

Outpatient Department at Wantage Community Hospital Enter and View Report



September 2024

Contents

1.	Visit details.....	3
2.	What is Enter and View?.....	4
3.	Summary of findings	5
4.	Recommendations	7
5.	Service response to recommendations	8
6.	Report: Visit to the Outpatient Department at Wantage Community Hospital on 25th June 2024	13

Acknowledgements

Healthwatch Oxfordshire would like to thank all the people we spoke to and heard from, and all the staff at the Outpatient Department at Wantage Community Hospital, for their support and contribution to the Enter and View visit.

1. Visit details

1.1 Details of Visit

Service Address	Outpatient at Wantage Community Hospital
Service Provider	Oxford Health NHS Foundation Trust
Date and Time	25th June 2024, 10am to 1pm
Authorised Representatives	Amier Alagab, Phil Baker
Visit Status	Announced
Contact details	01865 520520 Healthwatch Oxfordshire

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 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 Outpatient Department at Wantage Community Hospital is part of a number of visits to a range of services within Oxford Health NHS Foundation Trust.
- These visits were planned and implemented in 2024 – 2025 with full support from Oxford Health.

3. Summary of findings

During our visit we heard from one patient and nine staff members at the Outpatient Department, Wantage Community Hospital. It was a very quiet day.

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.

- The hospital was welcoming, accessible and easy to navigate. There is a welcome sign at the main entrance, and at the reception area.
- The hospital is clean, appears well-managed, and has a quiet atmosphere.
- The hospital opening hours are from 8am – 5pm.

(N.B. We note this report is written in the context of wider ongoing discussions with Oxford Health NHS Foundation Trust; Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) and the Wantage Hospital Stakeholder Group about future planning and improvements to the hospital space).

Signage and information

- There is clear directional signage provided from the main road to the car park, guiding individuals to the hospital entrance. However, there is no clear signage indicating the way out.
- There were some leaflets and information materials on display.
- There is no translated information on display in the hospital's main reception or in any other waiting areas.
- There was a poster about Oxford Health's complaints, comments and compliments process in the reception waiting area.
- There was no suggestion box available, but patients and visitors could submit their feedback or complaints online.
- The main waiting room is sufficiently spacious. The design and layout of the patients waiting room effectively maintained the confidentiality of patients and visitors, ensuring a comfortable environment for those awaiting services.

The general environment

- The environment is enhanced by good lighting and ventilation.
- Comments about the hospital environment, cleanliness and efficiency of the services, were positive.

Outpatient Department at Wantage Community Hospital – Enter and View Report

- The limited availability of parking spaces causes frustration and inconvenience for both staff members and patients.
- The lack of fans or air conditioning system, coupled with an outdated and malfunctioning heating system, may result in discomfort for the occupants.
- It's unfortunate to hear that there was no shop or water fountain available for both patients and staff at the hospital. Access to amenities like these would contribute to the overall comfort and well-being of individuals within the healthcare setting.
- A suggestion box is not available for visitors and family members to give feedback, comment or complaints.

Patient and staff feedback

- The staff team is dedicated, compassionate and appreciative of the opportunity to assist patients in their recovery. They feel supported in their career development and professional training.
- The staff expressed considerable appreciation for the open and accessible management style, which enhances transparency, trust, and effective communication between management and employees. This approach fosters a supportive work environment where employees feel valued and acknowledged.
- Patient feedback conveyed appreciation for the interactions, medical care and support provided by the staff, describing them as caring, committed, and approachable.

4. Recommendations

- To explore options for how to address the parking issues to ensure more spaces are available for both patients and staff.
- To display translated materials. This is essential for promoting accessibility, patient understanding, and legal compliance in healthcare settings. It facilitates effective communication and contributes to better overall healthcare outcomes.
- Make water coolers available. This would promote hydration, support patient recovery, and ensure the well-being of both patients and staff.
- Explore how to repair the malfunctioning heating system. A reliable and efficient cooling and heating system would contribute to creating a healthier and more comfortable environment for patients, staff, and visitors in the hospital.
- Consider having a sensor installed on the main door to save reception staff having to monitor this and patients having to wait to be given access to the building.

