

**Whitworth Hospital
Community
Diagnostic Centre**

Enter and View

30 January 2024

Contents

About us	2
What is Enter and View?	3
Visit information	4
What is a Community Diagnostic Centre?	5
About Whitworth Hospital Community Diagnostic Centre	6
The visit	7
What did we see and what did people tell us?	10
What happens next?	20
Recommendations	20
Thank you	25
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 for 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.

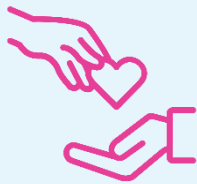
Following Enter and View visits, we collect all the feedback and produce a report with recommendations. These reports are shared with service providers, The Care Quality Commission (CQC) Derbyshire County Council and Healthwatch England. The final report will also be published on our website and Joined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

Visit information



Service address:

Whitworth Community Hospital
330 Bakewell Road
Darley Dale
Matlock
DE4 2JD

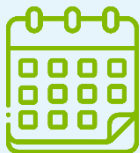


Hospital services and building provider:

Derbyshire Community Health Services (DCHS)

Service provider:

Chesterfield Royal Hospital (CRH)



Date of visit:

Tuesday 30 January 2024



Building manager: Jane Bull

Service project manager: Judith Navesey



CQC rating:

DCHS: Overall, Outstanding

CRH: Overall, Requires improvement



Authorised representatives (ARs) who visited:

Shirley Cutts

Jacque Kirk

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 either on the same day or within two weeks of their tests.

Once a patient's GP or hospital consultant 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.

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



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

About Whitworth Hospital Community Diagnostic Centre (CDC)

Whitworth Community Hospital is in the Darley Dale area of Derbyshire, just north of Matlock. The CDC at Whitworth Community Hospital is a partnership between

Derbyshire Community Health Services (DCHS) and Chesterfield Royal Hospital (CRH). Whitworth Community Hospital CDC currently provides ultrasound scans, phlebotomy services (blood tests) and X-rays.

- The hospital buildings, grounds, and some health services at Whitworth Hospital are provided and managed by DCHS
- The community diagnostic centre staff are employed and managed by CRH.

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 spoke to patients using the CDC and checked each CDC for accessibility with the help of volunteers, including those with sensory, mobility and sight conditions.

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 (ARs) spoke to 17 patients at Whitworth 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 Whitworth 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 examples of staff who are kind, caring, and helpful
- Two patients had come after speaking to either their doctor or a III advisor. Making their own appointments had resulted in quick, joined-up, one-stop shop appointments
- The hospital corridors and rooms we saw were clean, tidy, warm, and comfortable
- Patients told us this hospital was calmer than the larger hospitals and had a 'wonderful' atmosphere
- Patients having scans liked being told their results on the day of their appointment
- Patients appreciated the free parking
- We learned that a lack of communication between the booking line and service providers resulted in delays for some patients attending for blood tests
- 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.

Summary of accessibility checks

- There are blue badge parking spaces and a drop-off point close to the entrance
- The hospital and the CDC are both clearly signposted
- There is an automatic entrance door, wheelchairs for patients to use, and a ramp choice to get to the CDC

- 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 only pictures, the addition of words is important to aid understanding
- Some people using mobility aids found that drain covers were not flush outside the hospital and this made it difficult to cross over them
- There is no information on the hospital website to help people get to Whitworth 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.

What did we see and what did people tell us?

Accessibility

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

Our volunteers found out there are direct buses from Derby, Belper, Matlock, Bakewell, Wirksworth and Buxton. Patients from Chesterfield would need to catch two buses to get to the hospital.

Due to the busy A6 road, we would recommend caution to anyone crossing from the bus stop with mobility issues.

Other ways people might get to the hospital are:

- **By car:** Most patients told us they would choose to attend their appointment at Whitworth Community Hospital as the parking is free.

Parking was a big concern for most people, and they told us the timing of the appointment made a difference as the car park is busier after lunch.

