

**Ilkeston Hospital
Community
Diagnostic Centre**

Enter and View

31 January 2024

Contents

| | |
|--|----|
| About us..... | 3 |
| What is Enter and View? | 4 |
| Visit information..... | 5 |
| What is a Community Diagnostic Centre (CDC)..... | 6 |
| About Ilkeston Hospital Community Diagnostic Centre (CDC)..... | 7 |
| The visit..... | 9 |
| What did we see and what did people tell us? | 11 |
| What happens next?..... | 21 |
| Recommendations | 21 |
| Thank you..... | 24 |
| Disclaimer..... | 25 |

About us

Healthwatch Derbyshire is an independent voice for the people of Derbyshire. We are here to listen to the experiences of Derbyshire residents and give them a stronger say in influencing how local health and social care services are provided.

Our mission

We are a strong, independent, and effective champion for people that use health and social care services. We will continue to influence health and care services and seek to improve joined-up care for the people of Derbyshire.

Our vision

We want to see people who use health and social care services centre stage, so that service providers and commissioners listen to what they have to say and use their voices to shape, inform and influence service delivery and design.



What is Enter and View?

One of our roles at Healthwatch is to undertake Enter and View visits. Our team of trained authorised representatives (ARs) enter and view local health and social care services to find out how services are being run in action. We collect evidence on what works well and what can be improved to make people's experiences better. We then provide recommendations to the service.



Our Enter and View visits are not intended to identify safeguarding issues or act as inspections. However, if safeguarding concerns arise during a visit, they are reported in line with our Safeguarding Children & Adults policy.

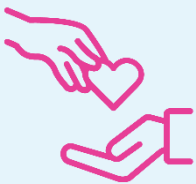
Following Enter and View visits, we collect all the feedback and produce a report with recommendations. These reports are shared with service providers, The Care Quality Commission (CQC) Derbyshire County Council and Healthwatch England. The final report will also be published on our website and Joined Up Care Derbyshire's Public and Patient Insight Library.

Visit information



Service address:

Heanor Road
Ilkeston
Derbyshire
DE7 8LN



Hospital services and building provider:

Derbyshire Community Health Services (DCHS)

Service provider:

University Hospitals of Derby and Burton (UHDB)



Date of visit:

Wednesday 31st January 2024



Building manager: Jayne Elliott

Service project manager: Joanne Bell



CQC rating:

DCHS: Overall, Outstanding

UHDB: Overall, Good



Authorised representatives (ARs) who visited:

Shirley Cutts

Yvonne Price

Helen Rose

Helen Severns



Healthwatch responsible officer:

Lisa Brightmore (Enter and View Officer)

Tel: 01773 880786

What is a Community Diagnostic Centre (CDC)

Community Diagnostic Centres (CDCs) are new and started to open in Derbyshire from March 2023. They have been opened as 'one-stop shops' to provide an easier and better patient experience by having diagnostic facilities and services in one place.

They are places where people can get X-rays, scans, and blood tests to help find out what might be causing their health issues. These tests can also help doctors plan the best treatment and check if the treatment is working well.

CDCs aim to reduce the pressure on larger hospitals and provide quicker access to diagnostics with more choices for patients. Usually, patients get their results on the same day or within two weeks of their tests.

Once a patient's GP, hospital consultant or other health professional refers them, they should be able to pick which CDC they want to go to, depending on what matters most to them. Patients said this might include:

- Distance to travel and how to get there
- Speed of appointment - how long the waiting list is
- Wanting to see a particular specialist
- Fitting around work or caring commitments
- Needing a calmer environment than the larger hospitals provide.

These diagnostic checks, scans, and tests can often be done on the same day. The aim is to allow people to attend a one-stop shop for all their diagnostic tests closer to home.

CDCs are based in a range of locations, including existing hospitals or primary care facilities. Primary Care services include GP surgeries, community pharmacies, dental, and optometry (eye health) services.

