

Hand and Plastic Injuries Clinic at the John Radcliffe Hospital Enter and View Report



April 2025



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Acknowledgements

Healthwatch Oxfordshire would like to thank all the people we spoke to and heard from, and staff at the Hand and Plastic Injuries (HAPI) Clinic at the John Radcliffe Hospital, for their support and contribution to the Enter and View visit.

1. Visit details

1.1 Details of Visit

Service Address	The Discharge Lounge at JR Hospital
Service Provider	Oxford University Hospitals NHS Foundation Trust (OUH)
Date and Time	November 26th 2024, 10am to 1pm
Authorised Representatives	Amier Alagab, Carol Ball
Visit Status	Announced
Contact details	Healthwatch Oxfordshire, Office 1 Cypher House Bampton Business Centre South Weald Bampton Oxfordshire OX18 2AN T: 01865 520520

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, it is merely an account of observations and contributions made at the time of the visit.

2. What is Enter and View?

As the local Healthwatch for Oxfordshire, we have statutory powers under the Health and Care Act 2012, and Local Government and Public Involvement in Health Act 2007, to carry out **‘Enter and View’** visits to local health and care services.

Under this legislation, Enter and View visits can be made to any premises where health and social care is publicly funded – such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

Through an Enter and View visit we collect evidence of what is working well and identify how patient experience could be improved. We use what we hear and see on the day to report to providers and others with recommendations to inform change for the health and care services we visit.

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.
- To report what we see and hear to improve the quality of health and care services.

2.2 Strategic drivers

- This Healthwatch Oxfordshire Enter and View visit to the Hand and Plastic Injuries Clinic at the JR 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 2024 – 2025 with full support from OUH.

3. Summary of findings

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.

During our visit to the Hand and Plastic Injuries Clinic we heard from one patient and seven staff members on the day.

Signage and information

- There were clear directional signages provided from the main entrance of the West Wing indicating the way to the Hand and Plastic Injuries Clinic. By the lifts there was some building work going on and there were temporary signs in place directing to the unit. However, hospital staff at the reception were available to help people.
- There was no sign from the JR main hospital entrance.
- There was a welcome sign on the entrance to the clinic.
- There was not much patient information on display at the clinic.
- There was a suggestions box.
- We did not see any translated materials.
- The HAPI opening hours were on display. It is open every day between 10am – 12pm. On weekends, children are seen in HAPI between midday and 2pm.
- There was a small card with a QR code on asking patients to give feedback on the nurses' station.

The general environment

- The Hand and Plastic Injuries Clinic was welcoming and clean, and we were made to feel welcome even though the staff were busy.
- The clinic had a calm atmosphere for such a busy unit, and the reception area was spacious and light.
- The treatment area appeared a bit cramped and lacked natural light.
- It was noted that the unit contains only one office, which is quite small and insufficient to accommodate the number of staff who need to use it.
- The staff rest area wasn't a room, it was an area screened off from the corridor with a portable screen.
- There was a massage chair in the staff rest area, some chairs and small coffee tables, but no real privacy for staff on their breaks.



- The patients' waiting area was clean and tidy, and appeared well looked after. There was small table, a fridge with cold water and plastic cups.
- There were only two computers in the office for all the staff to use.
- There was a TV at the patient waiting room, and a vending machine which was out of order.
- There was a box of children's toys in the corner at the waiting room.

Patient and staff feedback

- The patient we spoke to express their appreciation for the reception team, and the medical care and support provided by the staff at the Hand and Plastic Injuries Clinic.
- Staff were open to patient questions and explained everything in a clear way.
- We heard that the staff explained the treatment plan, and what they were going to do and why – and that the patient felt well looked after.
- The patient was not aware of the small card with the QR code on for giving feedback.
- Staff feel that their work is meaningful and impactful, particularly in the context of assisting patients in their recovery journeys.
- Staff feel supported in their career development and professional training.
- We heard about challenges that patients and staff face, including finding parking spaces at the JR. Some staff mentioned that they must wait in the unit till 6pm every day to avoid sitting in the traffic on-site.

