

Fracture Clinic at Royal Blackburn Hospital

Enter and View Report

Contact Details:

Haslingden Road
Blackburn
Lancashire
BB2 3HH

Date and Time of Visit:

Wednesday 20th November

10am to 12pm

Authorised Representatives:

Mark Rasburn (Healthwatch Blackburn with Darwen)
Sheralee Turner-Birchall (Healthwatch Lancashire)
Liz Butterworth (Healthwatch Lancashire)

Introduction

This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Lancashire and Healthwatch Blackburn with Darwen.

Representatives have statutory powers to enter health and social care premises announced or unannounced to observe and assess the nature and quality of services and obtain the view of those people using the services.

This visit was arranged following a recent relocation of the Fracture Clinic from Burnley General Hospital to the Royal Blackburn Hospital site in August 2015.

The aim is to report on the service that is observed, consider how services may be improved and how good practice can be disseminated. The team of trained 'Enter & View' representatives visit the service, recording their observations along with feedback from patients, staff and, where possible, patients' families or friends.

The Enter & View team compile a report reflecting these observations and feedback, making comment where appropriate. The report is sent to the manager of the facility for validation of the facts and their response to the comments which are then included with the final version of the report. The final report is then made available to interested parties, as appropriate.



DISCLAIMER

This report relates only to the service viewed at the time of the visit, and is only representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.

Methodology

The visit took place on the 20th November 2015 between 10-12pm. This was an announced 'Enter and View' visit with representatives from both Healthwatch Blackburn with Darwen and Healthwatch Lancashire.

Prior to the visit a poster was displayed in the waiting area notifying patients of the time and date of the visit.

Healthwatch representatives walked around the clinic to observe the environment, the interaction between staff and patients. Patients waiting in the main reception area and three smaller waiting rooms were offered the opportunity to share their views and comments about the service.

At the end of the visit general feedback was provided to the Service Manager.



Enter & View Observations

On arrival at the Royal Blackburn Hospital there were a number of patients and visitors smoking outside the main entrance despite visible 'No Smoking' signs. Staff members were observed walking past those smoking without challenging.

The Fracture Clinic is situated on the ground floor near the main reception area and well signposted. There was a self-check-in machine outside the clinic, although this was not working and there was no sign to inform patients.

The clinic was well lit, warm and clean. The waiting areas were tidy and the toilets were clean and fully stocked. There were hand gel dispensers in the waiting area, however, patients were observed not to be using them.

At the back of the main waiting room there was a section designed for children with games, toys, colouring sheets, and a TV with children's programmes. There were other televisions in the main waiting area, along with magazines and leaflets to help occupy patients waiting for their appointment.

There were notice boards in the main waiting area. One board had information about the staff on duty and the number of patients who failed to attend for their appointments. However, this information had not been kept up-to-date.

There were other notice boards and information posters in the waiting area. Staff informed the representatives that these boards are updated each month with a new theme.

A poster was displayed requesting patient feedback, but there was no obvious method for patients to leave feedback. No information was displayed regarding previous 'Friends and Family' survey results.

When the Healthwatch team arrived, there was no visible notification of waiting times as the notice board was blank, however, it was observed that delays were verbally announced in the waiting room and the notice board was updated with any delays shortly after this announcement.

All appointments were called verbally, using first and last name, by a staff member in the waiting area. It was observed that all patients were able to hear when their appointment was called.

One Healthwatch representative observed a patient being called for their appointment and moved from the main waiting area to another waiting area. The patient was then seen one hour after their original appointment time as staff could not find their notes from recent tests at another hospital.

No obvious drinks machines/water cooler was available for patients use. One patient commented that they wanted a drink but didn't want to leave the waiting room as they did not want to miss their appointment being called.

Patient Experience

All of the patients in the waiting area were approached to share their feedback. During the visit Healthwatch representatives gathered views from 16 patients.

Travel and Transport

69% of the patients travelled from East Lancashire.