CDCs may also be found in community locations like shopping centres, universities, and football stadiums. In Derbyshire, the CDCs are located at existing hospital sites.

More than one million people living in Derby and Derbyshire will have access to five CDCs by 2025, as part of a national £2.3 billion investment to reduce waiting times and provide care in communities.



Your local Community Diagnostic Centres.

- Walton Community Hospital**
Chesterfield
S40 3HW
- Whitworth Community Hospital**
Matlock
DE4 2JD
- Ilkeston Community Hospital**
Ilkeston
DE7 8LN
- Florence Nightingale Community Hospital**
Derby
DE1 2QY
- Sir Robert Peel Community Hospital**
Tamworth
B78 3NG



About Ilkeston Hospital Community Diagnostic Centre (CDC)

Ilkeston Community Hospital is in the north in the town of Ilkeston. The CDC at Ilkeston Community Hospital is a partnership between Derbyshire Community Health Services (DCHS) and University Hospitals of Derby and Burton (UHDB).

Ilkeston Community Hospital's CDC currently provides phlebotomy (blood tests), ultrasound scans, and X-rays. It also has a mobile MRI scanner.

Ilkeston Hospital CDC will also receive an open MRI scanner, which will be the first of its kind in Derbyshire. MRI scanners take detailed images of inside the body. MRI scanners are traditionally long and tube shaped that patients stand or lie in whilst being scanned. The open MRI will provide a better patient experience for those who don't like small and cramped spaces, or people who are anxious about having a scan.

The community diagnostic centre staff are employed and managed by UHDB. The hospital buildings, grounds, and some of the health services at Ilkeston Community Hospital are provided and managed by DCHS.



The visit

Why did we do this visit?

This was a planned and announced Enter and View visit.

CDCs are new and started opening in some areas of the country in February 2022.

We were asked by Healthwatch England as part of a larger research project they are doing to speak to people using CDCs in Derbyshire and find out about their experiences.

We chose to find out about patient experiences of the two CDCs in Derbyshire that are currently open. These are Whitworth Community Hospital CDC and Ilkeston Community Hospital CDC. The other CDCs in Derby and Derbyshire are due to be fully open in the summer of 2024.

We wanted to find out the patient experience of the following:

- Accessibility
- Choice
- Quality and delivery of healthcare
- Working together
- When things need to change
- Receiving results.

How did we find out about the patient experience?

Our trained Enter and View Authorised Representative volunteers spoke to eleven patients at Ilkeston Community Hospital CDC. They asked a range of questions and noted down their answers.

We then called back patients who had agreed we could 14 days later to ask questions about their experience and how they received their results.

We also checked how accessible Ilkeston Community Hospital is with the help of volunteers, including those with sensory, mobility, and sight conditions. This has helped us to understand more about the experience of patients with information, accessibility, and accessible environment needs.

Summary

- We saw and heard examples of staff and hospital volunteers who are kind, caring, and helpful
- The hospital corridors and rooms we saw were clean, tidy, warm, and easy to get around
- Patients appreciated the free parking
- Patients told us this hospital is calmer, has a relaxed atmosphere, and is less formal than the larger hospitals
- We heard that due to an important piece of equipment needing 'topping up,' there was a two-hour delay for patients waiting for their appointment
- We were informed that parking can be difficult at busy times
- Patients told us they were not asked if they had any accessible information or communication needs
- Most patients told us they would not know how to raise a concern, make a complaint, or give a compliment
- We were told that if a patient changes their appointment time, they will still get text reminders for the original appointment, and this is confusing.