4. Recommendations

- Assess the current staff utilisation to identify whether additional computers are needed to alleviate bottlenecks and enhance efficiency.
- Review the current office layout to identify areas where additional rooms could be created.
- Placing clear, well-designed signs with all the available services at the main entrance of the JR hospital could greatly enhance the experiences for patients and visitors.
- Create a staff rest room that provides a comfortable, calm space away from the busy atmosphere of the clinical area. Giving the staff a space that is nice to relax in and supports their wellbeing would enable them to make the most of their breaks.
- Display some general injuries information leaflets in the unit. This would benefit patients by enhancing their understanding and engagement in their care.
- Display information making patients aware of translation and interpreting services.
- Place the feedback cards in the waiting room to encourage patients to use them to feedback on the service.
- Parking issues at the JR Hospital remain a challenge. Continued focus on addressing parking and transport issues remain important to address concerns and ensure that there are sufficient spaces available for both patients and staff.
- Opening the bus entrances (towards Headington) during specified time between 5pm – 6pm can facilitate better access for staff.

5. Service response to recommendations



Healthwatch Report following the Oxfordshire Healthwatch Enter and View Visit on 26th November 2024 to the Hand and Plastic Injuries Clinic, John Radcliffe Hospital, Oxford

Dear Veronica, Amier and Carol,

Thank you again for undertaking the Enter and View Visit on 26th November 2024 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.

Table 1, below, shows the project objectives with the completion timescales and the specific action plan developed from the Enter and View visit on 26th November 2024.

Healthwatch Recommendation	Trust Action	Timescale
1. Assess the current staff utilisation to identify whether additional computers are needed to alleviate bottlenecks and enhance efficiency.	1. To request 3 desk laptops to be installed at the HAPI clinic desk.	April 2025
2. Review the current office layout to identify areas where additional rooms could be created.	2. To scope the feasibility of transforming an available open area on the floor into an office space. This would include the	September 2025

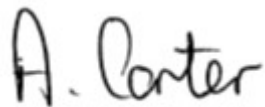
Healthwatch Recommendation	Trust Action	Timescale
	fitting of a wall, door, desks and computers into the new space.	
3. Create a staff rest room that provides a comfortable, calm space away from the busy atmosphere of the clinical area. Giving the staff a space that is nice to relax in and supports their wellbeing would enable them to make the most of their breaks.	3. To scope the feasibility of transforming the current staff resting area into a closed/private staff room. This would include: fitting a wall and door; removing the energy pod and procuring suitable chairs and tables for the area.	September 2025
4. Display some general injuries information leaflets in the unit. This would benefit patients by enhancing their understanding and engagement in their care.	4. To request injuries/clinical information leaflet holders for the reception area.	March 2025
5. Display information making patients aware of translation and interpreting services.	5.1 To source existing information leaflets for patients and display. 5.2 To source information leaflets and/or posters on interpreting and translation services and display.	March 2025
6. Place the feedback cards in the waiting room to encourage patients to use them to feedback on the service.	6. Already available in waiting areas. To place additional feedback cards in leaflet holders to make these more prominent and accessible.	March 2025
7. Parking issues at the JR Hospital remain a challenge. Continued focus on addressing parking and transport issues remain important to address concerns and ensure that there	7. The Trust is actively looking at ways in getting cars off site and have a number of schemes available to staff that include free bus journeys from the P&R sites, surrendering your parking	Current

Healthwatch Recommendation	Trust Action	Timescale
are sufficient spaces available for both patients and staff.	permit for free parking and free bus journey from the park and ride sites. A new bus route will support this from 23rd Feb.	Complete
	Lift share and a new app has just been launched to support this. Lockable cycling facilities have been installed across all sites. Cycle to work scheme is available for staff.	Complete
	Unfortunately, there is no easy solution, with traffic in and around Oxford. Extensive collaboration with Councils, bus providers, Oxford Health, Oxford Brookes and many other keys stakeholders to see what can be achieved to help support travel and parking issues in and around our sites.	Current
8. Open the bus entrances (towards Headington) during specified time between 5pm – 6pm can facilitate better access for staff.	8. Unfortunately, due to planning conditions and the risk of heavy traffic spilling into dense housing estates this is not permitted.	Not applicable
9. Place clear, well-designed signs with all the available services at the main entrance of the JR hospital could greatly enhance the experiences for patients and visitors.	9. A wayfinding project group has been formed to oversee this.	31 May '25

Table 1: Action plan

Thank you once again to you and the Healthwatch team for the visit and the detailed and thoughtful report. We would very much welcome further Healthwatch Enter and View visits during 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 and their families.

With best wishes

A handwritten signature in black ink that reads "A. Carter". The signature is written in a cursive, slightly informal style.