- **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 <https://www.emas.nhs.uk/your-service/patient-transport-service>
- **Other:** Other options may also be available. For example, Connex is a community charity based in Buxton. They have volunteer drivers who help people who cannot access public transport living in the High Peak and Derbyshire Dales. Some taxi firms also provide accessible taxis.

Recommendation 1:

Provide details for patients about how to get to and from Whitworth 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 Whitworth Community Hospital website with links from the Chesterfield Royal Hospital website.



The hospital is signposted well when approaching from the road. There is a sign directing people to the parking.

The CDC and other departments are signposted clearly. There is a drop-off point near the entrance which allows you to stop for 10 minutes. There are wheelchairs available in the entrance area.



Signs for the toilets were easy to understand. The signs used large pictures, large print and contrasting colours.

There were signs over clinic room doors at the CDC that read 'Chatsworth Room' or 'Haddon Room' Phlebotomy. Some people may not understand the word 'Phlebotomy' and the wording blood tests should be added to this sign.

There is an electronic check-in screen. The electronic check-in screen was not working both times we visited, this means patients must ask at the main reception.

We were told the fire alarm has both lights and sound to alert people. We saw the fire exit signs were pictures only. We would like this to include the words Fire Exit to aid understanding.

Some people using mobility aids found that drain covers were not flush outside the hospital and this made it difficult to cross over them.

Recommendation 2:

Make sure the electronic check-in screen is working.

Recommendation 3:

Add the words 'Blood Tests' to the phlebotomy signage above the clinic rooms to aid understanding.

Recommendation 4:

Make sure uneven drain covers near the hospital's front entrance are not making it dangerous for general access and difficult for people with mobility aids to access the building.

Recommendation 5:

Provide visible information at the CDC about how to request an interpreter and add this information to the Whitworth Community Hospital website.

Recommendation 6:

Add the words 'Fire Exit' to the fire exit signage to aid understanding.

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 the choice of which CDC to attend, the reasons given included:

- Speed of access to the services, it is important to get diagnostic investigations quickly
- Ease of travel, parking, and location

- Waiting times are quicker here and free parking
- Needing a calmer environment.

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



“I changed my initial appointment day/time to allow me to go to the more local hospital for my scan.”

Patient



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.



“It is easier all round than the larger Chesterfield Hospital.” **Patient**

“It is not close enough to my home and I had to travel 45 minutes to get there. I live ten minutes from Chesterfield Royal Hospital and would have chosen to go there.” **Patient**



Recommendation 7:

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.

Quality and delivery of health care

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

- The staff treated me in a personal way
- Verbal explanations at the time were very clear
- Great for me was the speed, and the outcome! Results given to me at the time
- Straight forward, no drama! The waiting area is calm and much better than the big hospital – Chesterfield Royal
- I had a letter that was very clear about how to prepare and what to expect
- The best thing is IT WASN'T STRESSFUL!
- This is the first time here for a scan and it has been a positive experience
- This is a nice hospital, but it is too far for me to travel to
- The staff were very good, they were competent and always very professional.



“I wouldn’t have chosen to come here for my scan, but it was good as less busy than Chesterfield Royal. The reassurance provided before, during, and after helped me to feel less worried.” **Patient with communication and mobility difficulties**

“It was more relaxing. I live five minutes from Chesterfield Royal, it is less stressful coming here!”
Patient



We were told and noticed during our visit there was a problem for some patients with the booking process for blood tests. This caused a delay in patients being called in for their blood tests.



“Some delays to my blood test appointment as I wasn’t on the system from Calow [Chesterfield Royal Hospital] otherwise, it was very smooth and efficient, and no problems.” **Patient**

“My appointment wasn’t logged on the system before I arrived which caused some confusion and delay.”
Patient



Working together

Chesterfield Royal Hospital (CRH) works in partnership with Derbyshire Community Health Services (DCHS) to provide this service. The intention is to give patients more choices and take some of the pressure off the larger hospitals such as CRH.

