

# Day Case Unit – Horton General Hospital

## Enter and View Report



**August 2023**

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## Acknowledgements

Healthwatch Oxfordshire would like to thank all the people we spoke to and heard from, and all staff at the Day Case Unit, Horton General Hospital for their support and contribution to the Enter and View visit.

## 1. Visit details

### 1.1 Details of Visit

<b>Service Address</b>	<b>Day Case Unit, Horton General Hospital Oxford Road, OX16 9AL Banbury</b>
<b>Service Provider</b>	Oxford University Hospitals NHS Foundation Trust (OUH)
<b>Date and Time</b>	June 20 <sup>th</sup> 2023, 11am to 3pm
<b>Authorised Representatives</b>	Amier Alagab, Vicky Tilley, Tania Wickham
<b>Contact details</b>	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?

Two pieces of legislation sit behind Enter and View which place a duty on service providers to allow a representative of local Healthwatch organisations to enter certain premises and observe certain activities; the local Government and Public Involvement in Health Act 2007 (as amended by the Health and Social Care Act 2012) and National Health Service Act 2006/ Local Government and Public Involvement in Health Act 2007 (as amended by the Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013.

The Act 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 Day Case Unit at Horton General Hospital 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 2022 – 2023 with full support from OUH.

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## **3. Summary of findings**

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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 Day Case Unit is a busy, well led, patient centred service, providing excellent care with a highly skilled, caring and committed staff team.
- Patients had praise for the Day Case Unit staff and valued the care and support they received.
- Patients generally feel able to raise concerns with the staff team about their treatment and care.
- The Day Case Unit was clean and tidy.
- The corridors are used for storage of equipment and other items giving a slightly cluttered feel, (the cleaning equipment in the corridor), which was quite a busy area with beds.
- The unit has a range of information, which is both comprehensive and well – presented, including information on a variety of conditions, such as

diabetes, inflammatory bowel disease (IBD), falls prevention, infection prevention and control.

- A suggestion box is available, and there is information on how to give feedback as well as a *'you said, we did'* display with quotes from patients, and results of recent friends and family test feedback.
- The unit workload varies, and we heard that the number of trolleys available may not always manage patient capacity.
- The building was quite stuffy and warm; there was no temperature control, ventilation, or air coolers.
- There are no lockers for patients to store their clothes and other belongings while in surgery other than in their own bags.
- The opening times are displayed at the main entrance of the unit, but they are not clearly visible to patients while the door is open.
- There is no directional signage from the car park to navigate to the Day Case Unit building.

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## 4. Recommendations

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- Improve signage from both directions from the car park and inside the building to help patients navigate easily.
- Display the service opening hours in a prominent position, and in large format on the main entrance instead of the current position.
- Review items in the unit and corridors with scope to 'declutter'.
- Need for more storage within the unit to avoid cluttering and items being left in corridors and around the unit.
- Review ward temperatures and monitor patient comfort .
- More trolleys could be provided to accommodate more patients and to cope with workload during busy hours.
- Lockers for patients to keep their clothes and other belongings while in surgery could be provided.
- Having more computers or iPads will help facilitate patient admissions.
- A water fountain on the ward for patients and at the waiting area should be considered.

## 5. Service response to recommendations



### Day Case Unit, Horton Hospital report following the Oxfordshire Healthwatch Enter and View Visit on Tuesday 20<sup>th</sup> June 2023

Dear Amier and Veronica

Thank you again for undertaking the Enter and View Visit on Tuesday 20<sup>th</sup> 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 20<sup>th</sup> June 2023.