Andrew Carter
Deputy Chief Nursing Officer

Response received by email on 03.04.2025

6. Report

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 7 – 20 working days.
- **Follow up:**

The final report is published on Healthwatch Oxfordshire's website and shared with the Care Quality Commission (CQC) and service provider.

The visit took place from 10am to 1pm on November 26th 2024, with two trained Enter and View representatives.

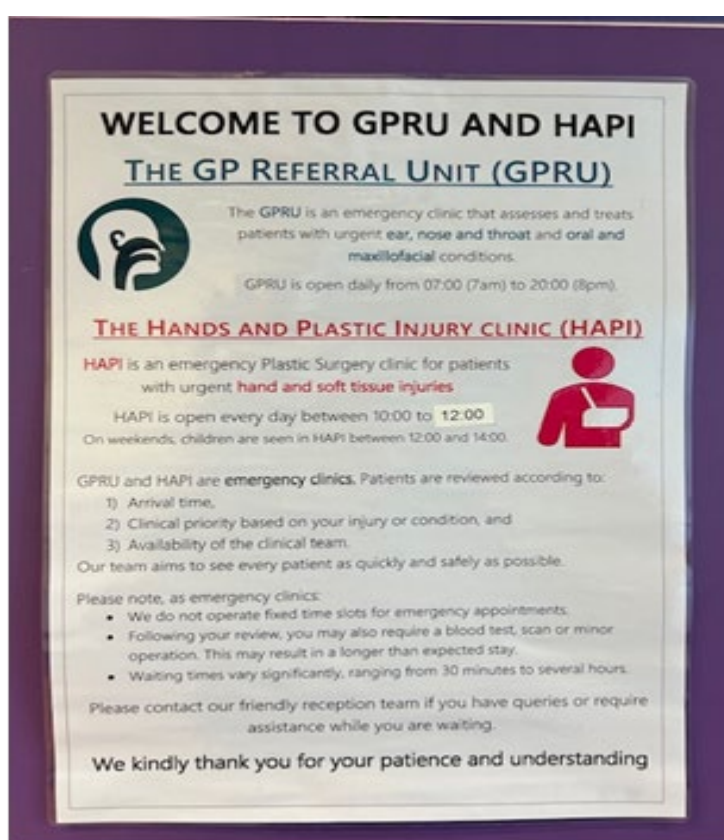
During the visit, the team were able to spend time observing the daily work of the Hand and Plastic Injuries Clinic, noting the general environment, such as cleanliness, comfort, and information displays, and speaking to both patients and staff.

Additional question sheets, with FREEPOST envelopes for return, were left with the staff and patients for comment and feedback.

Service background

The Hand and Plastic Injuries Clinic (HAPI) is operated by Oxford University Hospital NHS Foundation Trust (OUH) and is located on level 0 of the West Wing building.

The HAPI clinic is open for patients via a referral process initially and then by appointment when required by the unit for follow up.



Welcome sign

During our visit, we noted that the clinic comprises a small office for the staff and 11 patients seating areas separated by curtains. It is well-equipped and effectively managed by a dedicated team.

More details about the HAPI Clinic can be found at the link below:

<https://www.ouh.nhs.uk/services/departments/specialist-surgery/plastics/>

Access and signage

There was clear signage provided from the main entrance of the West Wing to the Hand and Plastic Injuries Clinic.

The unit was clearly signposted from the ground floor of the West Wing, despite the presence of a temporary signs by the lift due to ongoing building work.



Temporary signs

The hospital environment

The atmosphere at the Hand and Plastic Injuries Clinic was very peaceful. It felt spacious and light, and the staff were welcoming.

Upon our arrival, the main reception at the West Wing was managed by members of administrative staff.

Face masks and hand sanitisers were available at the main reception and in several different areas, for patients on arrival.

The patients' waiting room featured a television, a fridge with cold water and plastic cups and a box of children's toys in the corner. There was a vending machine available however, this was out of order on the day of our visit.



Patients waiting room



Vending machine



Fridge

The current location and lack of privacy in the staff rest area may hinder staff comfort and relaxation, impacting their overall wellbeing.

The staff room was screened off from the corridor with a portable screen. It did feel a bit unloved and was not really a place you would welcome sitting for breaks.



Staff rest room

There were 11 patients bays with curtains around chairs to offer more privacy. They help create a more respectful environment, especially in settings where individuals may feel vulnerable.



Patient's seat

The clinic was well-equipped and maintained, with all necessary facilities in good order, and benefits from being attached to the main plastic surgery department.

