

## Enter and View Revisit: Royal Preston Hospital Antenatal Clinic

On Thursday 21<sup>st</sup> March 2024, Healthwatch Lancashire conducted an Enter & View visit at The Antenatal Clinic within Royal Preston Hospital and spoke with patients and staff. We made the following recommendations:

Recommendation	Action from Provider	Observed at revisit	Discussed at revisit
1. Provide clarity to patients on where to check in for appointments and ensure a sign on reception in the antenatal clinic has clear instructions about where to book in.	Antenatal clinic manager to develop a new sign to be displayed on the reception desk providing service users with information about the ANC checking in process.	Yes	Yes
2. Provide information for patients around what other clinics that are happening on a daily basis. An example could be a larger board or use the tv screen to show what clinics are running on the day.	To scope wall space to assess if it is possible to increase the size of the display board. • Antenatal Clinic manager to contact the TV company to discuss if it is possible to add information regarding the daily clinic activity to the TV information. • Signs to be added to the ANC consultation room doors indicating what clinics are running out of that room on a specific day.	Yes	Yes
3. Ensure staff update the wait times on the board or provide verbal updates if there are delays, so patients are aware how long they will be	Ward manager to share an update on the next ANC safety brief (monthly) to remind all ANC staff that the boards need to be updated at regular intervals throughout the ANC session.	Yes	Yes

waiting for their appointment.	Action to also be discussed with ANC staff at the next scheduled ward meeting.		
4. Move the PALS poster to a more prominent place within the waiting area so patients have all the relevant information needed. Ensure MNVP poster is in the main waiting area.	Antenatal clinic manager to scope the wall space within the ANC and will relocate the highlighted posters.	Yes	Yes
5. Look into moving the trust goals and values so that patients and families can view it.	Antenatal clinic manager to scope the wall space within the ANC waiting area to assess if this board can be relocated.		Yes
6. Add compliments and complaints forms to the waiting area so patients can freely give feedback.	<ul style="list-style-type: none"> <li>• Antenatal clinic manager/team to devise a form that can be used to capture feedback.</li> <li>• Post box to be purchased where the feedback forms can be collected anonymously.</li> </ul>	Yes	yes
7. Review appointment schedules to allow parents to have multiple appointments on the same day.	<p>Work with the obstetric and Ultrasound team to review the ANC and ultrasound scan (USS) templates to facilitate more multiple scan pathway (MSP) scan slots within ANC working hours.</p> <p>Work with the obstetric team to consider the implementation of further specialist obstetric clinics, with a named consultant obstetrician allocated to each clinic.</p>		Yes
8. Review information provided to patients regarding scans	Multidisciplinary team review of the current leaflet detailing ultrasound information to be reviewed to explore if any		Yes

and what each one means. Implement a document that explains this process clearly to parents.	additional information needs to be added.		
9. Ensure information is available for parents to understand what will happen next and why they need to see a doctor after a scan. This will help with easing parents concerns when they are being sent from one clinic to another.	To discuss with all staff working within the ANC footprint to ensure that they discuss care plans with service users during each consultation, making them aware of the reason for the consultation and what further follow up is required (if any).		Yes

## Revisit

In order to continue our partnership with Royal Preston Hospital and to measure the impact of our previous visit, Healthwatch Lancashire authorised representatives carried out a planned revisit on Tuesday 8<sup>th</sup> April 2025.

On arrival Healthwatch representatives spoke with the clinic manager and went through the recommendations from last time and spoke about the impact they've had on the clinic, staff and patients. It was explained that posters have been added to the reception and wait areas to let patients know how to check in for their appointments. Another addition to the waiting area is a poster which explains that clinics can run late, and that staff will come out and announce to patients if there is a longer than normal wait time.

We spoke about the wait times board in the waiting room, which highlights what clinic is on and the current wait times. When we last visited, we mentioned that this board was too small, and patients couldn't see it. We were told during our revisit that there are now staff in the waiting area that

support patients and update them on wait times if any clinic is running behind.

The PALS poster has been moved into an area where patients can fully access it now and are able to get information from it freely. When speaking with the manager it was highlighted that a member of staff had implemented a survey for women and partners to complete and this consisted of paper copies in the waiting area and post boxes for people to put these in, she mentioned that this had finished on the 31<sup>st</sup> March but they are looking at setting up a new survey soon for patients to complete. This was to find out more about their experiences.

