

North Lincolnshire & North East Lincolnshire Local Involvement Networks (LINKs)



Report of the Enter and View
visits conducted at
**Scunthorpe General Hospital and
Diana, Princess of Wales Hospital**
August 2011

Contents

Foreword.	4
Context of the Visit.	5
What are Local Involvement Networks?.	6
Enter and View.	7
Methodology.	8
Findings.	9
Diana Princess of Wales Hospital Site	
Cardiology.	10
Ophthalmology.	19
Additional Comments.	29
Scunthorpe General Hospital Site	
Cardiology.	31
Ophthalmology.	39
Additional Comments.	48
Recommendations.	49
Thanks.	49
<i>Who Cares</i> Membership.	49
<i>NEL LINK</i> Membership.	49
Northern Lincolnshire and Goole Hospitals NHS Foundation Trust response	50
Appendix 1	

To become involved with health and social care within North and North East Lincolnshire please contact us below:

Who Cares is hosted by Voluntary Action North Lincolnshire (VANL) and can be contacted on:

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e-mail: who-cares@vanl.org.uk
web site: www.who-cares-online.org.uk

North East Lincolnshire Local Involvement Network (NEL LINK) is hosted by Voluntary Action North East Lincolnshire (VANEL) and can be contacted on:

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Foreword

This piece of work is effectively a collaborative project. Northern Lincolnshire and Goole Hospitals NHS Foundation Trust sought to obtain some independent feedback from service users of specialist clinics. North East Lincolnshire LINK Enter and View Team undertook visits to Diana Princess of Wales Hospital in Grimsby whilst Who Cares Enter and View Team visited Scunthorpe General Hospital.

Ophthalmology and cardiology were targeted and service users asked their views on the system as well as any medical or clinical issues. Those responses and any recommendations made are reported here.

Enter and View volunteers undergo a rigorous training, including CRB checks to ensure that they are able to undertake research in a proper and appropriate manner.

This kind of service user experience feedback is an opportunity for public to praise provision or conversely make recommendations where they feel that change might bring efficiencies or improvement.

All the volunteers taking part do so because they feel that it is important that such reviews are independently undertaken and reported and that the public voice should be heard.

We are pleased to commend this report to its commissioners, the Northern Lincolnshire and Goole Hospitals NHS Foundation Trust.

Tony Scrase-Walters

Who Cares Enter & View Team Lead

I would like to endorse the comments from Tony Scrase-Walters and add that it has been a pleasure to work with *Who Cares* (North Lincolnshire LINK) and Northern Lincolnshire and Goole Hospitals NHS Foundation Trust in compiling this report. We were made welcome by members of staff, other volunteers and patients and look forward to working together again in the future.

April Baker

Acting Chair/Enter and View Representative NEL LINK

Context of the Visit

Enter and View Representatives from *Who Cares* and North East Lincolnshire LINK were approached by Northern Lincolnshire and Goole Hospitals NHS Foundation Trust to carry out Enter and View visits to the outpatient clinics of Cardiology and Ophthalmology at Scunthorpe General Hospital and Diana Princess of Wales Hospital in Grimsby. The objective of the visit was to ascertain patients' experience of attending the clinics, through their whole journey of receiving an appointment to seeing the Consultant using public participatory research techniques.

A series of visits took place to the outpatient clinics of Cardiology and Ophthalmology at both hospital sites during August 2011.

Scunthorpe Site

Clinic	Consultant	Date of E&V visit	Time	Number of patients spoken to
Cardiology	Dr Chattopadhyay	Wednesday 3 rd August	9.30am – 11.30am	12
Ophthalmology	Mr Ali	Wednesday 3 rd August	9.30am – 11.30am	9 (inc. 2 not dated)
	Mr Siddiqui	Wednesday 10 th August	2.00pm – 4.00pm	7
	Mr Agwali	Thursday 11 th August	9.30am – 11.30am	8

Diana, Princess of Wales Site

Clinic	Consultant	Date of E&V visit	Time	Number of patients spoken to
Cardiology	Dr Bain	Monday 22 nd August	2.00pm – 4.00pm	13
	Dr Walters	Tuesday 23 rd August	2.00pm – 4.00pm	10
	Dr Farquharson	Wednesday 24 th August	2.00pm – 4.00pm	7
Ophthalmology	Mr Goel	Thursday 28 th July	10.00am – 12.00pm	19
	Mr Kotta	Tuesday 9 th August	10.00am – 12.00pm	14

This report details the findings of those visits.

What are Local Involvement Networks?

LINKs (Local Involvement Networks) have been established under the provisions of the Local Government and Public Involvement in Health Act 2007. Each local authority area has its own LINK and they have a mandate to provide a body through which local people can influence improvements in local health care and adult social care services. LINK activity is steered by volunteer members and these are supported by independent host organisations who employ staff. LINKs are free to operate in the manner decided on by their members. LINK members have chosen to adopt the following systematic model to influence positive change in health and adult social care services:



In order to function effectively, LINKs have several legal rights including the right to request information and the right to receive responses within 20 working days from service providers to the reports they make. Authorised LINK members have the right to Enter and View premises where health or social care is being delivered to observe the standard and suitability of that care.

Enter and View (E&V)

Enter and View is an essential tool that enables LINKs to attend premises where health or social care is provided to seek the views of the users of the service.

To conduct Enter and View visits, the LINK members acting as Enter and View Representatives must be authorised and trained. There is no national framework for the authorisation process and the training; the only legal requirement is for Enter and View Representatives to have satisfactorily undergone a Criminal Records Bureau (CRB) check.

Both LINKs have implemented a rigorous selection process for the appointment of Enter and View members. All members who wish to carry out Enter and View duties must complete an application form and attend an interview.

This specially selected interview panel is made up of appropriate LINK members, for example the Chair or member of the Executive Committee. The interview panel will decide if the candidate has sufficient understanding of the role of LINKs and of the functions of Enter and View. Approved candidates must complete a two day training course which covers the legislation and the code of conduct behind Enter and View, personal conduct and communication skills, evidence gathering and reporting, diversity awareness and safeguarding responsibilities. At the conclusion of this training and after obtaining a satisfactory Criminal Records Bureau (CRB) certificate, the candidate becomes an authorised Enter and View representative.

Enter and View Representatives can enter any premises in connection with health and adult social care service delivery where that care is wholly or partially funded through public money. There are exceptions which exclude a right of entry to people's homes and to make visits where the visit may compromise privacy, dignity and the standard of care.

The code of conduct governing Enter and View powers can be accessed by the following hyperlink:

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_087285

Methodology

Representatives of both LINKs were provided with a questionnaire booklet (see appendix 1) which had been jointly produced and shared with Northern Lincolnshire and Goole Hospitals NHS Foundation Trust prior to Enter and View members attending the clinics.

This booklet was split into five parts, with a series of questions in each section.

1. Prior To Your Appointment Today
2. On Arrival At The Hospital
3. Arrival at the Clinic
4. Seeing The Consultant
5. After Your Appointment
6. General Observations for the Enter and View members

Enter and View Representatives approached people waiting in the clinics and asked if they wished to take part in answering the questions. Participants were given the option of filling in the booklets themselves or with the assistance of an Enter and View member. For the part 'After Your Appointment' participants could approach the Enter and View members to fill in the rest of the booklet or were given a Freepost envelope to allow completion in their own time. The lead Enter and View team member collected the completed questionnaires and returned them to the host offices for collation.

Clinical staff were not informed of the times or dates of the visits as it was agreed from the outset that visits would be unannounced.

Scunthorpe

The Assistant Head of Governance – Membership and Assistant Trust Secretary Sarah Everatt was notified of the intended visits on the 3rd August date in order to arrange escorts to accompany the Enter and View members to the clinics. Customer Services Manager Kate Bollington was notified of the visits on the 10th and 11th August in order to arrange escorts.

The Enter and View Representatives who took part in this visit were: Tony Scrase Walters (Lead), Sandra Lingard, Susan Pridmore and Susan Marrison.

Enter and View Representatives were paired together and visited one clinic each. The pairings and the wards they visited can be seen below.

Clinic	Visited By
Cardiology	Tony Scrase-Walters & Susan Marrison (One Visit)
Ophthalmology	Sandra Lingard & Susan Pridmore (Two Visits); Tony Scrase-Walters & Susan Marrison (One Visit)

Diana, Princess of Wales

The Assistant Head of Governance – Membership and Assistant Trust Secretary Sarah Everatt and Customer Services Manager Kate Bollington were notified of the intended visits on the 9th, 22nd, 23rd and 24th of August in order to arrange escorts to accompany the Enter and View members to the clinics.