5. Service response to recommendations



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12 September 2024

Dear Amier,

Enter and View Visit – Wantage Outpatients 2 June 2024

Thank you for your report detailing the findings from undertaking the Enter and View visit of the Outpatient Department at Wantage Community Hospital. These findings have been shared and an action plan has been developed by the service team.

The action plan is scheduled to be reviewed at our next Regulation & Accreditation Oversight Group, which next meets in September, so in the interim please see the table below setting out our provisional plan. This identifies the Healthwatch recommendation, the action/update identified by the Operational Team, and the timescale identified for this to be completed within.

Ref	Healthwatch Recommendation	Trust Action/Update	Timescale	Lead
1	<p>The hospital to explore options for how to address the parking issues to ensure more spaces are available for both patients and staff.</p>	<p>A review has taken place of the parking provision at Wantage Community Hospital, and it is not possible to accommodate additional spaces whilst maintaining access for larger vehicles e.g. ambulances. Alternative parking options have been explored with other organisations in the local community, however, it has not been possible to secure additional parking spaces for Wantage Community Hospital. There is close off-site parking available nearby.</p> <p>Information detailing public transport links and parking options will be developed and sent through to service providers for consideration of including within their patient communications.</p>	31/09/2024	Operational Support Manager

2	<p>To display translated materials. This is essential for promoting accessibility, patient understanding, and legal compliance in healthcare settings. It facilitates effective communication and contributes to better overall healthcare outcomes.</p>	<p>This has been identified as an issue that needs further discussion and planning in the Trust and will be progressed internally.</p> <p>We encourage patients to ask for the information that they require and provide this for them in as timely a way as possible.</p>	11/12/2024	Clinical Director
3	<p>Make water coolers available. This would promote hydration, supporting patient recovery, and ensuring the well-being of both patients and staff.</p>	<p>Quotes for water coolers are being obtained from providers. Once all have been received, a decision will be made, and a water cooler installed.</p> <p>Jugs of water have been provided during spells of hot weather and water has been provided on request. It is now routine practice for water to be provided.</p>	31/10/2024	Operational Support Manager
4	<p>Explore how to repair the malfunctioning heating system. A reliable and efficient cooling and heating system would contribute to creating a healthier and more comfortable environment for patients, staff, and visitors in the hospital.</p>	<p>Estates are currently monitoring temperature readings across the Wantage site to identify the best solution to improve temperature control. Once identified, solution to be put into place.</p> <p>Following the visit additional portable fans were ordered and are now available for use.</p>	30/11/2024	Estates Manager

5	<p>Consider having a sensor installed on the main door to save reception staff having to monitor this and patients having to wait to be given access to the building.</p>	<p>The outside main door has a sensor which activates between the opening hours of 8am – 5pm. The inside main door has an access button that needs to be pressed for the doors to open. The reception team are also able to operate the inside main door from the reception desk to support patients and visitors as required.</p> <p>As part of the redevelopment/transformation works due to take place at Wantage Community Hospital, the location of the main entrance is due to change. This information has been fed into the plans for this change.</p>	N/A	N/A
6	<p>Please can you ensure that this report is sent to the relevant service providers.</p>	<p>The report has been shared with the relevant service providers.</p>	Complete	

Although not made into Healthwatch recommendations, there were other areas of feedback in the report that we would like to acknowledge:

- It was flagged that there was a lack of signage to indicate the way out from some areas. The Operational Support Manager has identified opportunities to improve this to our Estates team.
- A concern was raised about the availability of a suggestions box. All patients, family and carers are encouraged to provide feedback via our Trust approved system, I Want Great Care. These can be completed online, via a QR code or on paper forms.

Paper forms can be returned to reception or to the feedback box located in the main waiting area. A review of the smaller waiting areas will take place to see if these can support additional feedback boxes.