Summary of accessibility checks

- There are blue badge parking spaces and a drop-off point close to the entrance
- There was a hospital volunteer in the main reception helping people find their way to appointments
- We noted a drop-off point for people arriving by bus close to the main hospital entrance
- There is an excellent information board which displays bus arrival times
- There is an automatic entrance door and wheelchairs available at the main entrance
- It was noted by one of our volunteers who is autistic, that the CDC waiting area felt relaxed and calm, and did not feel overcrowded
- There was a hearing loop and information for people who are deaf and need an interpreter

- Fire alarms have both sound and lights to alert people
- We noted that fire exit signs have both pictures and words
- There is no information on the hospital website to help people get to Ilkeston Community Hospital CDC, or about disabled parking
- There was no visible information about how to request an interpreter for people speaking English as a second language, and no information on the hospital website
- There is currently no signage for the CDC and patients must ask at the main reception
- The fire escape doors need to be tested for accessibility.

What did we see and what did people tell us?

Accessibility

We found out that there is no information on Ilkeston Community Hospital’s website to let people know the best way to get there, or about parking and disabled parking facilities.

Our volunteers found out there are direct buses from Ilkeston, Heanor, Langley Mill, Kirk Hallam, and Sandiacre.

Patients attending from further away such as Derby, would need to catch two busses to get to the hospital.

Buses pull into the hospital site and stop directly outside the main entrance. There is an excellent information board which displays bus arrival times.

Other ways people might get to their appointments at the hospital are:



- **By car:** Most patients told us they would choose to attend their appointment at Ilkeston Community Hospital as the parking is free.
- **Using accessible patient transport:** Our volunteers found out that East Midlands Ambulance Service runs non-emergency patient transport for patients who qualify for this service. You can find out more about this service [here](#).
- **Other:** Other options may also be available. For example, Erewash Community Transport is a charity that provides affordable, accessible transport for patients who are unable to use public transport, and who live in Erewash, Amber Valley, Nottinghamshire, or Derby City. Some taxi firms also provide accessible taxis.



“I didn't know where the hospital was, so it was stressful to account for that. I couldn't park easily as no disabled spaces were available at the time I attended.” **A disabled patient**



Most of the people we spoke to said they were happy with the free parking provided at the hospital. It was noted in a few comments that at busy times, especially early afternoon, parking can become difficult.



“Horrendous [parking], I had to park on the grass. I am concerned for patients who are less able and the stress this must cause.” **Patient**



Recommendation 1:

Provide details for patients about how to get to and from Ilkeston Community Hospital CDC and include accessible travel options such as patient transport. Highlight the difficulties with general and disabled parking at busy times.

Put the information on Ilkeston Community Hospital's website with links from the University Hospitals of Derby and Burton's website.

We found some patient information about the development of Ilkeston Community Hospital CDC. The information included a QR code for patients to scan and find out more about Derbyshire CDCs.

We would like to have seen more options available for patients to find the information such as, a leaflet with further information, a link to the hospital website news page or a telephone number.

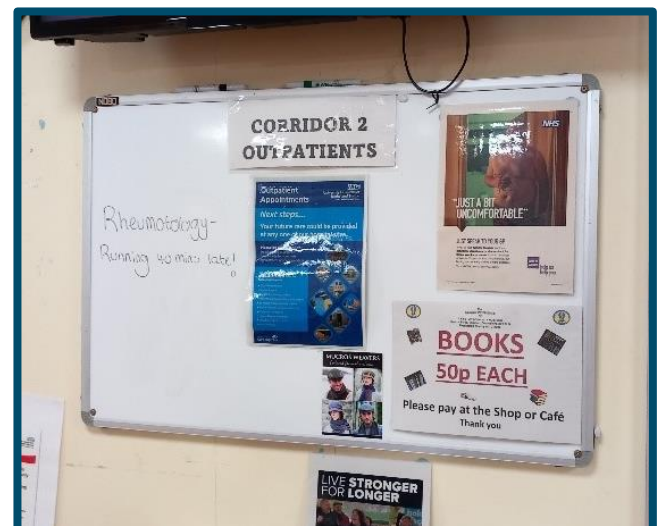
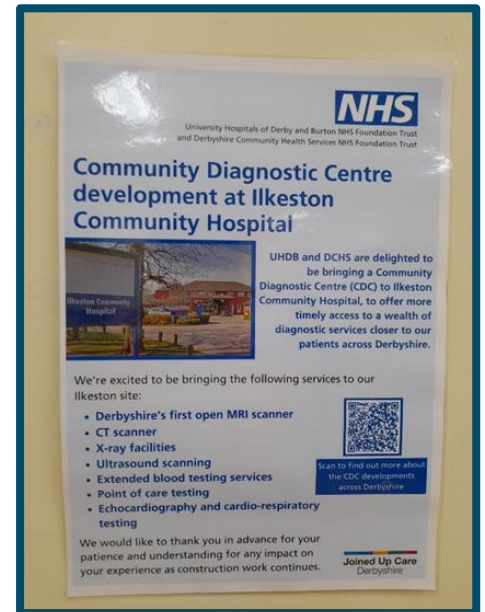
There were lots of important notices and signs within the CDC. Some give important information i.e. "For MRI appointments, please take a seat and a member of staff will be with you shortly."