Clinic	Visited By
Cardiology	Ray Oxby, Pat Schofield, Stephen Blackburn, April Baker, Maralyn Fox
Ophthalmology	Ray Oxby, Pat Schofield, Stephen Blackburn, April Baker, Elaine Flower, Maralyn Fox

Findings

The findings are arranged by site as requested by Northern Lincolnshire and Goole Hospitals NHS Foundation Trust.

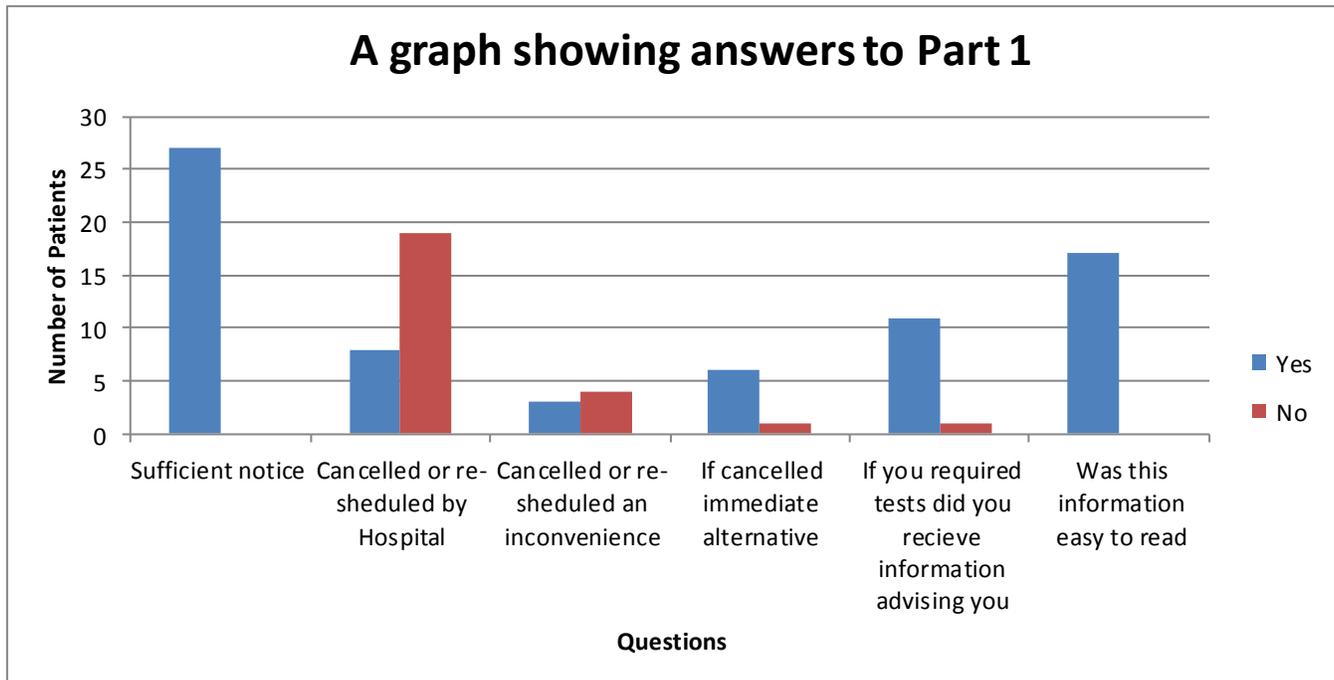
DIANA, PRINCESS OF WALES HOSPITAL

Cardiology

Clinics: Dr Bain - Monday 22nd August
 Dr Walters - Tuesday 23rd August
 Dr Farquharson - Wednesday 24th August

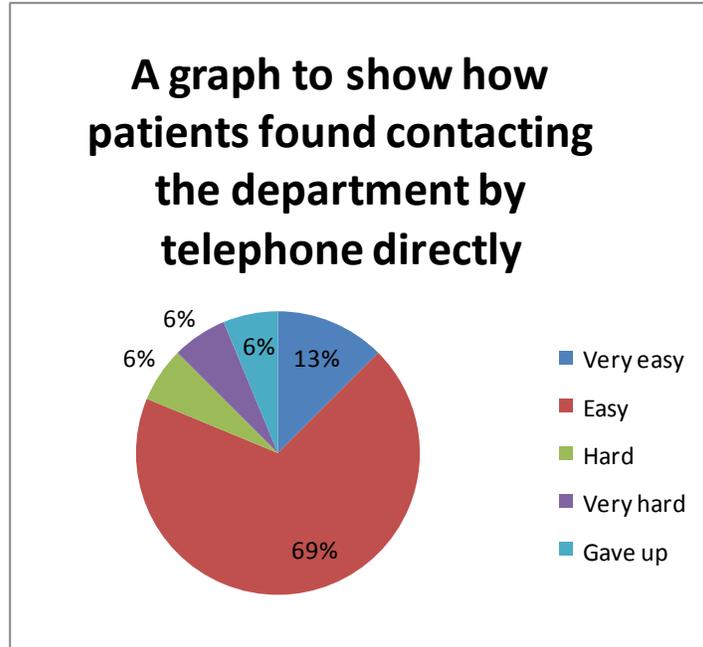
Part 1 - Prior to your appointment today

Q	Questions	Yes	No
1	Were you given sufficient notice ahead of your appointment today?	27	0
2	Was your appointment cancelled or re-scheduled at all? (by the hospital)	8	19
3	If YES, Did this cause you any inconvenience (e.g. day off work booked, travel arrangements...)	3	4
4	If it was cancelled, was another date offered immediately?	6	1
6	If you required tests today prior to seeing the Consultant, did you receive information advising you of this?	11	1
7	Was the information easy to read and understand?	17	0



Question 5: If you tried getting through to the Cardiology department by telephone, how did you find this?

Contacting the department by telephone directly	No of patients
Very easy	2
Easy	11
Hard	1
Very hard	1
Gave up	1



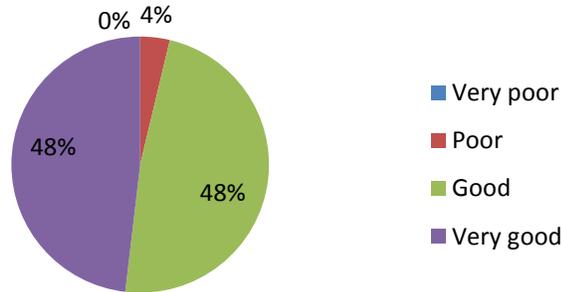
Question 7: Any other comments

Comment	Number of people
Not enough 'Disabled' parking spaces.	1

Question 8: Overall, how well do you rate communication from this Department?

Overall rating on communication from this department	Number of Patients
Very poor	0
Poor	1
Good	13
Very good	13