One recommendation from our initial visit was around women with multiple appointments having to come to the hospital two or three times a week. We recommended looking into combining multiple appointments into a single day instead.

We were told that as scans and antenatal clinic appointments are made on different platforms, it isn't always easy to ensure appointments are made on the same day. However, we were advised by the manager during our revisit that this has improved over the last year, and women are having more multiple appointments booked on the same day, so when someone receives their scan appointment the clinic will try and plan around that to make it easier for the patient.



During the revisit it was also addressed that the scan leaflets have been updated recently with more information for patients, and also all women are signed up to the badger app where they can view all the leaflets available at any time of the day. One recommendation that has been actioned is about women who have scans and then are sent down to the clinic for a follow up appointment but there were some concerns last year that this was often late in the day or it wasn't communicated with them effectively. Since the last visit there have been meetings with the clinic staff and obstetrics staff about how they are communicating with patients and ensuring they have all the right information to hand. For women who are on the multiple scan pathway they now ensure that their scans are booked for earlier in the day so

if a follow up appointment is needed in the antenatal clinic, then this can be addressed quickly and effectively.

There were two recommendations that because of wall space within the antenatal clinic were not able to be actioned. These were to move the trust goals so that patients can clearly see these and also make the clinic board bigger so that patients can see what is on and the current wait times. One suggestion that was made at the time of the visit was having small boards up in the waiting room facing patients so they are aware of what clinics are on that day and why the wait times might be longer than normal.

## **Patients**

During the visit Healthwatch Lancashire representatives spoke with four patients, two patients were with their partners and two were on their own. We spoke with them about the changes that have been made and to see if they had experienced any of these changes personally.

*"I feel the leaflets are more detailed now than before and explain fully what happens at each appointment."*

*"I've been here a few times in the past couple of months and the survey and comments box was a nice touch, but it seems to have been taken down now, it would be nice to have that out so patients can leave feedback when they want to."*

*"I am here with my second baby, and I feel it is a lot clearer where to go now than it was, also the communication between scans and clinics seem to be better."*

*"I have had a really good experience here; I have had multiple appointments, and they've always tried to get me in on the same day, so I don't need to come back."*

## **Staff**

During the revisit , we were able to speak with three members of staff about the impact of our recommendations.

*"I do think its clearer where to check in for their appointment, before those posters we had people sitting in the waiting area without checking in."*

*"I feel there is a better flow in the waiting area and staff support by helping for example with taking urine samples which speeds up the process and making sure patients have checked in at the front desk."*

*"I feel the issue around women having appointments on the same day has been addressed and amongst the team we know what consultant is in on what day, so we try our best to get them in on the same day."*

One member of staff spoken with mentioned that they hadn't been in this department for some time and highlighted they felt there was a change since last time

*"I have noticed a drastic improvement in communication, the communication between the ultrasound scan staff and the staff in the clinic has improved and women are much clearer as to why they have been sent to see us."*

### **General observations**

During the revisit patients were observed to be checking in for their appointment and then sitting in the waiting area. Patients were seen quickly, and staff members were observed to come out and greet them before taking them in for their appointment. There was a member of staff on the desk in the waiting area when we arrived, but this was not consistent throughout the revisit. This member of staff was observed to be supporting patient queries including times of appointments and medication queries. Staff from the glucose testing room were also seen coming into the waiting area and speaking with patients and asking them to come through for their appointments. Healthwatch Lancashire spoke with a patient who had gone in for their first appointment and on leaving the patient spoke about how much information they had been given and had a pack of support, resources and contact numbers to take away with them.



A new addition to the waiting area were DadPad booklets for patients to take away with them. The manager explained that there used to be a poster with a QR code on it for patients to access support, but they then got given a lot of booklets and wanted to ensure patients had hard copies to take home with them for help and support. Another addition to the main area was the MNVP banner which highlights how patients can leave feedback about the care they have received within the hospital.



### Concluding thoughts

Overall, the revisit to Royal Preston Hospital Antenatal Clinic was a positive opportunity to learn about the work that the staff at Lancashire Teaching Hospitals Trust have carried out, and the impact of our recommendations following our first Enter and View visit. Highlights included better and clearer ways to give feedback on services and a move towards better allocation of multiple appointments for people using the service. Another highlight was patients finding it easier to check in when they arrive as this was a consistent concern on the original visit.