In addition to this please could the following corrections be made to your original report:

- Within the 'Summary of findings' on page 5, please can the opening hours be amended from '8am–6pm' to '8am–5pm'.
- Within the 'Service background' on page 9, please can the following additional services be added to the department list: Ear, Nose & Throat Clinic, Ultrasound Clinic.
- Within the 'Service background' in the final paragraph on page 9, please can the first sentence be amended from 'Services at the hospital are provided by Oxford Health NHS Foundation Trusts and Oxford University Hospitals NHS Trusts' to 'Services at the hospital are provided by Oxford Health NHS Foundation Trust, Oxford University Hospitals NHS Trust and other NHS provider organizations.
- Please could the staff picture of the Operational Support Managers on page 16 be removed from the report. Since the visit there has been a change in personnel (a new poster is now on display to reflect this).

We appreciate the work you and your team have put into conducting the Enter and View visit and providing this report, and we welcome the opportunity this provides to further develop our partnership with Healthwatch.

Yours sincerely,



Dr Ben Riley FRCGP
Executive Managing Director
Primary, Community and Dental Care

*** The amendments requested have been made to this report.**

6. Report: Visit to the Outpatient Department at Wantage Community Hospital on 25th June 2024

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 website and shared with the Care Quality Commission (CQC) and service provider.

The visit took place from 10am to 1pm on 25th June 2024 with two trained Enter and View representatives.

During the visit, the team were able to spend time observing the daily work of the Wantage Community Hospital, noting the general environment such as cleanliness, comfort, and information displays, and to speak 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

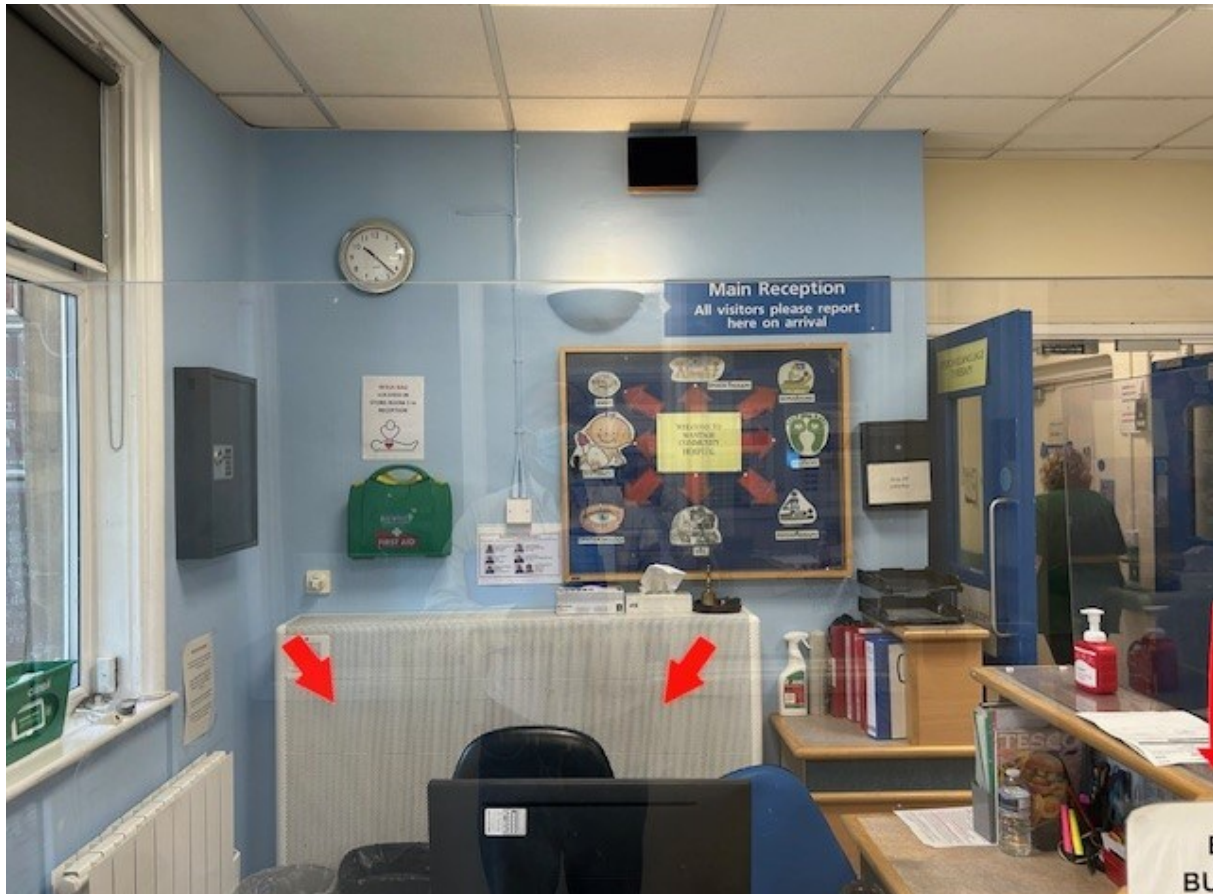
The Outpatient Department at Wantage Community Hospital is operated by Oxford Health NHS Foundation Trust, and located at Garston Lane, Wantage OX12 7AS.