A graph to show the overall rating on communication from this department

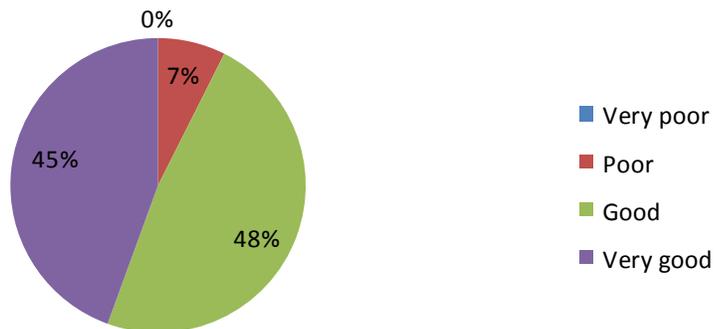


Part 2: On Arrival at the Hospital

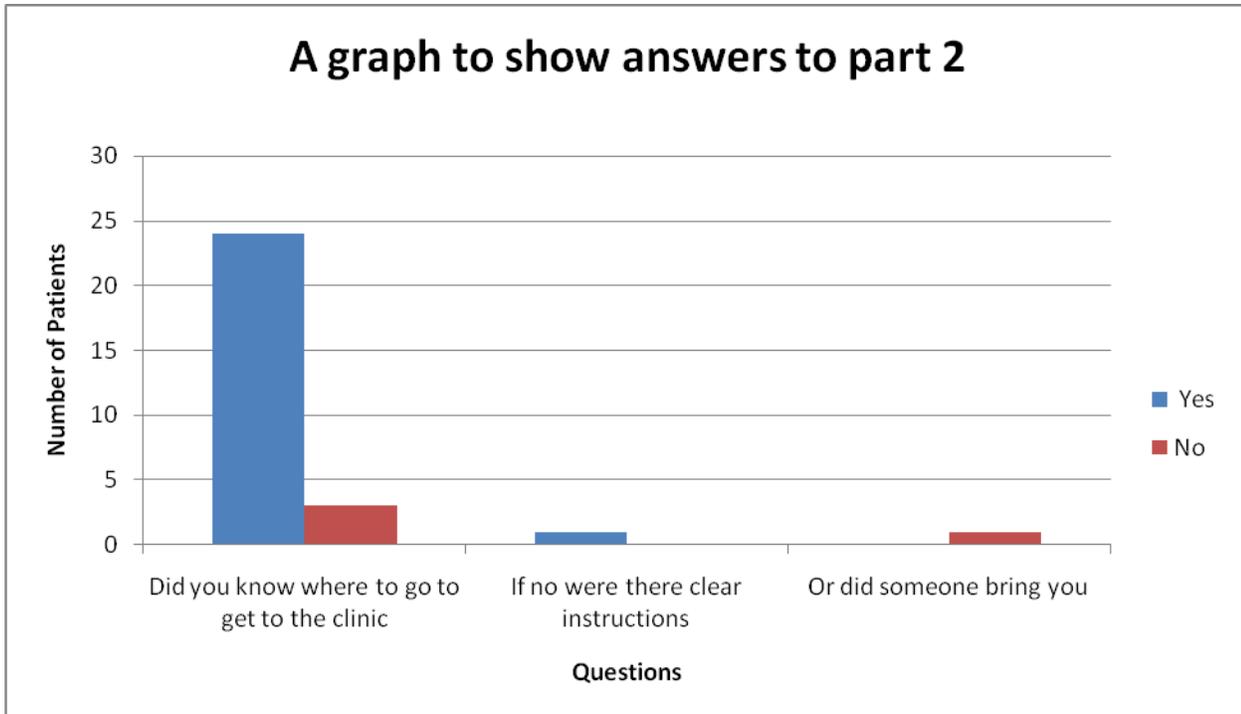
Question 9: How was your overall travel experience and accessibility of getting here today?

	Number of patients
Very poor	0
Poor	2
Good	13
Very good	12

A graph to show overall travel experience and accessibility



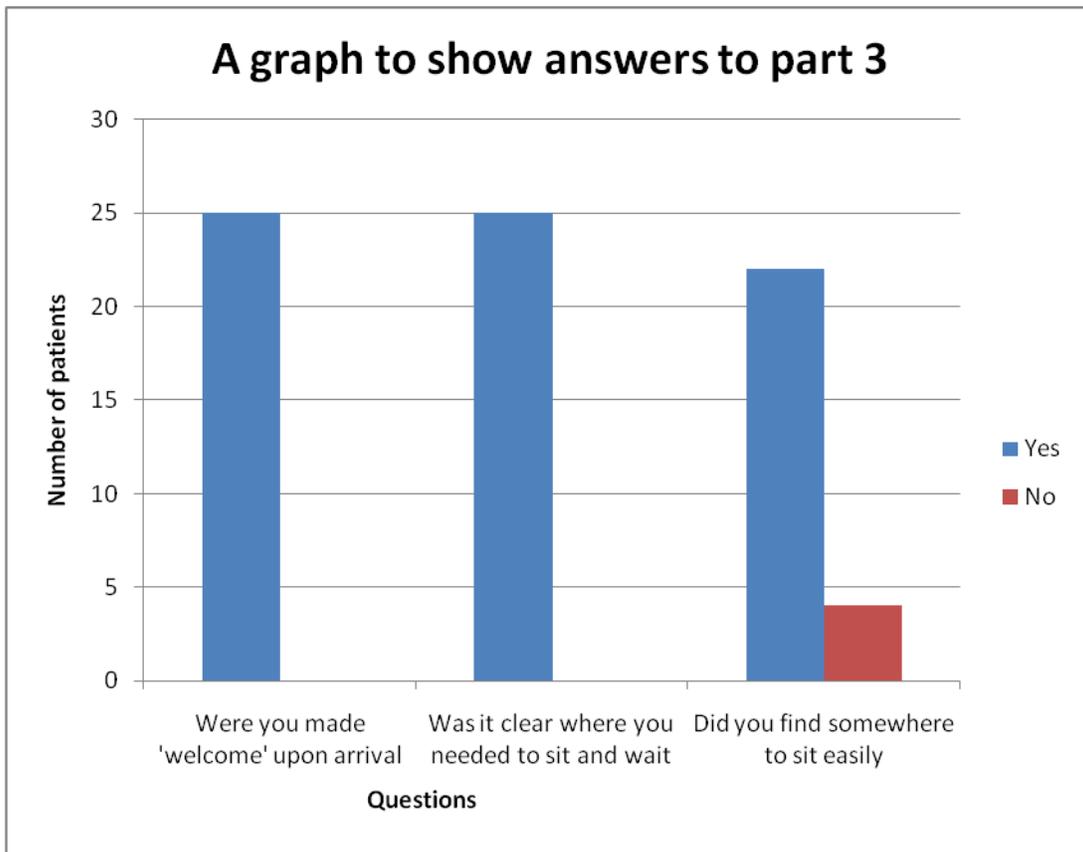
Q	Questions	Yes	No
10	Did you know where to go to get to the clinic?	24	3
11	If NO, were there clear instructions?	1	0
11a	Or did someone bring you?	0	1



Q11 Any Comments	Number of people
Waited too long for parking space	1
Not enough car parking spaces	1

Part 3 - Arrival at the Clinic

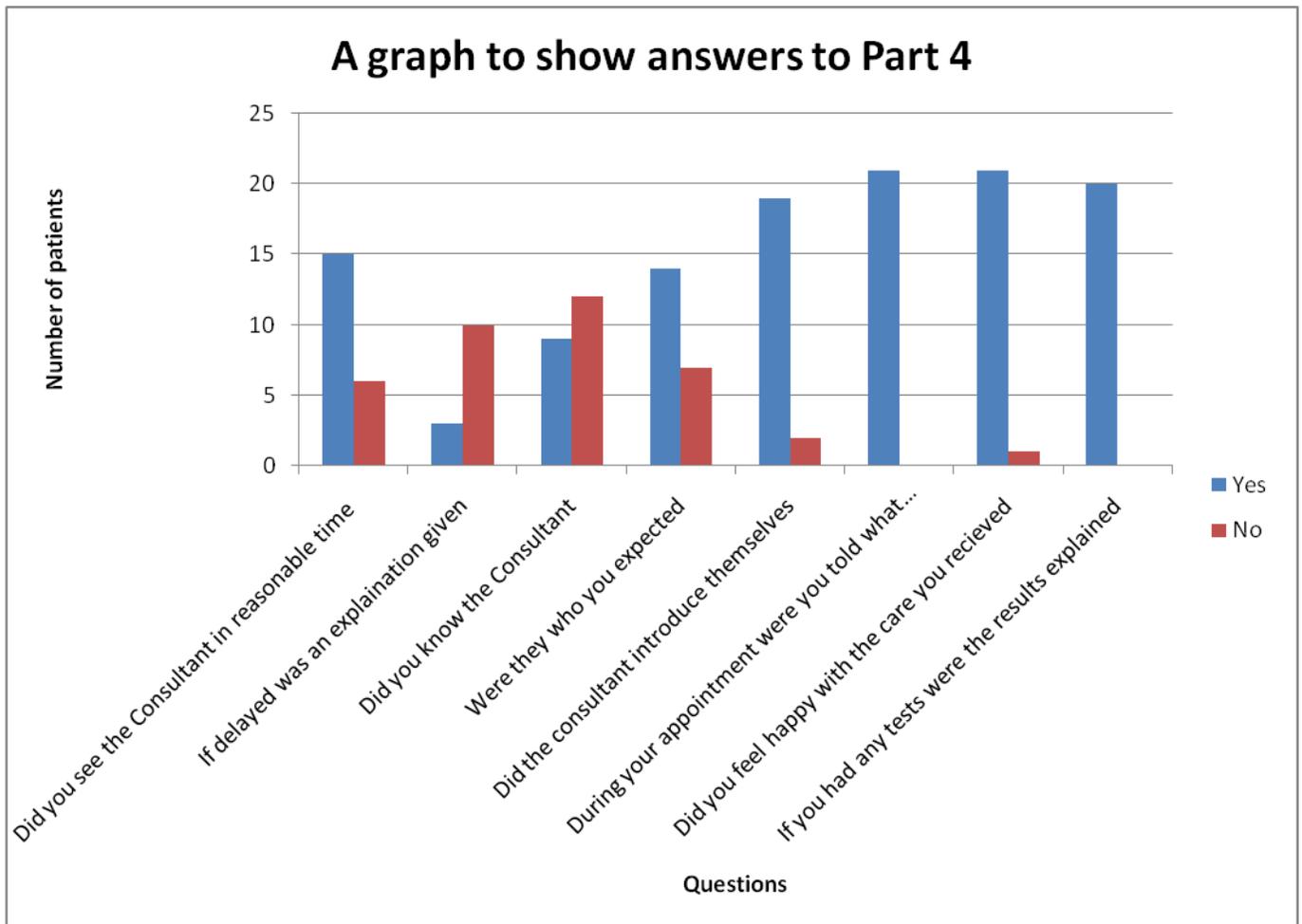
Q	Questions	Yes	No
12	Were you made 'welcome' and at ease upon arrival?	25	0
13	Was it clear where you needed to sit and wait?	25	0
14	Did you find somewhere easily to sit?	22	4