However, this sign was not at all very noticeable nor in large print. It was not visible to those of us who were sat in another part of the waiting room. We only saw this sign when looking generally at the noticeboards.

In small writing on a whiteboard, it read, "Rheumatology running 40 minutes late." This was only visible when close-up. It could be easily missed.

Also, the volunteers with a visual impairment could not read this easily.

We were also unsure if this was a current sign. It was not updated in the two hours we were there.



Recommendation 2:

When providing patient information:

- Use a range of options including leaflets to help people who do not use smartphones have access to the internet or do not want to use a QR code

- All notices and posters should be checked for readability and made more visible using larger print.

Any information relating to patients' appointments or timings should be made visible and updated regularly.

The entrance to the hospital is signposted 'Community Hospital' by words only. We feel using the recognised red H sign and the wording, will help all people find the hospital. Once at the hospital there are several disabled spaces close to the main entrance.

The entrance to the main reception and the CDC is flat. It is very accessible for people using wheelchairs, mobility scooters or other mobility aids. Our volunteer, who was using a wheelchair, found it easy to navigate with no hazards.

There was a hospital volunteer in the main reception who helped direct patients to where they needed to go. The volunteer was friendly and offered a warm welcome to visitors.

Once inside the hospital, we found signs were easy to understand with the signs for the toilets using pictures, large print, and contrasting colours.

Our volunteer with autism felt relaxed and calm in the CDC waiting area. Noting that the waiting area was well spaced out with a good range of seating. He did not feel anxious or crowded.

We were impressed that complex medical terms were explained i.e. Phlebotomy (Blood tests) and Retinopathy (Eye).

The fire door in the CDC appeared to be a single door. Our volunteer's wheelchair would have been able to fit through the door, but wider wheelchairs, mobility scooters, and other mobility aids may not. This should be checked and tested.



Recommendation 3:

Consider the addition of a red H sign to provide a visual cue for people looking for Ilkeston Community Hospital.

Recommendation 4:

Make sure all fire exits are accessible by people using large wheelchairs, scooters, and other mobility aids.

Choice

We asked patients if they were given the option to choose the date/time and which CDC they would like to attend for their appointment. Most patients said no choice was offered.

Everyone we spoke to said they would like to have a choice of which CDC to attend. Some reasons given were:

- Speed of access to the services, it's important to get diagnostic investigations quickly
- Ease of travel, parking, and location
- Waiting times are quicker at the community hospitals and free parking
- Needing a calmer environment.



"Although it was a long way to travel (1hr 50min) it was my choice to see the consultant here. I wanted to see a specific consultant. I had the opportunity to change the day/time if not convenient." **Patient**

"I chose this location as I was prepared to travel from home for free parking and accessibility." **Patient**

"I was not given a choice as no appointments at other hospitals were available. I would have liked a choice of date and time as I had to take a day off work today." **Patient**



When prompted, patients said they could have changed the appointment if they needed to by using the information in the appointment letter or by calling the appointment line.