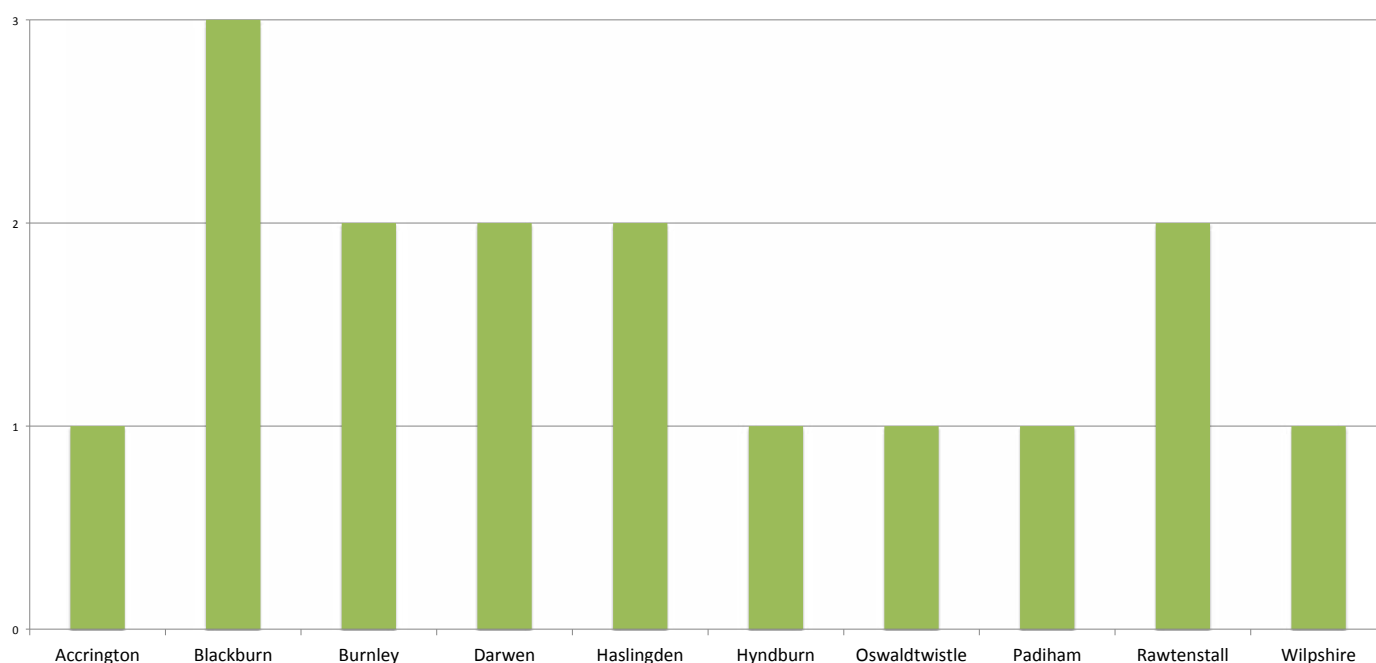
11 patients

31% of the patients travelled from Blackburn with Darwen.



5 patients

The chart below shows the locations from which patients travelled to Royal Blackburn Hospital.



12 travelled by car



1 used a local bus



1 used a shuttle bus



2 received a lift

Rescheduled and cancelled appointments

19% of the patients (3) had their appointment cancelled or rescheduled in the past. Two patients who had experienced rescheduled appointments said this was due to the lack of a specialist being available.

19%
of patients had their
appointment cancelled or
rescheduled.

Quotes from patients:

“It was my own fault for missing my appointment as I went to Burnley General Hospital by mistake.”

“I was told the specialist was not available for the surgery.”

“My operation was cancelled three times. Once there was no specialist available and for the other occasions they did not give a reason why. I was only given one days’ notice on one of the occasions.”

Clinic Location, Environment and Appointment Convenience

81% of patients (13) felt that the location of the clinic was convenient. However, **19%** of patients stated that the location was not convenient as their nearest hospital was Burnley General Hospital.

100% of patients (16) felt their appointment time and date was convenient, with **69%** (11) stating that they knew how to change the appointment time and date if needed.

100% of patients stated that they felt it was “easy” to find the department within the hospital.

100% of patients told us they thought the clinic was clean and tidy.

25% of patients (4) thought the seating was uncomfortable for long period with one patient telling us that it's not comfortable for patients with a broken leg.

Some patients raised concerns about past waiting times in the clinic, with one patient stating that they once waited one hour and 50 minutes for an appointment.

Quotes from patients:

“From past experience appointments are always late. Last week I was one hour 50 minutes late so I had to make the time up at work”

“The seating is not comfy when you have a broken leg.”

“I tried calling between 8am and 8.50am this morning to check my appointment time, but there was no answer.”

“I missed my 9am appointment this morning. I was able to phone up and get another appointment the same day. My recent experience of the clinic was that the operation was good and everything was explained to me; a fantastic experience.”

Staff Interaction

94% of patients (15) stated that they received a positive service from the reception and staff team. This positive interaction was also observed by Healthwatch representatives.

Quotes from patients:

“When the reception staff needed to talk about personal details they did so in a private manner”

What would improve the patient experience?

Healthwatch representatives asked patients: “What would improve the patient experience”.