Q14 Any Comments	Number of people
The clinic waiting room is very busy today and there are people standing as not enough seats available.	1
Appointment was 60 minutes - late being seen.	1
Bright airy waiting room.	1
Very good from everyone.	1

Part 4: Seeing the Consultant

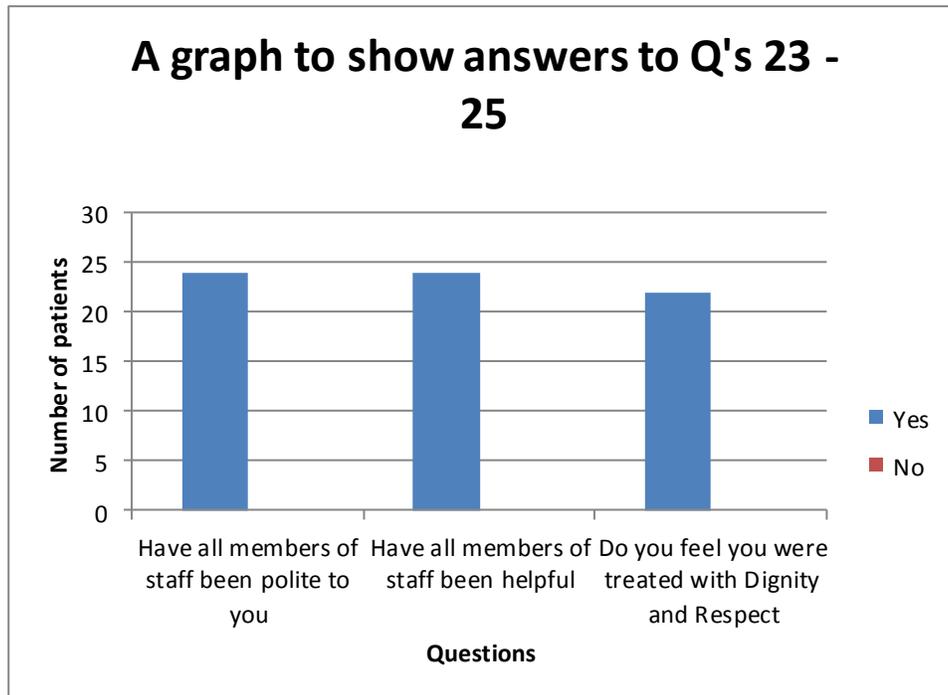
Q	Questions	Yes	No
15	Did you see the Consultant in what you felt was a reasonable time?	15	6
16	If you were delayed, were the reasons for the delay explained to you?	3	10
17	Did you know the Consultant who you saw?	9	12
18	Were they who you expected to see?	14	7
19	Did the Consultant introduce himself/ herself to you?	19	2
20	In your appointment did the Consultant tell you what would happen next? e.g. another appointment, change of medication...	21	0
21	Did you feel happy with the care you received?	21	1
22	If you had any tests were the results explained?	20	0



Q22 Any Comments	Number of people
My visit with the Doctor for me was top rate.	1
There were 6 patients all booked for a 13.45 appointment, which meant we had a very long wait.	1
Very good Doctor to see.	1

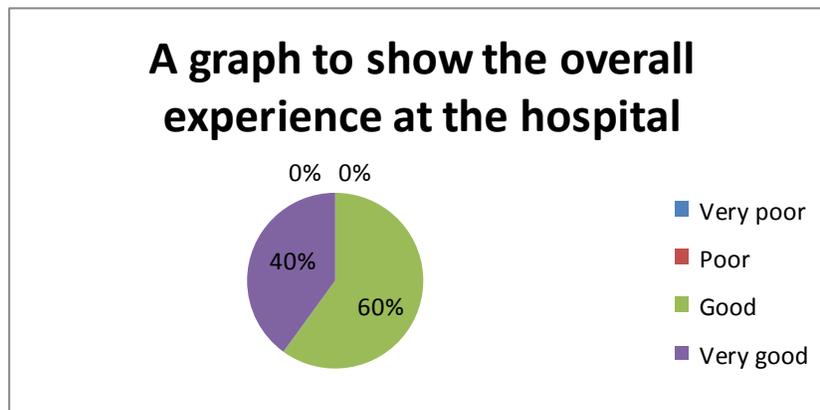
Part 5: After your Appointment

Q	Questions	Yes	No
23	Have all members of staff been polite to you?	24	0
24	Have all members of staff been helpful?	24	0
25	Do you feel that you were treated with Dignity and Respect?	22	0



Question 26: How do you feel your overall experience at the hospital has been today?

Overall experience at the hospital	Number of Patients
Very poor	0
Poor	0
Good	15
Very good	10



Question 27: How could your visit have been improved?

Comment	Number of people
By trying to keep to times of appointments.	1
Less waiting time.	1
The waiting area in the 'sub waiting' area in Cardiology is very small; there are no magazines or drinking water.	1
Waiting times improved – more staff.	

Question 28: Any other Comments you wish to add?

Comment	Number of people
The 3 treatment areas next to the 'sub waiting' area provide little privacy for the patients behind the screen. You can hear what is being discussed.	1
First class support.	1

PART 6 - GENERAL OBSERVATIONS

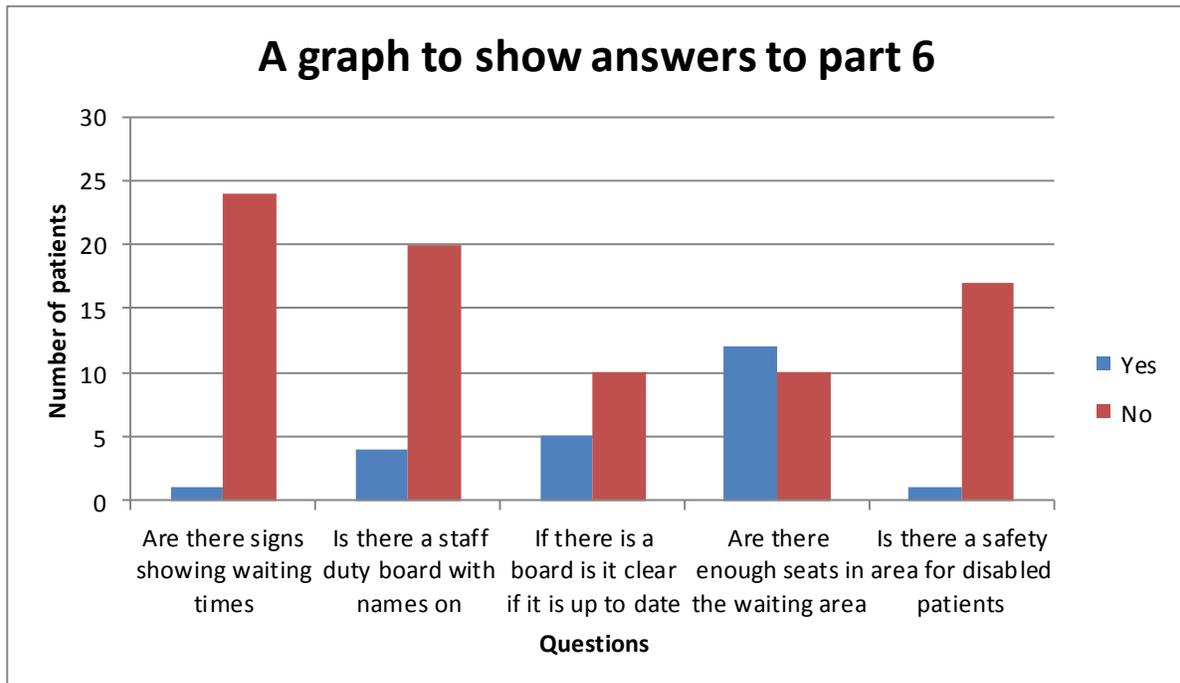
This section was for the Enter and View teams to complete, however some patients also completed it.