If the CDCs are to reach their aim of providing more choices for patients, offer a one-stop shop service and take the pressure off the larger hospitals, then 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 Whitworth 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.

For some patients, the Whitworth Community Hospital CDC provides a one-stop shop. This was when a patient had attended a GP or other health professional appointment or had called 111 for advice. They were then asked to book their appointments for the diagnostic tests they needed.

Both patients we spoke to who rang to book their appointments described this as a quick and easy process. The benefit was also that they could choose the place, date, and time they attended.

However, a problem that was highlighted to us during our visit. If patients booked their blood test appointments on the same day they spoke to their doctor, other health professional or 111, the patient might not be registered on the system for that day's blood tests.

When this happens, it means the patient was delayed until this was brought to the attention of the person doing the blood tests.

If appointments are not entered into the booking system for that day, this could cause further problems for patients especially if the service had already been fully booked.

Recommendation 8:

To investigate and check that the process for patients booked in for blood tests works for all patients, whichever route they are referred through.

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 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 good patient experience:

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

Everyone we asked told us that no one had asked them this question.



"I wasn't asked if I had any information or language needs at booking or at my appointment." **Patient**



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?

Two patients told us they knew about the Patient Advice and Liaison Service (PALS) at CRH. Everyone else said they wouldn't know how to go about this.



“Although I know how to contact PALS at Chesterfield Royal Hospital, I didn't see any information at Whitworth about how to give feedback, If needed I would have asked at the main reception.” **Patient**

“I wouldn't have a clue how to give feedback or make a complaint if I had wanted to.” **Patient**



Recommendation 10:

To make sure the following is 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 Whitworth 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 34% 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 Whitworth Community Hospital CDC.


Those patients who had attended for a scan told us they were given the results at this appointment.

 "I was told that everything was fine at the appointment, so I am not concerned when I get the result from my doctor's surgery." **Patient**

"I was pleased to be told at the appointment and it reassured me." **Patient**



Below are some of the things the patients waiting for other test results told us:


 "I would have liked to have known how long it would take for my results to be back." **Patient**

"I appreciated the free parking, access, and calm friendly place, especially for someone with neuro diverse, learning and mobility difficulties." **Patient**



Some other information that was shared with us when we called patients:

- It was noted that the timing of appointments can be crucial for some patients, i.e. a later appointment is better for people on certain medications or who need a carer to be with them
- It was noted by several patients that Whitworth Community Hospital has a calm, relaxed, and friendly environment.

 "I would return to Whitworth Community Hospital if possible as I couldn't fault them." **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, Whitworth 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 Whitworth Community Hospital services and building provider (DCHS), and the CDC service provider (CRH) to this report and the recommendations within the 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 Whitworth Community Hospital CDC and include accessible travel options such as patient transport.</p> <p>Highlight the difficulties with general and disabled parking at busy times.</p> <p>Put the information on Whitworth Community Hospital's website with links from the Chesterfield Royal Hospital website.</p>	<p>We are working closely with our communications teams at Chesterfield Royal Hospital Foundation Trust (CRHFT) and DCHS to improve the information provided on the websites.</p> <p>We have included links between both DCHS and CRHFT websites and included extra information about how to locate and access Whitworth CDC.</p>

		<p>As there are no portering colleagues on site, patients who have significant mobility issues are encouraged to have their appointment at CRHFT.</p> <p>This will be highlighted to them and discussed when the appointment is made.</p> <p>Where possible reasonable adjustments will be made.</p> <p>We already send out detailed information about how to locate your appointment along with the appointment letter. We are reviewing this information to ensure that it is clear.</p>
2.	Make sure the electronic check-in screen is working.	Following the visit, the electronic check-in screen was inspected by DCHS network engineer. An error has been identified and we will contact the company to resolve this.
3.	Add the words 'Blood Tests' to the phlebotomy signage above the clinic rooms to aid understanding.	<p>A signage company has been contacted to update the current signs with 'Blood Tests'.</p> <p>Whilst we await professional signage a temporary sign has been added to ensure it is clear for patients.</p>
4.	Make sure uneven drain covers near the hospital's front entrance are not making it dangerous for general access and difficult for people with mobility aids to access the building.	It is recognised an area near the main entrance is uneven and may cause difficulty for some patients. DCHS has walked the route into the hospital and when future works are completed, this will be addressed.