Healthwatch Recommendation	Trust action	Timescale
1) Improve signage from both directions from the car park and inside the building to help patients navigate easily.	The Division will share the final report with the OUH Estates Team and recommend a plan to improve signage in carparks and within the Horton General Hospital.	<b>31<sup>st</sup> December 2023</b>
2) Place the service opening hours in a prominent position, and in large format on the main entrance instead of the current position.	Additional new temporary sign with the service opening hours displayed at the main entrance to the Day Case Unit in a prominent position and which is visible when the doors are open.	<b>Completed August 2023</b>

Healthwatch Recommendation	Trust action	Timescale
3) Review items in the unit and corridors with scope to 'declutter'.	Staff have started to review essential equipment requirements for the functionality of the unit. Any non-essential items will be removed from the unit. Additional storage space has been identified but will require some minor estate works to facilitate the proposed change of use. The Estates work has been requested with a plan for completion by 30 <sup>th</sup> September.	<b>30<sup>th</sup> September 2023</b>
4) Need for more storage within the unit to avoid cluttering and items being left in corridors and around the unit	<p>New storage space has been identified on the unit which will require some minor estate works to facilitate. The Estates work has been requested with an anticipated completion date of 30<sup>th</sup> September. This will help to ensure corridors are decluttered.</p> <p>The Matron &amp; the senior Nursing Team are planning a follow up Peer Walkabout in Horton Day Case, with a provisional date set for 19<sup>th</sup> September 2023, as part of our overarching Governance strategy linked with patient experience, Health &amp; Safety, Infection Control &amp; Staff Well-being.</p>	<b>30<sup>th</sup> September 2023</b>
5) Review ward temperatures and monitor patient comfort.	Plan to initiate environmental temperature monitoring in each bay area. Ensure there are portable air conditioning units available and in use for each patient bay area.	<b>30<sup>th</sup> September 2023</b>
6) More trolleys could be provided to accommodate more patients and to cope with workload during busy hours.	The Horton Day Case Ward Manager has linked with our Clinical Engineering Department and started the process for the replacement of patient trollies which are not currently in use. The aim is to ensure each bedspace on the unit will have a trolley allocated. This will ensure additional trolleys will be	<b>31<sup>st</sup> December 2023</b>

Healthwatch Recommendation	Trust action	Timescale
	available to support additional workload.	
7) Lockers for patients to keep their clothes and other belongings while in surgery could be provided.	<p>Currently each bedspace has a small pod locker which can be used to lock any patient valuables while a patient is on the unit/in Theatre.</p> <p>Plan to benchmark with other Day Surgery Units regarding the safe keeping of patient belongings in short-stay healthcare settings</p>	<b>Already in place</b>
8) Having more computers or iPads will help facilitate patient admissions.	<p>Inventory of digital equipment in HGH DCU was completed in July 2023.</p> <p>The request for an additional three computers on wheels has been approved as part of the Cerner Electronic Patient Records (EPR) Theatre rollout.</p>	<b>31<sup>st</sup> December 2023</b>
9) A water fountain on the ward for patients and at the waiting area should be considered.	<p>The Matron will assess the area as surgical patients are fasting pre-operatively and access to a water fountain may result in patients consuming water accidentally and potential cancellation on the day of surgery.</p> <p>Currently surgical patients receive jugs of water post procedure.</p> <p>Patients attending for infusions are currently provided with hot &amp; cold drinks while they are having their infusions.</p>	<b>30<sup>th</sup> September 2023</b>



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

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## 6. Report: Visit to the Horton Day Case Unit on 20<sup>th</sup> June 2023.

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### 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 11am to 3pm on June 20<sup>th</sup> 2023 with three trained Enter and View representatives, including one lay member.

During the visit, the team were able to spend time observing the daily work of the units, 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 Day Case Unit at Horton General Hospital is a part of the range of support and services offered to patients by Oxford University Hospitals NHS Foundation Trust.

The Day Case Unit at the Horton General Hospital is a small friendly unit treating up to 30 patients each day.

Most of the patients are referred from hospitals or GPs and go home on the same day, providing it is safe for them to do so.

### **The types of surgery they undertake include:**

- General surgery
- Vascular surgery
- Urology
- Plastic surgery
- Minor trauma
- Orthopaedics
- Radiology

The unit is nurse led and supported by a reception team. There are no doctors based in the building.

More details can be found at the link below:

<https://www.ouh.nhs.uk/services/departments/general-surgery/horton-day-case/>

### **Access and signage**

The Day Case Unit is part of Horton General Hospital, located on the left after passing the main reception in the main building and is close to the car park and drop-off area.

There are **no signs** directing patients to the Day Case Unit.