Question 29: What is the quality of the overall environment? Eg refreshments, cleanliness, tidiness

Comment	Number of people
There are definitely not enough seats – I had to stand in the corridor with Mother in her wheelchair. There was no specific area for wheelchair users.	1
Reasonable airy room - could do with more chairs. There was drinking water available.	1
Generally clean & tidy.	1
Good.	2
Good experience within this department but no 'live' waiting times or expected appointment times.	1
Clean, bright, airy.	6
Overall, very good.	1
Good all round.	1
Clean, floor was non slip and clean. Open and light environment. Staff very friendly and helpful.	1
Cold water available to drink.	1

Questions 30 to 33 and Q35

Q	Questions	Yes	No
30	Are there signs showing waiting times?	1	24
31	Is there a staff duty board with names on?	4	20
32	If there is a board is it clear if it is up to date?	5	10
33	Are there enough seats in the waiting area?	12	10
35	Is there a safety area for disabled patients?	1	17



Question 34: Personal appearance of the staff?

Comment	Number of people
Good	14
Smart	2
Okay	1
Clean and smart	1
Very good	1

Question 36: Any other comments

Comment	Number of people
Service with a smile	1

Diana, Princess of Wales Hospital

Ophthalmology

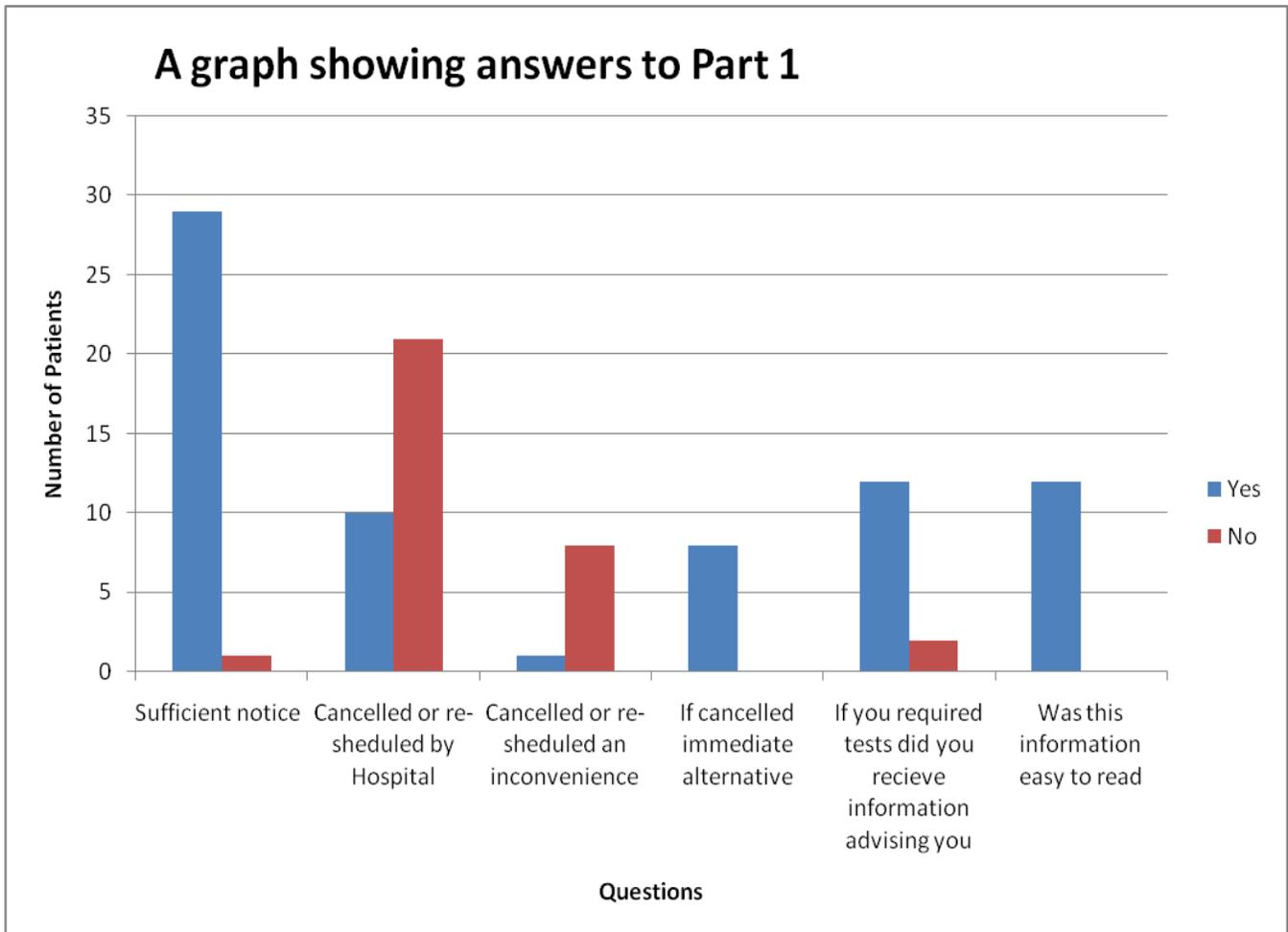
Clinics: Mr Goel Thursday 28th July
Mr Kotta Tuesday 9th August

Part 1 - Prior to Your Appointment Today

Q	Questions	Yes	No
1	Were you given sufficient notice ahead of your appointment today?	29	1
2	Was your appointment cancelled or re-scheduled at all? (by the hospital)	10	21
3	If YES, Did this cause you any inconvenience (e.g. day off work booked, travel arrangements)?	1	8
4	If it was cancelled was another date offered immediately?	8	0
6	If you required tests today prior to seeing the Consultant, did you receive information advising you of this?	12	2
7	Was the information easy to read and understand?	12	0

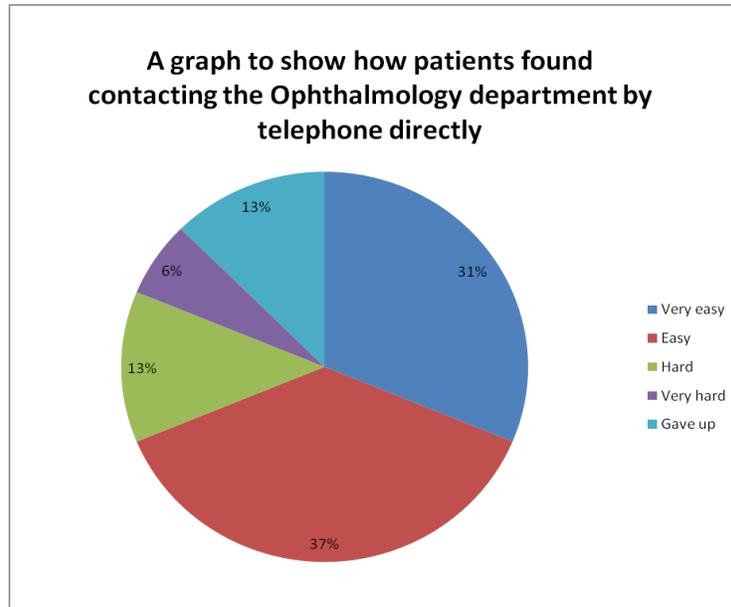
Question 7: Any other comments

Comment	Number of people
Long wait.	1
No.	1
I was referred here from A&E.	1
Very good service, no complaints.	1
Overall not a bad service.	1
No confirmation of appointment made at last visit was made i.e. by post /phone.	1
'Entertainment' is very insulting - children's video for OAP's - would prefer pleasant slide show.	1



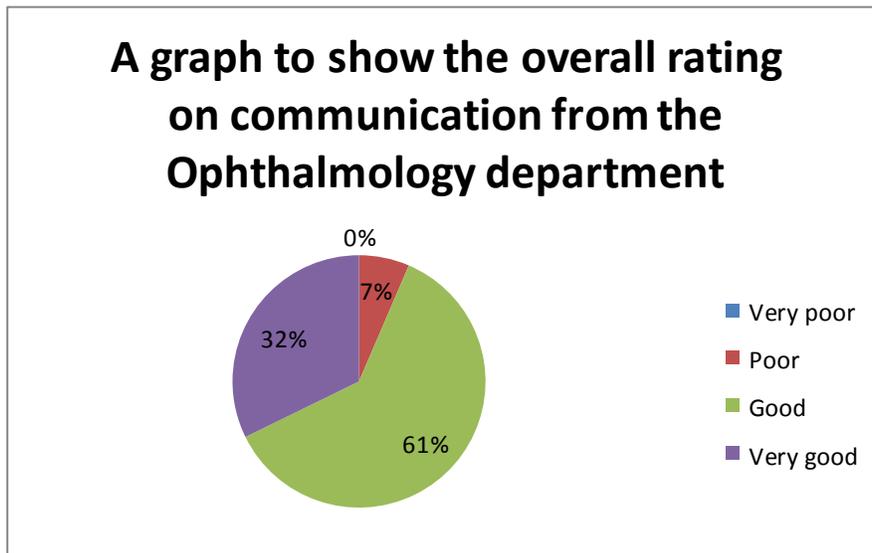
Question 5: If you tried getting through to the Ophthalmology department by telephone, how did you find this?