Quotes from residents:

“Appointments should be on time. I appreciate it’s sometimes busy, but they could book fewer people onto clinics to help reduce numbers.”

“The waiting area could be a bit warmer.”

“Having to walk through patients smoking at the entrance was terrible. Seeing and walking past patients in dressing gowns outside in the cold who were smoking was awful.”

“It’s a bit of a journey, but so far it’s been fine.”

“I would change nothing. I understand they’re working with extreme pressures.”

“The nursing staff are fine. I am not able to get a drink so I bring my own. I’m worried to leave the department to get a drink in case I’m called through.”

“I need to bring my family with me during clinics. When I need an X-ray it’s time consuming so it could be better organised.”

“They need a tea machine.”

Additional Patient Comments

“My previous eight appointments have usually been late. You’re told to move from one waiting area to another area just to wait again.”

“My past three appointments have been late. In the past the staff did not announce any delays.”

“The doctor introduced himself and was really friendly.”

“The Fracture Clinic is usually a nightmare due to long waiting times, and is usually crowded.”

“I’d like free parking.”

“The parking cost is an issue when you have repeat visits.”

“I’m happy with service in general at the hospital.”

“I could not get operation in Royal Blackburn Hospital, so had to go to Burnley General Hospital. My friend who drove me had to wait in the hospital from 7.30am-3.30pm as they did not know how long it would take.”

“The staff are brilliant. I don’t understand why patients are moved from one waiting room to another. I thought I was going to be seen, but had to wait longer. An explanation and update would be nice.”

“The ‘Welcome to the Fracture Clinic’ board seems new. It has excellent information on it.”

Provider Response

This report was shared with East Lancashire Hospitals NHS Trust. The following response was provided.

Helen Ritchie, Senior Patient Experience Facilitator for East Lancashire Hospitals NHS Trust said:

Thank you for undertaking the recent Enter and View visit to the Fracture Clinic at Royal Blackburn Hospital on 20th November 2015. We have received and considered your report and take all comments very seriously. We have shared the comments with the Orthopaedic and Fracture Clinic team and they have developed an action plan; the outcome of which is detailed in the attached document. In addition we would like to reassure our patients and service users that there is a group which is looking into the issue of smoking on our hospital sites.

The report and improvements will be presented through the Trusts governance process.

We would like to thank all members of the Healthwatch teams and we value your continued support to patients and service users of East Lancs Hospitals Trust.

Outcomes of actions following report from Healthwatch Lancashire and BwD

Orthopaedic and Fracture clinic Royal Blackburn Hospital

Enter and View visit 20.11.15

Issue	Action	Outcome
Self check- in machine wasn't working. No signage	Escalate to reception supervisor	There have been issues with the Self check-in machines and the server. Work is on-going to resolve this as soon as possible and appropriate signage is displayed when out of order.
Staff information board in clinic waiting area not up to date	All staff to be reminded of their responsibility in updating the board at the start of each shift	This is included in the Department staff communication book, and discussed at Share to Care and Departmental meetings.
No obvious place for patients to leave feedback	Contact Patient Experience team to request a collection box with signage for patient feedback	A collection box has been provided together with appropriate signage.
Waiting times information board in waiting room not kept updated	To keep notice board up to date with relevant information, to support the verbal announcements that are already being made	This is in the staff communication book to remind staff of this.
Patients being taken from one waiting area to	Remind all staff to communicate to patients why they are being moved to a different area of clinic.	This is in the staff communication book and is included in Observations of care.

another without explanation of the rationale		
No drinks machine in the clinic and patients concerned about leaving the department and missing their turn.	Sign to advise patients that if they need to leave the department for whatever reason they should inform a member of staff. Staff to continue to use their discretion when providing drinks and refreshments to patients in need,	Signage is now in waiting area and the fracture clinic co-ordinator is available in the waiting area. This is in the staff communication book.
Phone not answered when patient tried to call to query their appointment	Escalate to reception supervisor	This has been discussed with the reception supervisor. Appointments and cancellations are managed by the booking office and not directly with fracture clinic and the telephone number is on appointment cards. The supervisor will discuss timely answering of telephones with the staff and also highlight at Departmental meetings.



Tel 0300 3038811
www.healthwatchlancashire.co.uk
info@healthwatchlancashire.co.uk
Twitter: @HW_Lancashire
Facebook: facebook.com/lancshealthwatch



Tel 01254 504985
www.healthwatchblackburnwithdarwen.co.uk
info@healthwatchbwd.co.uk
Twitter: @HealthwatchBwD
Facebook: facebook.com/Healthwatchbwd