Some patients highlighted to us that if they changed their appointment, they continued to receive text reminders with the original appointment details. This was confusing.

The only people who told us they had been offered a choice were the ones who booked their appointments by using the telephone booking line themselves.

Recommendation 5:

Make sure patients have all the information they need to make an informed choice to choose which CDC is best for them before their appointment is booked.

Recommendation 6:

To investigate and make changes to the system that continues to send text reminders to patients after they change their appointment date/time.

Quality and delivery of health care

Patients told us how they experienced the quality and delivery of the health care they received at Ilkeston Community Hospital CDC.



“This hospital has a good waiting room, and the area is bright and comfortable.”

“The CDC provides a calm atmosphere.”

“I received a text with my appointment details.”

“I have been here before; they are a good idea. Less formal, more friendly, and nice staff.”

“Accessibility is good here.”

“I was sent instructions in my appointment letter.”





“Getting into the building and department was good.”
 “The hospital volunteer who gave me directions and showed me where to go was great!”



A patient told us he was grateful to the staff who fitted his scan in when he got his appointment date wrong:



“They accommodated my mistake in getting my appointment date wrong. This is a good place to attend, over and above the larger hospitals.” **Patient**



One patient told us he had been told after arriving for his appointment that the scanner needed ‘topping up’ and there would be a two-hour delay:



“When I arrived for my appointment, I was told due to the machine needing topping up I would have a two-hour wait. I chose to wait as both myself and my friend had taken the day off work”. **Patient**



We were pleased to have found a copy of the Hospital Communication Book.

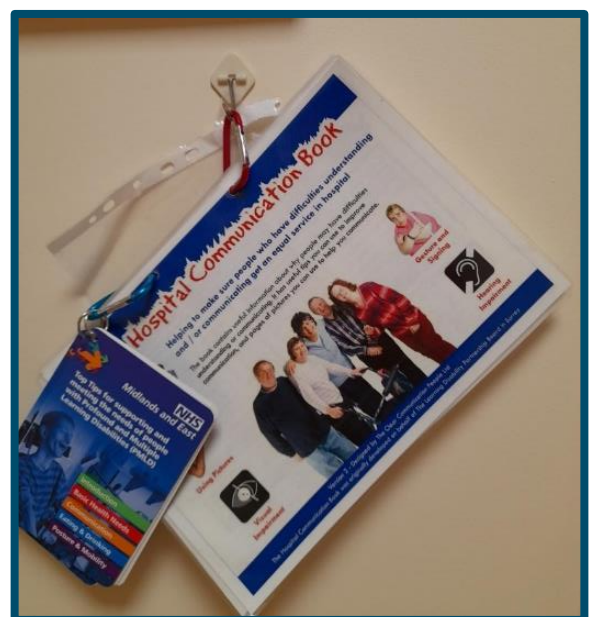
This has been developed on behalf of the learning disability partnership board in Surrey to help make sure that people with a learning disability have the right support when using hospital services.

This information helps to make sure people who have difficulties understanding and/or communicating get a fair service in hospital.

We found this available in a corridor near the CDC waiting room.

We would like to see information from this book provided in each diagnostic room, such as:

- Communicating clearly with speech



- Supporting people with visual and hearing impairments
- The symbols of symptoms, body parts, procedures, and level of pain.

Recommendation 7:

To make sure the MRI scanner that needs 'topping up' is topped up before the next day's appointments.

Recommendation 8:

To provide information and practical communication tools from the Hospital Communication Book in each of the clinic rooms within the CDC.

Working together

UHDB works in partnership with DCHS to provide the CDC services. The intention is to give patients more choices and take some of the pressure off the larger hospitals such as the Royal Derby Hospital.

If the CDCs are to reach their aim of providing more choices for patients, offering a one-stop shop service, and taking the pressure off the larger hospitals, patients need to have more information and options on how to book or change their appointments easily without causing delays or confusion.