If you tried getting through to the Ophthalmology department by telephone, how did you find this?	Number of Patients
Very easy	5
Easy	6
Hard	2
Very hard	1
Gave up	2



Question 8: Overall, how well do you rate communication from this Department?

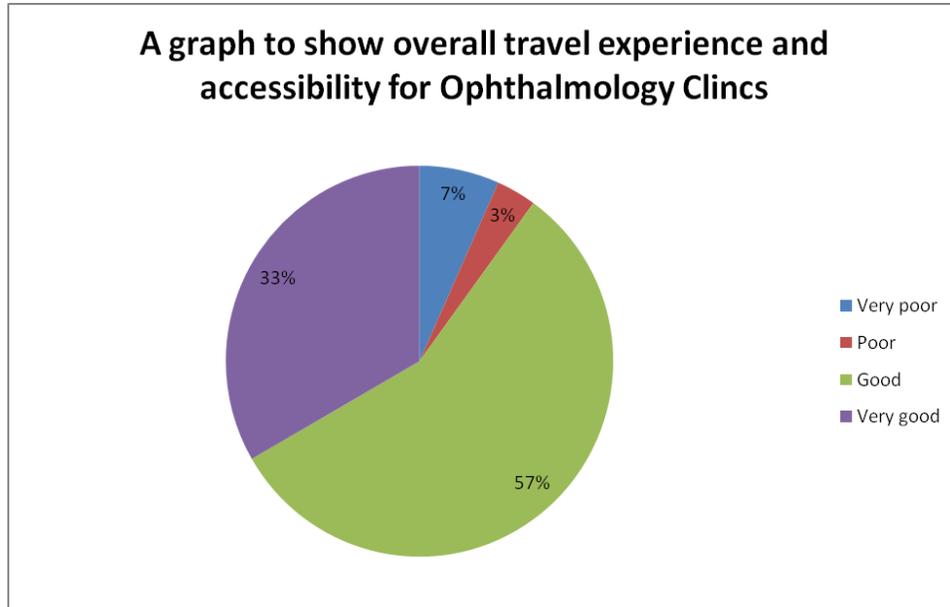
Overall rating on communication from this department	Number of Patients
Very poor	0
Poor	2
Good	19
Very good	10



Part 2: On Arrival at the Hospital

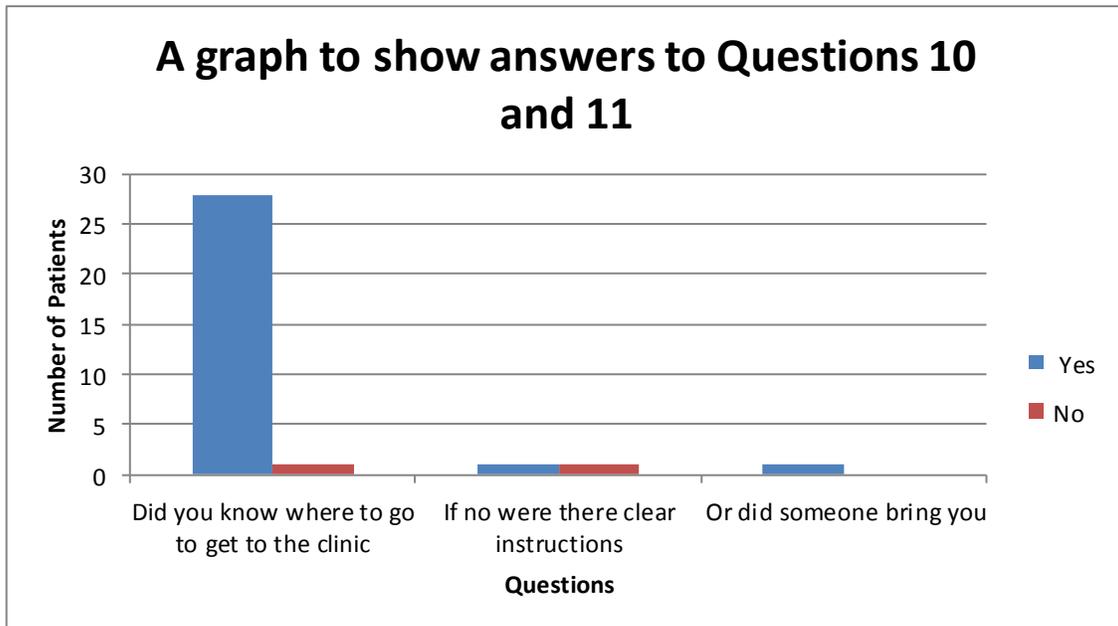
Question 9: How was your overall travel experience and accessibility of getting here today?

	Number of patients
Very poor	2
Poor	1
Good	17
Very good	10



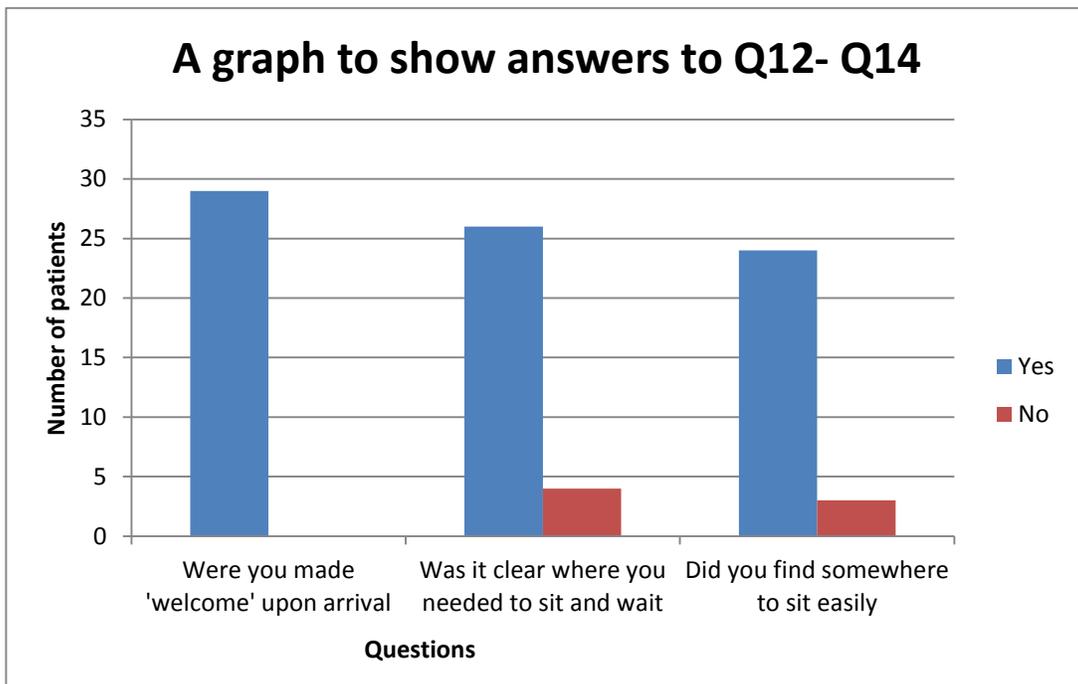
Q	Questions	Yes	No
10	Did you know where to go to get to the clinic?	28	1
11	If NO, were there clear instructions?	1	1
11a	Or did someone bring you?	1	0

Q11 Any Comments	Number of people
Taxi to get to clinic.	1
Very good.	2
Public transport from Louth non-existent now for early appointment and very unreliable.	1



Part 3 - Arrival at the Clinic

Q	Questions	Yes	No
12	Were you made 'welcome' and at ease upon arrival?	29	0
13	Was it clear where you needed to sit and wait?	26	4
14	Did you find somewhere easily to sit?	24	3