The Wantage Community Hospital departments include:

- Children’s physiotherapy clinics and assessments for children aged 0 to 5 years who been referred because of speech, language and communication delays and disorders
- Ophthalmology clinics
- A midwife led unit
- Perinatal
- Adult Eating Disorders
- Talking Space
- Psychological Therapies
- Neuro Development Clinic
- Audiology Clinic
- Podiatry Clinic
- Physiotherapy Clinic
- Speech and Language Therapies
- Mental Health Team
- Ear, Nose & Throat Clinic
- Ultrasound Clinic

The main reception is staffed by administrative personnel who play a crucial role in managing the entrance to the building and assisting visitors. Their responsibilities also include controlling access to the facility and maintaining a register book for visitors.

Services at the hospital are provided by Oxford Health NHS Foundation Trust, Oxford University Hospitals NHS Foundation Trust and other NHS provider organisations.



Hospital Main Reception

During the visit to Wantage Community Hospital on 25th June 2024, it was observed that there is a large waiting room. However, the day was not busy and there were no patients waiting at that time. Additionally, there is a smaller waiting room for other departments.

It is important to note that the absence of patients in the waiting room on the day of the visit does not necessarily reflect the usual patient load or waiting times at Wantage Community Hospital. Patient volumes can vary depending on factors such as time of day, day of the week, clinic provision and specific services being provided.

More details about Wantage Community Hospital can be found at https://www.oxfordhealth.nhs.uk/service_description/wantage-community-hospital/

Access and signage

Clear signage was provided from the main road to both the hospital entrance and the car park.

The internal signage for the hospital departments was clear and well-organised, and a welcoming sign was prominently displayed. However, there were no signs indicating the way out from some areas.



Sign to Reception and Car Park

The hospital environment

The atmosphere at Wantage Community Hospital was notably calm, and the staff were welcoming.

Upon our arrival, the reception was managed by member of the administrative staff, and access to the hospital's main door was controlled by the reception team.

Face masks and hand sanitisers are available at the main reception and in other waiting areas.

There is a spacious waiting room equipped with all necessary facilities; however, no patients were present on the day of our visit.

The main waiting room featured a television, displayed information and leaflets, and had good ventilation and lighting.



The Main Waiting Room

Small, specialised waiting rooms were available for specific departments or units, including the maternity unit, podiatry, and speech and language therapy.



Maternity Waiting Area



Children's Service

There was a garden with outdoor seating, which was clean and well-maintained.



The Garden



Vending Machines

There were two vending machines offering a selection of snacks and beverages available at the hospital.

Information on display

There were lots of leaflets and information on display, a welcome sign and information about the podiatry service, maternity unit, speech and language therapy, operational support managers picture, feedback forms, and Care Quality Commission (CQC) report.