<p>5.</p>	<p>Provide visible information at the CDC about how to request an interpreter. Add this information to the Whitworth Community Hospital website.</p>	<p>The Trust as per the wider NHS has a legal responsibility to ensure that an interpreter is available if required.</p> <p>When a patient requires an interpreter, this information is included in the request from the referrer and arranged ahead of their appointment.</p> <p>If it becomes apparent that an interpreter is required once the patient has arrived, staff have access to a telephone interpreting service.</p> <p>We are reviewing the information provided within our patient letters and on our website to ensure patients know that they can request this service ahead of their appointment.</p>
<p>6.</p>	<p>Add the words 'Fire Exit' to the fire exit signage to aid understanding.</p>	<p>One fire exit was found to have no wording and additional signage is being arranged.</p>
<p>7.</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>Our website has been updated to include more information about the location of our Community Diagnostic Centres and locations of disabled parking.</p> <p>Patient letters advise that people with significant mobility issues can contact our bookings team to arrange an appointment at CRH if this is more appropriate.</p> <p>Our Bookings Team provides information at the time of booking</p>

		<p>which includes earliest available appointment.</p> <p>Patients will continue to have a choice where possible.</p> <p>When a specific test is required, choice may be limited by the clinician's scope of practice.</p>
8.	<p>To Investigate and check the process for patients booked in for blood tests works for all patients, whichever route they are referred through.</p>	<p>Assurances can be given that all routes are checked regularly to ensure the process is working.</p> <p>If patients do not bring in their request form, printers are available for staff to print this off for them.</p> <p>Blood requests are made online and are visible immediately. The processes may be different for patients who live outside of Derbyshire.</p>
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 patient groups to make sure the information and options given work well for patients from all backgrounds and abilities.</p>	<p>We provide information on how to rearrange appointments on both the imaging patient letter and on CRH's website.</p> <p>Our Bookings Team also provides this information over the phone at the time of booking. Patients can change the time and request a different location at the time of rearranging.</p> <p>We are working to a model of continual improvement and will work to coproduce solutions to feedback and ensure improvements are made.</p>

		<p>This includes feedback from a quality and equality impact assessment which is ongoing.</p>
<p>10.</p>	<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 • Make sure this information is recorded and shared where appropriate • Reasonable adjustments are made to provide information or support at appointments <p>Patients know how they can request accessible information and support at their appointments.</p>	<p>Information about whether the patient has additional support or information is provided by the referrer at the time of request.</p> <p>We will be reviewing the information that is provided in our imaging patient appointment letters and on our patient website.</p> <p>This is to ensure that patients are aware of how they can request any additional support.</p> <p>Reasonable adjustments will be made to ensure the services are as accessible as possible within the community hospital setting.</p>
<p>11.</p>	<p>It should be easy for patients to share their experiences regardless of which part of their visit to Whitworth 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>Posters are visible around Whitworth Community Hospital’s site. Comment cards are available outside the waiting area next to the Ultrasound and Phlebotomy rooms.</p> <p>We are working with DCHS to add additional information within the main waiting area to improve visibility.</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, Whitworth Community Hospital would be a good choice.</p>	<p>We are working to increase awareness of services provided at our Community Diagnostic Centres.</p> <p>Our Bookings Teams provide information over the phone at the time of booking and additional information is now available on the CRHFT website.</p>
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Thank you

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

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

A special thank you goes to the patients who took the time to speak to us and share their experiences of Whitworth Community Hospital CDC with us on the day we visited and, in the follow-up, calls we made.

Disclaimer

This report gives the findings gathered when visiting Whitworth Community Hospital CDC on 30 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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