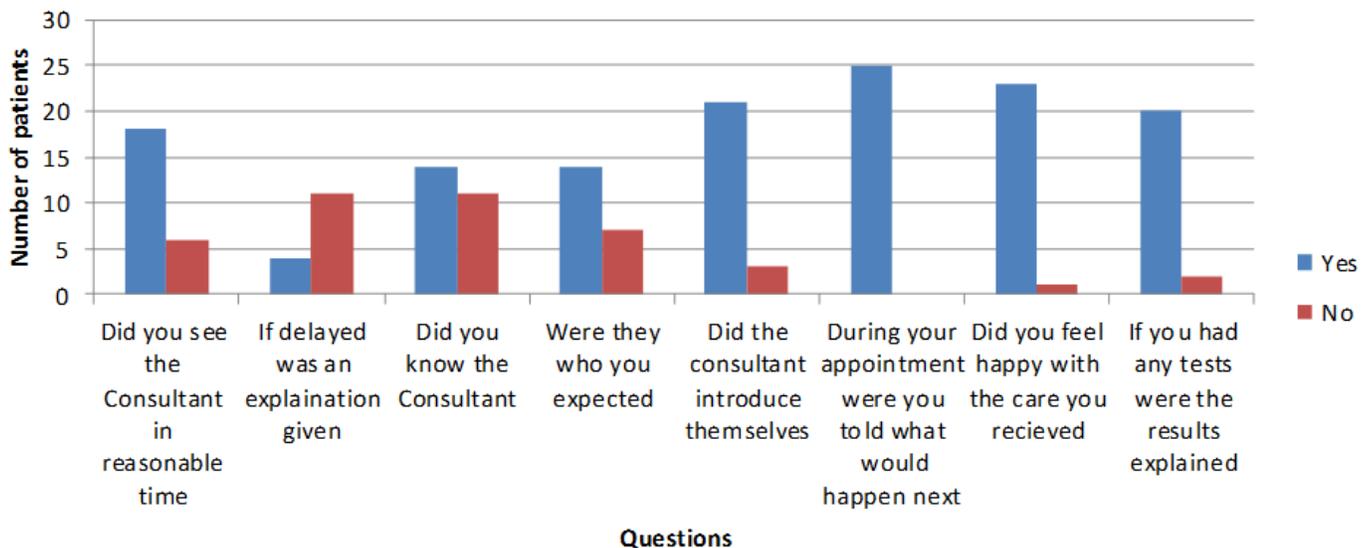


Q14 Any Comments	Number of people
All staff were friendly and courteous.	1
Needs three wheeled walker - no space sometimes.	1
Eye clinic waiting area is too dispersed, difficult to hear one's name called or who/where called it!	1
Not enough seating in waiting area.	1
My records were lost - took over ½ hour to find. Appointment 9.00 - first seen 9.50am. This is the second time my records have been lost.	1

Part 4: Seeing the Consultant

Q	Questions	Yes	No
15	Did you see the Consultant in what you felt was a reasonable time?	18	6
16	If you were delayed, were the reasons for the delay explained to you?	4	11
17	Did you know the Consultant who you saw?	14	11
18	Were they who you expected to see?	14	7
19	Did the Consultant introduce himself/herself to you?	21	3
20	In your appointment did the Consultant tell you what would happen next? e.g. another appointment, change of medication...	25	0
21	Did you feel happy with the care you received?	23	1
22	If you had any tests were the results explained?	20	2

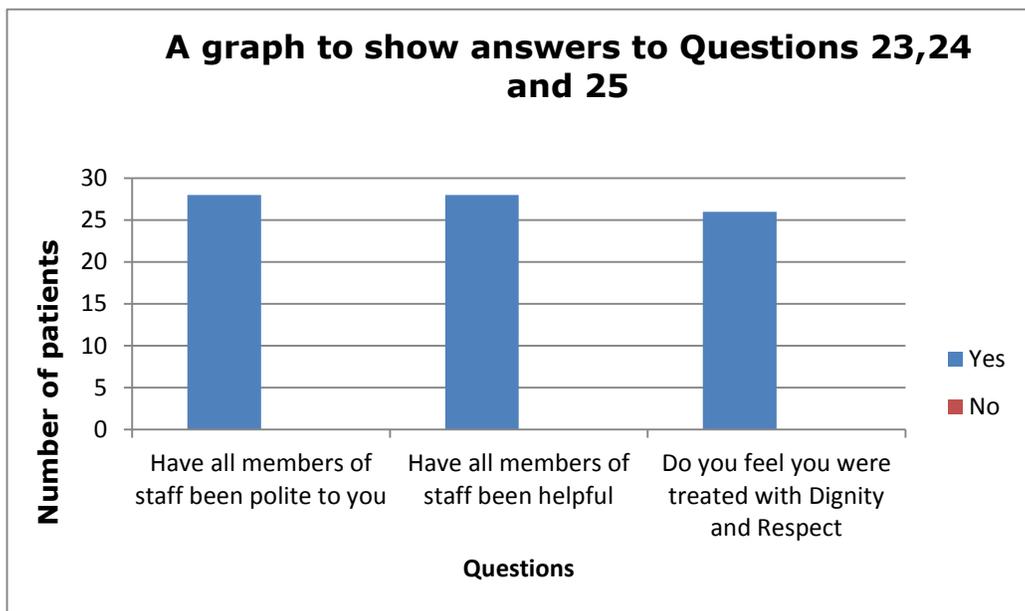
A graph to show answers to Part 4



Q22 Any Comments	Number of people
Decided to put drops in so further waiting, could have done them straight away, lack of communication.	1
Appointment 10.30am - first seen at 10.50am for eye test and drops.	1
Another set of tests in 6 months.	1
Not really happy with medication change - could have explained clearly the changeover.	1
Mr Bhutto's manner, care and explanations are exemplary.	1

Part 5: After your Appointment

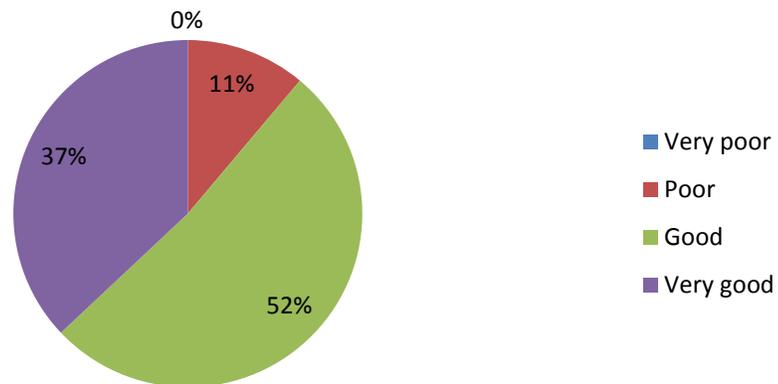
Q	Questions	Yes	No
23	Have all members of staff been polite to you?	28	0
24	Have all members of staff been helpful?	28	0
25	Do you feel that you were treated with Dignity and Respect?	26	0



Question 26: How do you feel your overall experience at the hospital has been today?

Overall experience at the hospital	Number of Patients
Very poor	0
Poor	3
Good	14
Very good	10

A graph to show the overall experience at the hospital



Question 27: How could your visit have been improved?

Comment	Number of people
Timing.	1
I was put on a waiting list for surgery however have go through same appointment to be put back on the list which I feel is unnecessary.	1
No complaints.	1
More communication.	1
Could not have been improved.	3
Reduced waiting time.	2
Better seating, long delay, no communication.	1
Better seating, nicer lighting. A more efficient queuing / management system at reception.	1
Could have explained the long wait to see Consultant better.	1
Very good.	1
Poor, because records were lost – no one told me they were lost - I had to ask after waiting over ½ hour.	1

Question 28: Any other Comments you wish to add?

Comment	Number of people
Waited over an hour twice.	1
Usually pretty good.	1
Excellent service.	1
Very good information.	1

PART 6 - GENERAL OBSERVATIONS

This section was for the Enter and View teams to complete, however some patients also completed it.