Internally, again signage to navigate patients within the main building to the Day Case Unit is not clear. The first impressions for a newcomer could be confusing and overwhelming in relation to lack of signage.

The Day Case Unit has a welcoming sign on display and a small opening time sign at the front door: 7:30am – 8:30pm.

### **The ward environment**

The unit operates a busy schedule on some days. However, staff felt the unit and staff were not working at full capacity during some days due to few patients attending the unit. For example, they told us only three patients had attended the day before.

The reception area/waiting area is quite small with few seats. All patients attending are referred via hospitals, GPs or having prior arrangement from previous visits.

Relatives are not allowed to accompany the patients inside the unit, due to lack of space; they must wait outside.

Face masks and hand sanitisers are available in the reception area.

Patients arriving can check into the main reception and wait in the waiting room at the entrance before being shown to their bed/trolley within the units. The waiting areas within the main unit are functional and very small with limited seating.

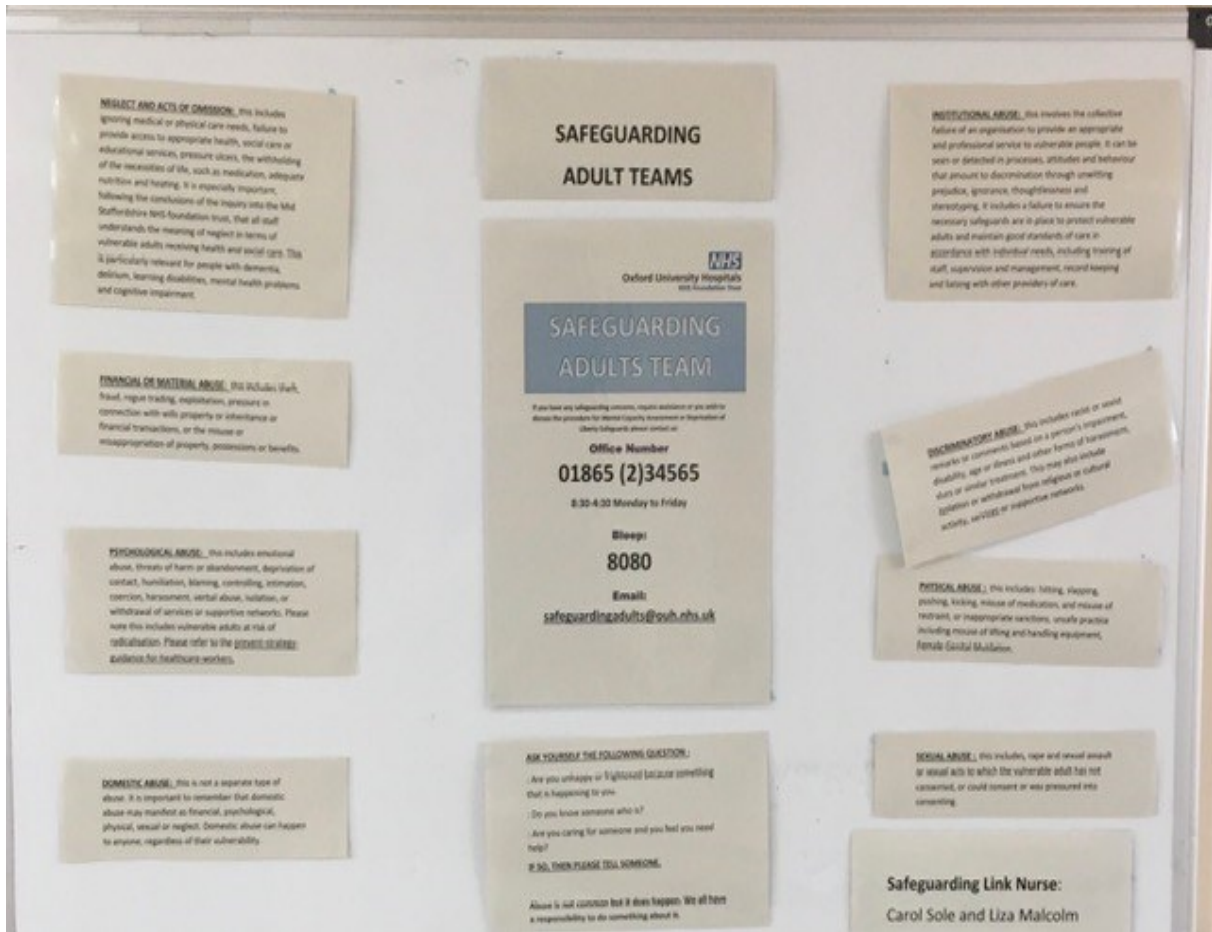
The atmosphere of the wards was calm and busy, and full of activity. Staff were welcoming, and staff-patient interactions were friendly.

