. They replied they did not know where it was and had been driving around quite a while trying to find it, as there was no signage. They said the signs on the floor were hard to see. They also pointed out to us that when you park there are no signs telling you where to go (in fact there was a blank signpost by where they had parked).

We directed them to the Pre-Op assessment unit, whose door is on the left just before the main entrance, but then we noticed that they had walked past it and went into the main entrance. We went down to the Pre-OP assessment unit door to see why they had not gone in that way. It is hard to see the sign above the door as when you look up there is a canopy that slightly obscures it. Also, on the door was a large sign saying 'Temporary Entrance' with an arrow pointing to the main entrance. We then tried the door, which was open, a member of staff came out to see if we were okay. We explained that we had directed some patients to the Pre-Op entrance, but they had gone to the main entrance. They obviously thought that was where the sign was directing them to. The member of staff said the sign was on the door to avoid patients trying to use it as the main entrance, but the Pre-Op opening times were also on there for Pre-Op patients, so they should know to enter there. We spoke again with the patients who had a disability they had seen the sign and thought that you had to go to the main entrance. Which is quite a walk around if you have mobility issues. We suggested the sign could be moved to the wall on the right of the Pre-Op unit to save any confusion, and perhaps the opening times notice could be altered to make it clear for Pre-Op patients only to use this door.

d) Information

There are large wall maps around the hospital designed to assist patients to find wards and departments. The departments are listed alphabetically and are given numbers, so you can then find the number on the map to navigate to. The lettering and numbers are in colours (e.g., dark red) that are very hard to read on the black background, especially outside the main entrance where the temporary scaffolding puts the map in the shade or those with sight loss.

The main entrance café is now closed, but it is not always easy to find signposts to the alternative cafés or vending machines. There is a very small sign on the door of the Sir Tom Garden.

According to the map, the Discharge Lounge is on the first floor. It's on the ground floor. There is no sign to the Discharge Lounge on the main board in the corridor. The only sign we saw was at the entrance to the Discharge Lounge.

The arrows on some of the aerial signs in the main corridor were sometimes confusing and could be more consistent. The Women's and Children's unit was not signposted along the main corridor.

The staff were observant and helpful as we observed them asking people if they needed help. I was asked by a member of staff if I needed help when I was looking at the hospital map.

There was quite a lot of information displayed around the hospital, but we did notice that the hospital's board meeting notices were dated 2016. We were told they had lost the key to the notice boards. The League of Friends, who are no longer present in the hospital, still have information displayed and we did see a couple of posters that were paper, not coated for infection control.

e) Being listened to

We did see posters about PALS and we have left some Healthwatch posters to be put up in the outpatients area.

11. Recommendations

1. Look at the main maps to ensure they are up to date.
2. Look at the colours used on the maps to make it more accessible to all Patients.
3. Change the signage outside Pre-Op so that Pre-Op patients know to use that door. Move the Temporary Entrance sign to the right and include 'Enter Here' or similar text aimed at Pre-Op patients along with the opening times.
4. Add signs pointing towards the main (or nearest) entrance at the car parks.
5. Improve signage in the main corridor to include all departments at regular intervals, even if not practical on all signs.
6. Replace the board notices with up-to-date ones, remove league of friend's notices.
7. Look at better signage to Cafes /vending machines.
8. Clear corridors of clutter.
9. Discussions with the parking provider around where cars are being allowed to park Re: health and safety.

12. Provider feedback

At the time of the Healthwatch Enter and View visit improvement work was underway across the hospital, construction on a new main entrance resulting in a temporary entrance way being used for access. The Trust thanks Healthwatch for the constructive feedback which has been acted upon to improve the environment and experience of people visiting the Princess Royal Hospital.

On completion the new hospital entrance will provide an improved environment and enhanced facilities for the people in our community. The Trust strives to improve the experience of our patients and the people important to them, feedback and recommendations are appreciated in supporting us to do this. Healthwatch were invited to return to the hospital a month after the feedback was shared to revisit the area and view the improvements made, examples of these are outlined below.

| Recommendation | Identified area for improvement | Actions to be taken | Who will oversee this? | When will it be completed by? | Progress |
|----------------|--|---|------------------------|-------------------------------|--|
| 1 | Look at the main maps to ensure they are up to date. | Hospital site maps to be reviewed and updated to reflect recent moves. | Communications | Completed Sept 2023 | Maps have been updated on the Trust website. Maps across the site to be replaced with updated versions. |
| 2 | Look at the colours used on the maps to make it more accessible to all Patients. | Hospital site maps to be reviewed, improving colour contrast to make them accessible to more patients and visitors. | Communications | Sept 2023 | In progress with completion anticipated by the end of August 2023 |

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| 3 | Change the signage outside Pre-Op so that Pre-Op patients know to use that door. Move the Temporary Entrance sign to the right and include 'Enter Here' or similar text aimed at Pre-Op patients along with the opening times. | Review and revise signage outside Pre-Operative Assessment. | Estates Team | Completed Sept 2023 | Signage to the temporary entrance has been updated. Pre-operative signage is to be revised by the Trust signage contractor. |
| 4 | Add signs pointing towards the main (or nearest) entrance at the car parks. | Review and revise signage from the car park to the temporary entrance. | Estates Team | Completed | Signage to the temporary entrance has been updated. |
| 5 | Improve signage in the main corridor to include all departments at regular intervals, even if not practical on all signs. | Initial review of signage with the Trust signage contractor. Wider wayfinding work to be undertaken with in the Hospital Transformation Programme (HTP). | Estates HTP Team | Dec 23 | In progress |
| 6 | Replace the board notices with up-to-date ones, remove league of friend's notices. | Friends of the PRH and dated information to be removed from locked notice boards. | Estates Team | Completed | Outdated information has been removed. |
| 7 | Look at better signage to Cafes /vending machines. | Facilities to review on what is required due to changes | Facilities | Oct 23 | In progress |

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|---|--|---|------------------------------|-----------|----------------------------------|
| | | within site and new retail provision in new main entrance. Update signage on vending machines. | | Completed | Vending machine signage updated. |
| 8 | Clear corridors of clutter. | GEMBA walk rounds refreshed to ensure all partners are now involved from 7 th August. | Facilities/Corporate Nursing | Completed | On going reviews |
| 9 | Discussions with the parking provider around where cars are being allowed to park Re: health and safety. | Working with Estates/Capital and Car Park Contractor to review and see how we can create a better experience. | Car Parking / Facilities | Sept 23 | In progress |

13. Follow up

Healthwatch Telford and Wrekin did a follow up visit on 24th August 2023 to see if PRH had made any improvements regarding our recommendations.

We did a walk around with a member of staff and was pleased to note that improvements have been made, acting upon our recommendations as detailed in section 12 above.

We were also informed that Wayfinding work will be undertaken as part of the Hospital Transformation Programme.

Healthwatch Telford and Wrekin

Meeting Point House

Southwater Square

Southwater

TF3 4HS

www.healthwatchtelfordandwrekin.co.uk

t: 01952 739540

e: telford.admin@healthwatchtelfordandwrekin.co.uk

 **HealthwatchT_W**

 **HealthwatchTW**

 **HealthwatchTelfordandWrekin**


 **HealthwatchT&W**

The contract to provide the Healthwatch Telford and Wrekin service is held by Engaging Communities Solutions C.I.C.

www.weareecs.co.uk

t: 01785 887809

e: contactus@weareecs.co.uk

 **@EcsEngaging**