There is a suggestion box available for people to give their feedback on the service, but no complaints procedure was on display.

Staff lockers are available at the clinic.



Suggestion box

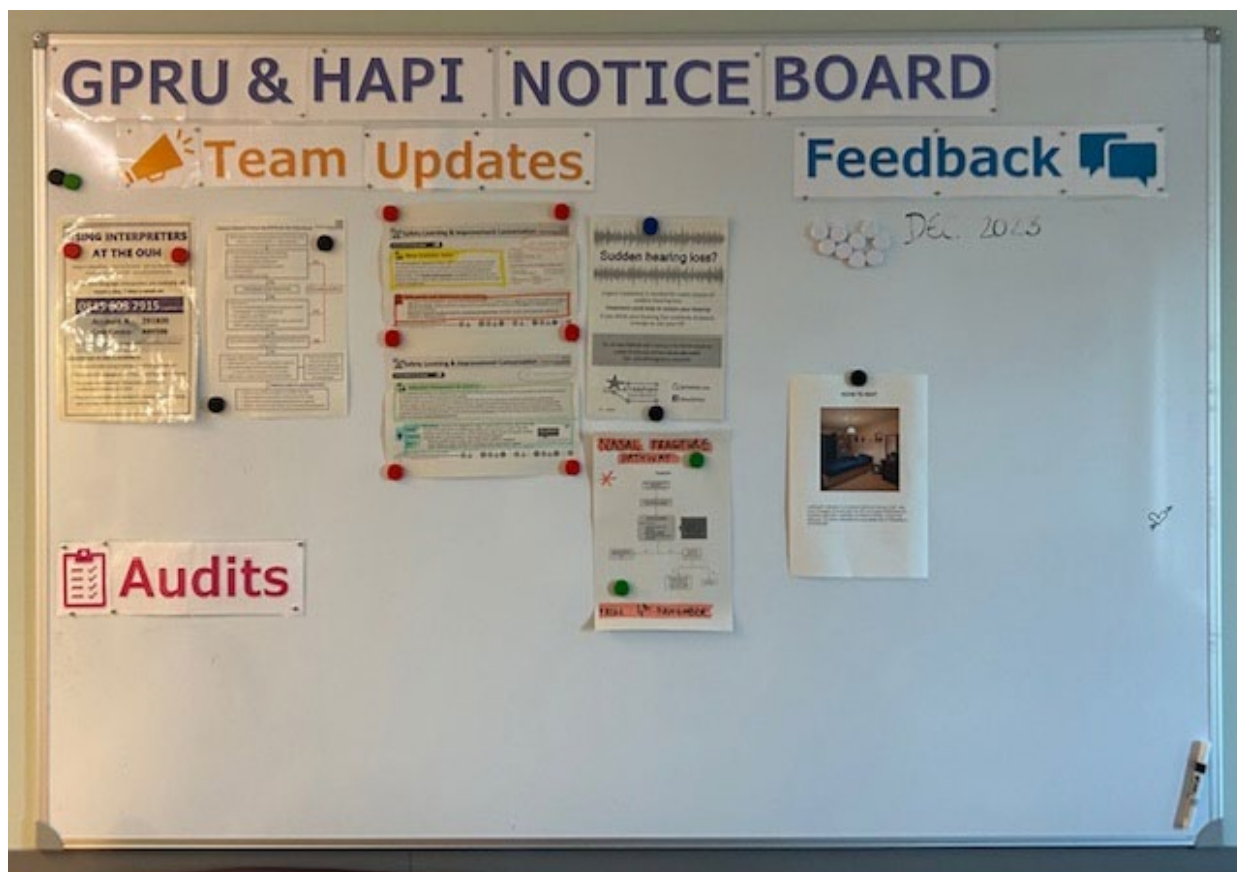


Staff lockers

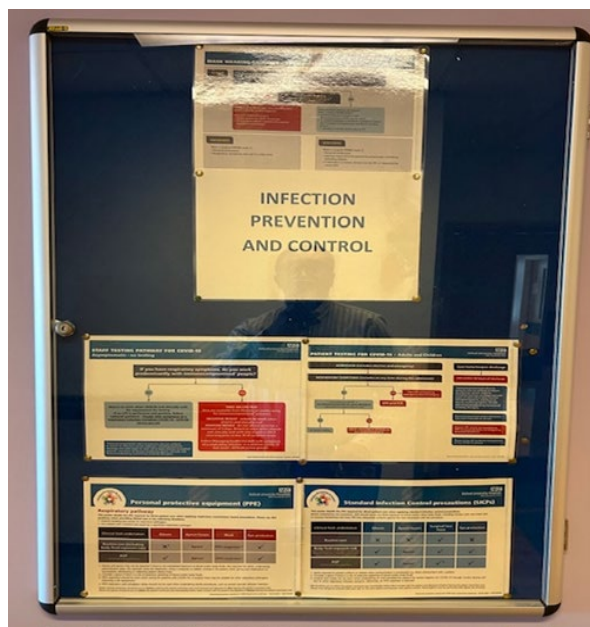
Information on display

There were not many generic leaflets/patient information on display; a senior staff member mentioned that this was not possible due to the number of different injuries the clinic treats. We did not see any translated materials.

There was a notice board displaying team updates, feedback and audits. There was also an infection prevention and control board on display as well as one focusing on staff wellbeing.



Notice board



Infection prevention and control board



Staff wellbeing board

Leaflets and information on display at the plastic surgery department, adjacent to the unit.



Leaflets and Information on display



Quality improvement board



Patients feedback

We spoke to one patient during our visit despite the unit being busy.

The patient expressed a high level of appreciation for the support and advice received, reflecting the excellent support provided, as well as the positive impact of effective communication and collaboration on patient experiences and the quality of care.

The patient praised and thanked the staff team.

'The reception team were really friendly and showed me where to go and wait, they said someone would come and call me through when they were ready to see me.'

'It's spotlessly clean – couldn't ask for more.'

The referral process:

'Referred here by the Minor Injuries Unit as they felt I needed further assessment. The MIU said the JR would ring me first thing in the morning and they did. They asked me to come in at a set time but given the short notice and where I was travelling from, I said I might not make it at that time. They were fine and told me to get here as near to the time as I could.'

The waiting room:

'Yes, it's clean and comfortable – not sure I would like to be here if it is really busy though might be a bit cramped.'

Did you feel listened to by the staff:

'Yes, I asked lots of questions and to be honest they explained everything anyway.'

Do you know how to give feedback:

'Never heard of the Friends and Family Test/nor patient Feedback team. If I had any concerns, I would raise them with the unit as I would be comfortable doing that.'

When we asked patients about anything else would like to tell us, we heard:

'They were very flexible and once I got here, I was seen straight away.'



Staff feedback