The unit corridors are quite crowded with equipment, and other items – giving a slightly cluttered feel in places. This may contribute to a sense of crowdedness experienced at busy times.

The building was warm and there was no air conditioning in the building.

### **Information on display**

The main reception and corridor have a lot of well-presented information on display on the walls. It could be difficult to read them all, however, due to lack of space in the corridor.



### Safeguarding Adult Team

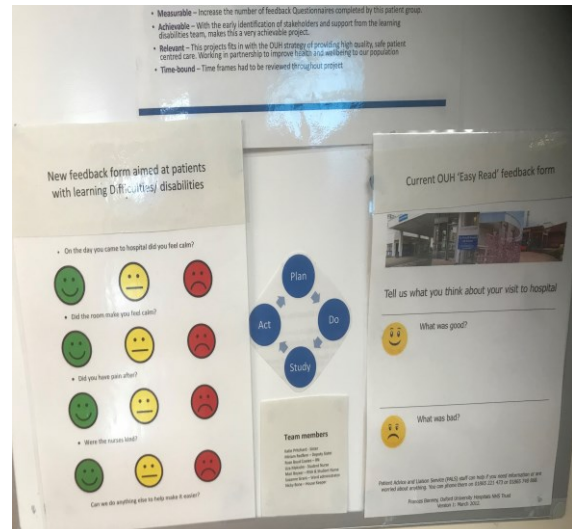
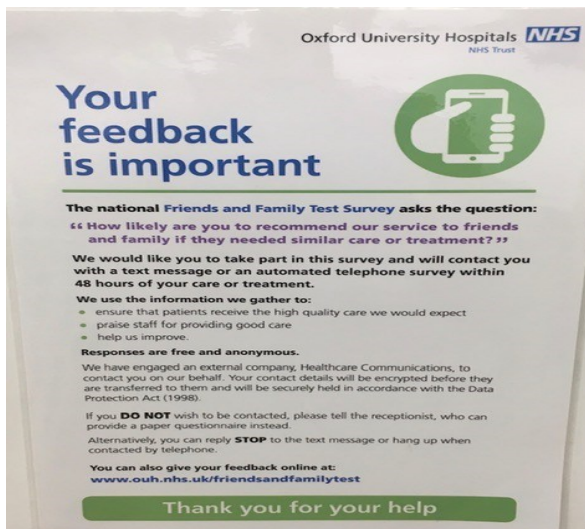
It was clear a lot of effort and time had been made by staff to prepare and provide bespoke and official information. However, information provided included both regulatory and patient facing information sometimes in the same area, such as diabetes, falls prevention, and IBD, and on how to give feedback.

There were still posters at the entrance to the unit advising that COVID restrictions were still in place and masks needed to be worn, although no-one was wearing them, apart from in one bay with more vulnerable patients.