From speaking to patients attending Ilkeston Community Hospital CDC, we found:

Most patients didn't feel they had been given the choice of time or where they could go for their diagnostic tests

A problem that was highlighted to us during our visit was that if a patient rearranged their appointment the system did not update this, and texts were still sent to the patient for the original appointment. This is confusing and can lead to missed appointments and extra work for booking and reception staff.

Recommendation 9:

Make it clear in all patient information that there is the choice to change an appointment date, time, or hospital.

We recommend working with expert-by-experience patient groups to make sure the information and options given to patients are coproduced and work well for patients from all backgrounds and abilities.

When things need to change

We asked the following two questions as we feel these are important to provide a good patient experience:

1. Before your appointment did someone ask if you had any accessible information or language needs?

Everyone we asked this question to said no, no one had asked them.

2. If you wanted to give feedback, raise a concern, make a complaint, or share a compliment about your experience today, how would you do this?

One patient who had used the Royal Derby Hospital services in the past knew of the PALS department there. Everyone else said they would not know how to do this.

We saw a very good patient experience notice board. However, this did not explain how people could leave their feedback.

In the CDC, we saw a “Tell us what you think” section with a box to post comments. However, no guidance, pen, or paper was provided to help patients post their feedback comments.



Recommendation 10:

To make sure the following are in place:

- Patients are asked if they have information or language needs before their appointment

- This information is recorded and shared where appropriate
- Reasonable adjustments are made to provide information or support at appointments
- Patients know how they can request accessible information and support at their appointments.

Recommendation 11:

It should be easy for patients to share their experience regardless of which part of their visit to Ilkeston Community Hospital CDC they wish to comment about.

We recommend working with expert-by-experience patient groups to make sure the information and options given are coproduced and work well for patients from all backgrounds and abilities.

Receiving results

We asked each patient if we could call them two weeks after their CDC appointment, and 40% of the patients we spoke to agreed we could call them.

We wanted to find out if they had received their test results and ask if they had anything else to share with us about their experience of attending Ilkeston Community Hospital CDC.

Most patients told us they had been referred to their GP or other healthcare provider for their results and had received them within two weeks.

When calling patients, several of them also mentioned that Ilkeston Community Hospital CDC provides a calm and relaxed environment that is less formal than the larger hospitals.



"I received my results quickly and within the timeframe I was given." **Patient**



Recommendation 12:

Make information available to help patients choose the CDC that best suits their needs.

For example, if they prefer a calm, relaxed environment, Ilkeston Community Hospital would be a good choice.

What happens next?

Under Healthwatch Enter and View requirements, Healthwatch Derbyshire must get an acknowledgement and response from both the Ilkeston Community Hospital services and building provider (DCHS) and the CDC service provider (UHDB) to this report and the recommendations in this report.

The timeframe for response to this report and the recommendations will be within 30 days of receipt.

Recommendations

| | Recommendations for improvement | Provider response: |
|----|---|---|
| 1. | <p>Provide details for patients about how to get to and from Ilkeston Community Hospital CDC.</p> <p>Include accessible travel options such as patient transport.</p> <p>Put the information on Ilkeston Community Hospital's website with links from the University Hospitals of Derby and Burton website.</p> | <p>Meeting to be held with the Communications Team at both UHDB and DCHS to go through the information on both websites and update.</p> |