Feedback and comments were received from a total of seven staff members on the day, representing a cross-section of roles within the Hand and Plastic Injuries Clinic.

The interactions we had with the staff members highlighted their supportive, friendly, and approachable nature, which is crucial in establishing a welcoming environment for patients.

The positive attitude expressed by staff members towards their work, interactions with patients, and the care they provide, creates a supportive environment and positive atmosphere which can enhance the overall wellbeing of patients.

Staff commented that they felt heard and were able to make suggestions regarding the hospital. They expressed confidence that their concerns would be taken seriously.

What is the best thing staff said about the job?

Staff indicated that they are satisfied with their jobs.

We heard that:

'The team I'm working with, one of the best.'

'Diagnosing and assisting with surgical procedures.'

'The variety of people or injuries that we deal with.'

What are the challenges staff raised?

We inquired about any frustrations or challenges that staff might experience in their work and the service they provide.

Comments included:

'Multiple logistical steps.'

'When we don't have the capacity to deliver the necessary procedures/operations in a timely manner. Fluctuations in how busy the service is mean we can sometimes see large surges.'

'Lack of space.'

'Theatre availability, patient compliance, staffing.'

'More computers and updates the system to work faster.'



'More rooms for HAPI to have offices, a bigger MOPS room and spaces for confidential conversations.'

'Better parking, it's a real problem for staff and patients.'

We asked staff if they would raise concerns?

They said:

'Yes, I feel comfortable if I need to make any suggestions or have a concern I need to raise. I feel the manager respects 'staff work' and listen to our suggestions.'

How would staff think the HAPI unit and service they provide could be improved?

We heard:

'Further clinical expansion, x-ray in clinic, better hand therapy support.'

'Quicker and easier facilitator of improvements as lead by the clinical team – not always related to funding, some changes are slower down by unnecessary procedural restrictions or multi – heard management.'

'HAPI runs well, will be improved once funding for ambulatory service is sorted.'

What suggestions did staff make?

Staff suggestions included:

- Open the bus entrances from 5pm – 6pm.
- Traffic issue, always I must stay till 6pm then start drive back home.



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

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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