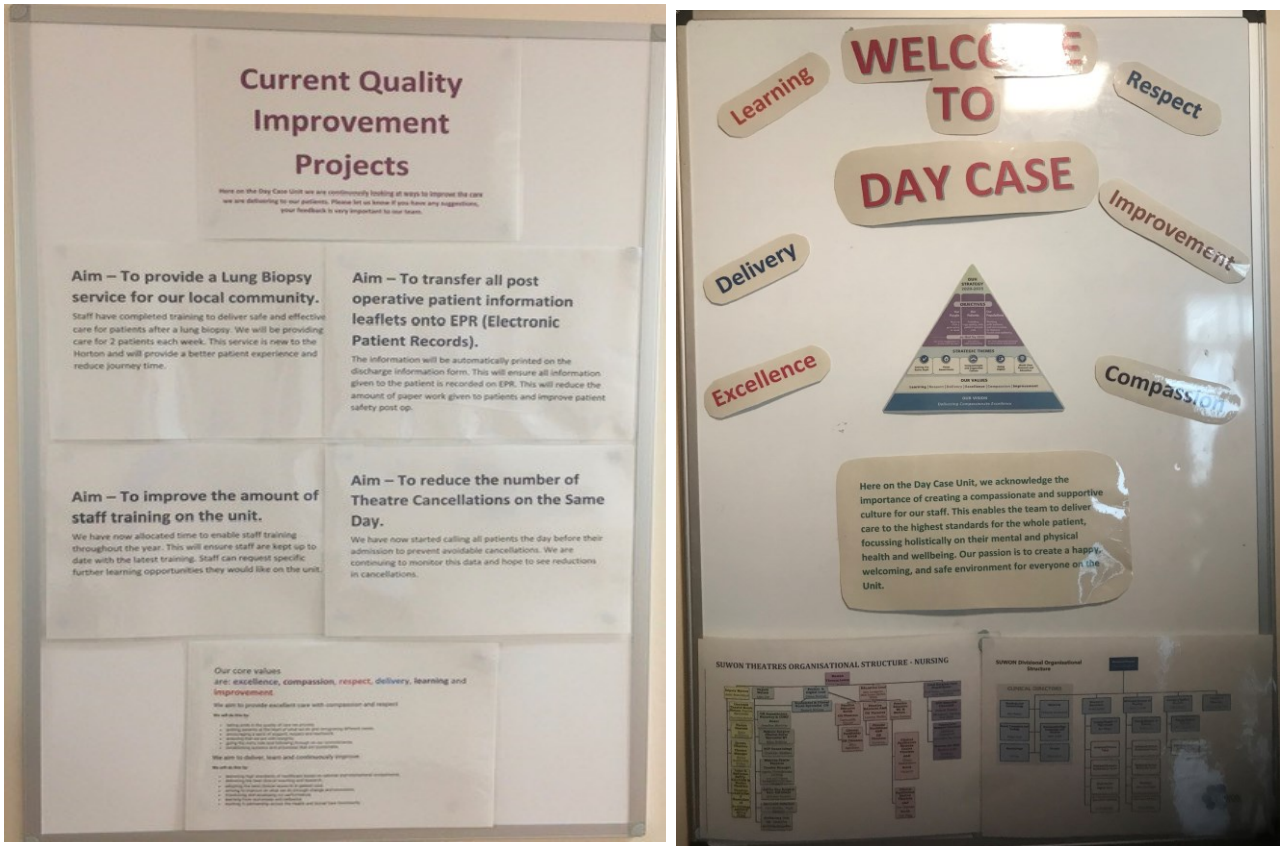
Patients' Information

A 'suggestions box' was provided, along with information about what the feedback was for. In general, the information was well-presented – including on how to give feedback as well as a 'you said, we did' display with quotes from patients, and results of recent friends and family test feedback.



Opportunities for patient feedback





Quality Improvement Projects

The opening times are displayed at the main entrance of the unit, but they are not clearly visible to patients while the door is open.



Opening time information

## **Patient feedback**

In all we heard from eleven patients on the day. We spoke to five women and six men, representing a range of ages and ethnicities. Patients travelled in for treatment from within Oxfordshire.

Overall, patients were hugely appreciative of the support and care they received at the unit. Many had been coming to the Day Case Unit for many years and have built up strong relationships with the staff team. They praised and thanked the staff team.

*“Always been very good. Haven't got any complaints.”*

*“Everything is always explained well.”*

Patients we spoke to felt that the support and detailed information they received at the unit about their treatment and care was good. The patient information provided was useful and patients were able to ask for what they need.

*“Needed a letter for work and it was done immediately. Consultant is very supportive of employment issues.”*

However, a patient who was newer to the service commented that it's difficult to navigate to the unit from the car park and they would like to have more clear signage externally as well as internally.