Welcome Sign

Photographs of the operational support managers were displayed in the main reception area; however, there were no photographs of staff from other departments.

The consultation and clinic rooms were well-equipped and maintained, with all necessary facilities in good order.

The staff room is compact, and the kitchen does not have a water cooler.



Staff Waiting Room and Kitchen

Information about the ophthalmology unit, along with relevant leaflets, was on display.



Ophthalmology Information



Podiatry Information and Leaflets

A poster titled "The ABC of Talking with Me," focused on children's communication, is on display. This resource appears to support early communication development by providing strategies to promote effective interaction between adults and children. It aims to enhance language skills and foster positive communication.



Communication Information

There is no suggestion box available at the reception area, but the hospital has implemented a system for gathering feedback from patients and visitors, by displaying feedback forms at the reception area, which indicates that the hospital values the opinions and experiences of those who use their services. This can be an important tool for continuous improvement and ensuring that the needs of patients and visitors are met.



Feedback Forms

The hospital displays a Care Quality Commission (CQC) report, which provides information about the quality of care provided by the hospital. The report includes the hospital's overall rating, detailed findings and areas for improvement. Providers are required to display their ratings in visible areas and are encouraged to display them on their websites as well.

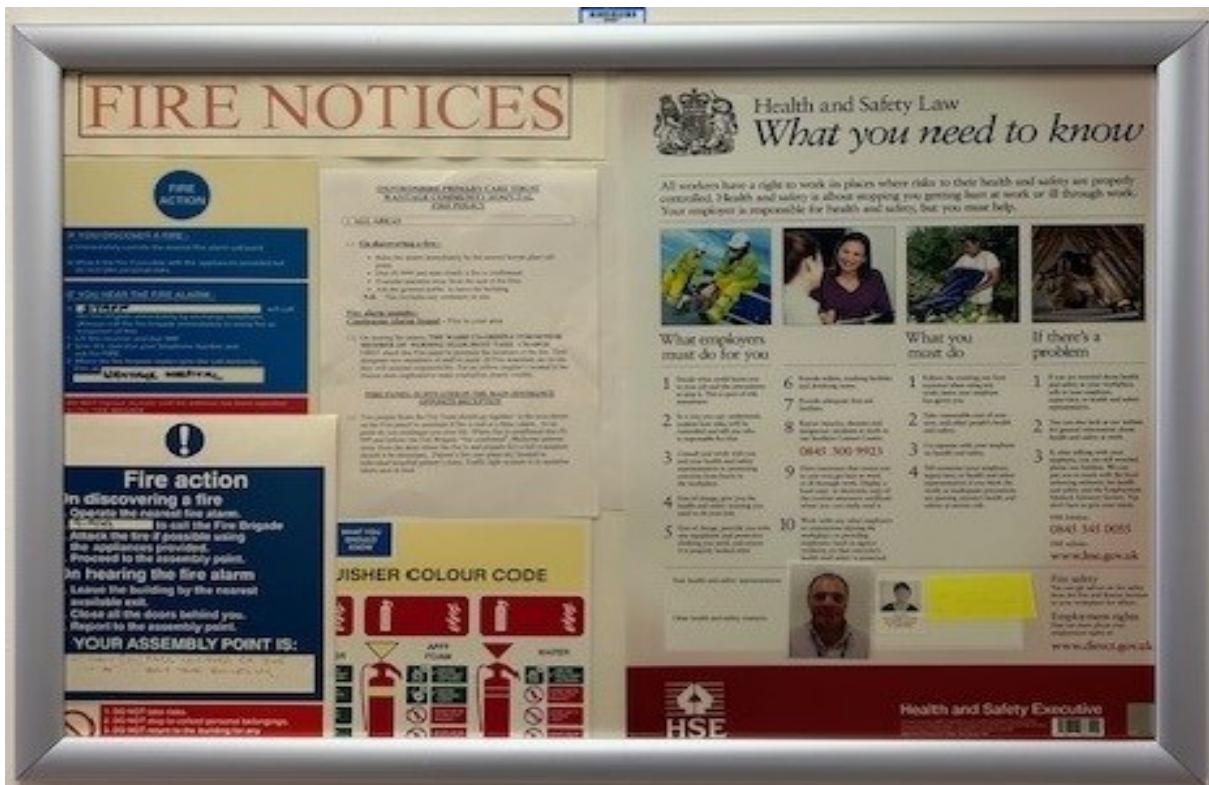
Information on speech and language services is available.