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| <p>2.</p> | <p>When providing patient information:</p> <ul style="list-style-type: none"> • Use a range of options including leaflets to help people who do not use smartphones have access to the internet or do not want to use a QR code • All notices and posters should be checked for readability and made more visible using larger print • Any information relating to patients' appointments or timing should be made visible and updated regularly. | <p>This is a shared waiting area that is used by other outpatient services and not CDC patients only. We will ensure that there is a range of information in various formats.</p> <p>Notices and posters will be checked for readability.</p> <p>Liaised with colleagues onsite who have confirmed that staff regularly update patients verbally about delays.</p> |
| <p>3.</p> | <p>Consider the addition of a red H sign to provide a visual cue for people looking for Ilkeston Community Hospital.</p> | <p>This will be looked into and actioned.</p> |
| <p>4.</p> | <p>Make sure all fire exits are accessible by people using large wheelchairs, scooters, and other mobility aids.</p> | <p>All fire exits are to be checked and tested.</p> |
| <p>5.</p> | <p>Make sure patients have all the information they need to make an informed choice and choose which CDC is best for them before their appointment is booked.</p> | <p>Some examinations are not suitable to be undertaken at the CDC depending upon different clinical pathways. Patients will be advised of this.</p> |
| <p>6.</p> | <p>To investigate and make changes to the system that continues to send text reminders to patients after they have changed their appointment date/time.</p> | <p>This issue will be raised with our patient access team to identify which system the issue relates to.</p> |

| | | |
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| 7. | To make sure the MRI scanner that needs 'topping up' is topped up before the next day's appointments. | This was to do with a helium leak on the mobile MRI scanner, which is now not at Ilkeston. The new MRI scanner that is being installed doesn't need topping up. |
| 8. | To provide information and practical communication tools from the 'The Hospital Communication Book' in each of the CDC's clinic rooms. | Sharing with the Vulnerable Adults Team to review. |
| 9. | <p>Make it clear in all patient information that there is the choice to change an appointment date, time, or hospital.</p> <p>We recommend working with expert-by-experience patient groups to make sure the information and options given to patients are coproduced and work well for patients from all backgrounds and abilities.</p> | <p>It is noted in the appointment letter that if there are any issues with the time/location to contact the relevant department.</p> <p>The Patient Access Team has recently reviewed a similar appointment letter with the UHDB Readers' Panel.</p> |
| 10. | <p>To make sure the following is in place:</p> <ul style="list-style-type: none"> • Patients are asked if they have information or language needs before their appointment • This information is recorded and shared where appropriate • Reasonable adjustments are made to provide information or support at appointments. • Patients know how they can request accessible information and support at their appointments. | <p>The referrer has the responsibility to give this information, which is then recorded on the system, which the patient would be unaware of.</p> <p>We will review the script that the Booking Team uses.</p> <p>We will ensure that it is clear when they are checking with patients if any adjustments are needed for their appointment.</p> |

| | | |
|-------------------|---|--|
| <p>11.</p> | <p>It should be easy for patients to share their experiences regardless of which part of their visit to Ilkeston Community Hospital CDC they wish to comment about.</p> <p>We recommend working with expert-by-experience patient groups to make sure the information and options given are coproduced and work well for patients from all backgrounds and abilities.</p> | <p>We already provide a paper survey for patients to complete and have posters with QR codes in the waiting area.</p> <p>We are going to review where these are on site in relation to the CDC services to ensure that they are visible.</p> |
| <p>12.</p> | <p>Make information available to help patients choose the CDC that best suits their needs.</p> <p>For example, if they prefer a calm relaxed environment, Ilkeston Community Hospital would be a good choice.</p> | <p>See point 1.</p> |

Thank you

We would like to thank the team at DCHS for their support in setting up this Enter and View visit, and for making us welcome the day we visited.

We would also like to thank the team who work for UHDB and provide the diagnostic services at Ilkeston Community Hospital CDC.

A special thank you goes to the patients who took the time to speak to us and share their experiences of Ilkeston Community Hospital CDC with us on the day we visited.

Disclaimer

This report gives the information gathered when visiting Ilkeston Community Hospital CDC on 31 January 2024. It tells what our volunteers looked at and the comments we got during our visit.

Enter and View visits are not inspections. They give people the chance to talk about their experiences. Healthwatch Derbyshire does not ask to see policies, procedures, care plans, or any other written documents.

healthwatch

Derbyshire

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