*“No concerns at all. Worst thing here is the signage to the unit.”*

*“Really struggled to the unit and to get parked the first time when I came. The signage wasn't clear to this unit.”*

Some patients said they preferred to attend the Day Case Unit at Horton General Hospital instead of the nearest one to them.

*“Yes, never had any issues here. It's really calm here. I chose to come here rather than the JR Hospital even though that's closer. Getting here and parking is much easier here than the JR hospital.”*

We heard from patients that the waiting time is much better compared to other hospitals even though they know they must wait.

*“The waiting time is very good, don't usually have to wait too long. Got here at 11am and waiting for treatment sometime this afternoon – just depends who they call in first and what number on the list I am. I knew I might have to wait.”*

Most patients valued the information provided on notice boards, but a few said they did not get the chance to read it.

*“Not really looked at it. Usually come in, get my infusion and head out.”*

*“Don't pay that much attention.”*



Some patients commented that there was no clear information relating to the appointment procedure and more detail and information is needed about how to book and how to change if required to do so.

*“More information about appointments and how to change them.”*

Three patients out of eleven did not know how to give suggestions, make a complaint, or give any feedback about the service. Two said they did after receiving a text message from JR Hospital, six patients told us they don't need to make complaints as they were receiving the best service and care at the Day Case Unit at Horton General Hospital.

*“Wouldn't want to complain. They do the best with what they can, and I am very grateful. I am being looked after and there is always someone if I need to ask something. I cannot complain.”*

Patients told us they don't need an interpreter but had been offered the service if needed.

A non-native English speaker told us:

*“I don't think my English is good. I was offered an interpreter, but I haven't used one.”*

Patients praised the care and treatment received at the unit despite some facilities being a bit tired.

*“Everyone's lovely in here. Genuinely feel like you're being cared for. You really feel that for the staff it's more than just a job. The facilities may be a bit tired but to me the care and treatment is more important and that's second to none.”*

### **Staff Feedback**

We received feedback and comments from 14 staff members on the day, representing a cross section of roles within the unit.

Every member of staff we spoke to was incredibly friendly, approachable, and helpful, even though the unit was very busy on the day.

Staff we spoke to were positive about their work in the Day Case Unit, and especially valued the patient interactions and care.

They noted that the unit could offer more opportunity to learn. However, management received praise in creating and supporting an online and e-learning environment, and on the job training.

A member of staff noted that enough time is devoted for training. However, during a previous practical training on emergency situations they faced a lack of time to do the scenarios; they think it is important to prepare for an emergency case as a team before the event.

Staff told us that the present management are open to suggestion and feedback. They said the safety team huddle is a time where they can raise concerns. Staff commented that they felt listened to and able to make suggestions on the unit. They felt that their concerns would be taken seriously.

Staff told us that Language Line and BSL interpreters are provided when a patient needs interpretation support.

### **What are the challenges staff raised?**

We asked staff to tell us about any frustrations or challenges with their work.

Comments included lack of communication with theatres, lack of beds and lack of some resources e.g. computers.

It is a challenge to ensure there are enough staff to safely run the unit and discharge patients in a timely manner.

Other comments included the lack of trolleys and its impact on a sense of wellbeing.

We heard about booking tracking to make sure patients do not miss their appointment.

Staff told us there is no trained doctor available in person in the unit, and some staff commented that there is a lack of training in some skills among a few nurses.

### **What suggestions did staff make?**

Staff suggestions included:

- Having more computers or iPads for patients' admission.
- Water fountain on ward for patients and at the waiting area.
- Need more patient trolleys to ensure more patients can be accommodated and seen.
- Having better sign boards for patients coming to hospital as they usually struggle with finding the unit and parking spaces.
- They run an efficient and important service, for both surgical and infusion patients, but it is becoming harder as staffing levels have diminished and they could do with more staff.
- Need to have a temperature control/ventilation or air coolers because the building is very warm.
- Need for more storage within the unit to avoid cluttering and things being left in corridors and around the unit.
- More space between beds to give more privacy.



**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 9am-4pm Monday to Friday.

To find out more about Healthwatch Oxfordshire please see **[www.healthwatchoxfordshire.co.uk](http://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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