CQC Report



Speech and Language Information



Health and Safety Law

There is an 'iWantGreatCare' poster on display at the hospital. 'iWantGreatCare' is a service that allows patients to rate and review individual healthcare providers, including GPs, hospital doctors and nursing staff.



'iWantGreatCare' poster on display

There is a poster titled "About Your Care" is on display, featuring information on topics such as whooping cough.



Care Information

There was clear information regarding the services offered.

There were numerous posters, information leaflets, and toys for children were on display throughout the hospital.

Although a suggestions box was not provided, feedback forms were displayed, requesting visitors to submit feedback or raise concerns.

Patient feedback

We spoke to one patient during our visit, which took place on a quiet day. The patient appreciated the treatment and services provided by the staff, describing them as great and helpful.

The patient mentioned that they must attend private clinic for nail cutting service, as this service is no longer available at the hospital.

Patient feedback indicated a high level of appreciation for the support and care received at Wantage Community Hospital, reflecting the excellent quality of care and support provided, as well as the positive impact of effective communication and collaboration on patient experiences and the quality of care.

Comments included praise and thanks to the staff team:

'The staff are brilliant, explaining things, they've been very thorough.'

'The staff are amazing – you just ring them, and they say you can come in the same day, but they say if there's going to be a long wait. They're super friendly, really efficient. There are crazy queues but it's worth waiting for. The whole thing functions really well – it's smooth and well-coordinated.'

When we asked about anything for improvement, we heard:

'Appointment for podiatry' – and nail cutting service was not provided.'

Staff feedback

Feedback and comments were received from a total of nine staff members on the day, representing a cross-section of roles within the hospital.

The staff we spoke to were friendly, approachable, and helpful.

The positive attitude expressed by staff members towards their work, interactions with patient, and the care they provide create a supportive environment.

Staff reported that the current management is open and values suggestions and feedback from the team members.

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. And we heard that:

'I have worked in the NHS for nearly 20 years, the team are very supportive to each other and go above and beyond for their patients.'

'Able to support people in times of crisis. Keeping the practice feeling safe and minimise the risk towards the selves and others. Having a supportive team.'

What are the challenges staff raised?

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

Comments included:

'Not having a water cooler. Poor temperature control, extraordinarily hot in winter, waiting list for other services – psychology etc.'

'Many different works pressure, high workloads, datelines for completing assessments.'

'In my present role, there is nothing that I find frustrating, however, in summer months it can reach 28 degrees in our office, it would be very much appreciated if we could have access to a water cooler, which would also benefit the patients using the hospital.'

'Parking, not enough on all sites.'

'Staffing – can sometimes be a challenge to cover staffing gaps due to sickness/unplanned leave.'

Would staff able to raise concerns?

We heard:

'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 listens to our suggestions.'

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

We heard:

'More access to psychological treatment. More parking locally. Water cooler in waiting room.'

'Autism friendly – to be considered during referral.'

'Access to catering facilities, water cooler and parking.'

Brighten up garden and front of hospital. Liaise with League of friends for possible funding for water coolers to benefit both staff and patients, as well as decorating the garden.'

What suggestions did staff make?

Staff suggestions included:

- Installing a sensor on the outdoor door leading into the reception area would be beneficial.
- Providing a water dispenser would be greatly appreciated.
- More car parking for staff and patients.
- Enhancing the central heating system would be advantageous.
- On-site catering facilities.



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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