Question 29: What is the quality of the overall environment? e.g. refreshments, cleanliness, tidiness

Comment	Number of people
Fair	1
Ok	3
Good	1
Very good	1
Very clean	1
Excellent	1
No refreshments provided i.e. water, poor lighting.	1
No complaints.	1
Environment clean and tidy. Poor directions to eye clinic reception - should be in LARGE print.	1
Clean, not a lot of space for people to move about freely or for wheelchairs and those using walking aids.	1
Cleanliness and tidiness ok – refreshments overpriced.	1
Lighting too bright.	1
Waiting area, clean & tidy. Did not use refreshments.	1

Questions 30 to 33 and Q35

Q	Questions	Yes	No
30	Are there signs showing waiting times?	22	4
31	Is there a staff duty board with names on?	19	5
32	If there is a board is it clear if it is up to date?	17	7
33	Are there enough seats in the waiting area?	11	6
35	Is there a safety area for disabled patients	11	5

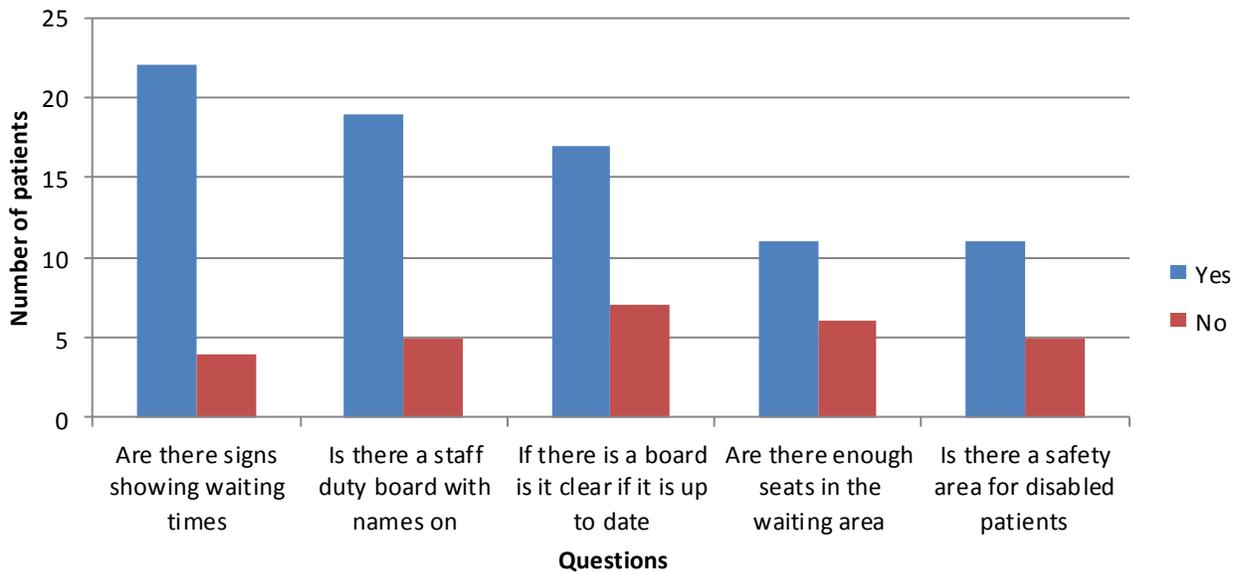
Question 34: Personal appearance of the staff?

Comment	Number of people
Ok	5
Good	3
Very good	3

Question 36: Any other comments

Comment	Number of people
2 ½ hours waiting.	1
Not enough thought about people in wheelchairs - more space required - people in wheelchairs feel vulnerable enough without feeling in the way.	1
3 designated wheelchair spaces.	3
This patient liked to receive a reminder of appointment as he books them 6 months ahead.	1
V Good - thanks.	1
Signs (i.e. waiting time signs) are not visible in most parts of the eye clinic (and my vision is pretty good!)	1

A graph to show answers to part 6



Additional Comments

Cardiology

Some patients had to wait quite a long time, which we were advised was not the norm for this clinic; however people were not too keen to comment. Still, dissatisfaction could have been helped if the Hospital had pinned up a notice explaining that they were running late. This was felt to be the best clinic visited.

Ophthalmic

At the Ophthalmic clinic Enter and View visit on 28th July, 19 patients were interviewed. The Enter and View team reported that on arrival a very large storage trolley full of supplies was left in front of the large sign to direct patients to the Eye clinic as well as other departments. Their arrival was at 10am, and they reported that it was still in situ when they left at 1.30pm.

Patients and escorts to the clinic had to wait over the 30 minutes time which was indicated by a yellow and black printed sign that gave apologies for the delay. Some of the patients waiting were elderly and left in uncomfortable 'porters chairs'. There was no way they could leave the clinic to get refreshments or use the toilet, although there was one nearby. This was due to the nature of the procedures and waiting in order not to be missed being called.

Three spaces were left for wheelchair users and those with prams or walking frames. Often these got full and some patients blocked the door to the toilet for a while with their 'porters' chairs. One patient told me she had to turn up very early to get an end seat so she could place her three wheeled walker next to her due to her lack of mobility.

During our visit one young woman was called into an examination room and the door was left open. Often people came in and seemed 'lost', not knowing which section of waiting area or corridor to sit and wait in. Most patients expressed their dissatisfaction with the waiting times. One elderly lady was unhappy regarding the lack of clear instructions when given a change of treatment / medication and eye drops. No clear explanation was given as what to expect.

The Enter and View team found the staff as helpful as possible to those in the waiting area and staff were clear when calling out names of patients. The area was clean but not well lit.

At the Ophthalmic clinic Enter and View visit on 9th August, 14 patients were interviewed and overall the reaction was positive and satisfactory. Appointments were made in plenty of time - the only complaint was not being able to contact the Department by telephone easily. The seating was only just sufficient at this clinic.

Most patients accepted they would be there for a good while because most had two or three different procedures before seeing a Consultant (eye test - drops - camera). There was only a small space for wheelchairs.

OPHTHALMOLOGY – DIANA, PRINCESS OF WALES HOSPITAL

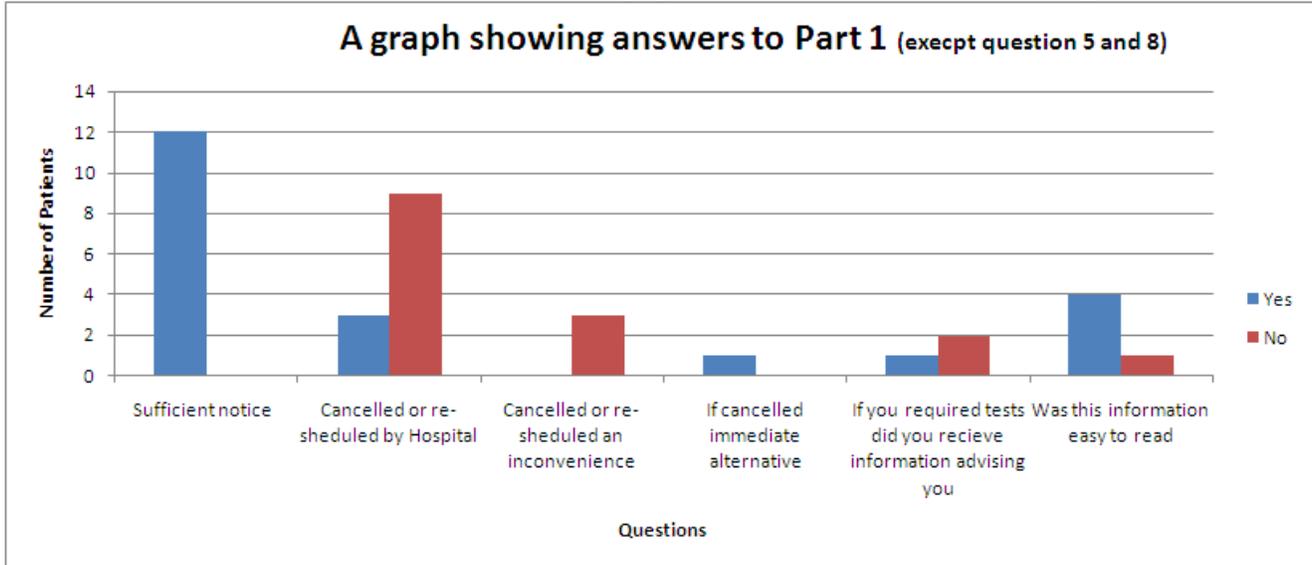
Overall communication from this department was rated as good to very good - one comment was that no explanation for the delay in seeing the Consultant; also the television was showing children's programmes to elderly patients, which was not good. There was one complaint about lost records.

There was slight dissatisfaction about queuing and management at reception and a lack of signs showing the way out.

SCUNTHORPE GENERAL HOSPITAL

Cardiology

Part 1 - Prior to Your Appointment Today



Q	Questions	Yes	No
1	Were you given sufficient notice ahead of your appointment today?	12	0
2	Was your appointment cancelled or re-scheduled at all? (by the hospital)	3	9
3	If YES, Did this cause you any inconvenience? (e.g. day off work booked, travel arrangements...)	0	3
4	If it was cancelled was another date offered immediately?	1	0
6	If you required tests today prior to seeing the Consultant did you receive information advising you of this?	1	2
7	Was the information easy to read and understand?	4	1

Question 7: Any other comments

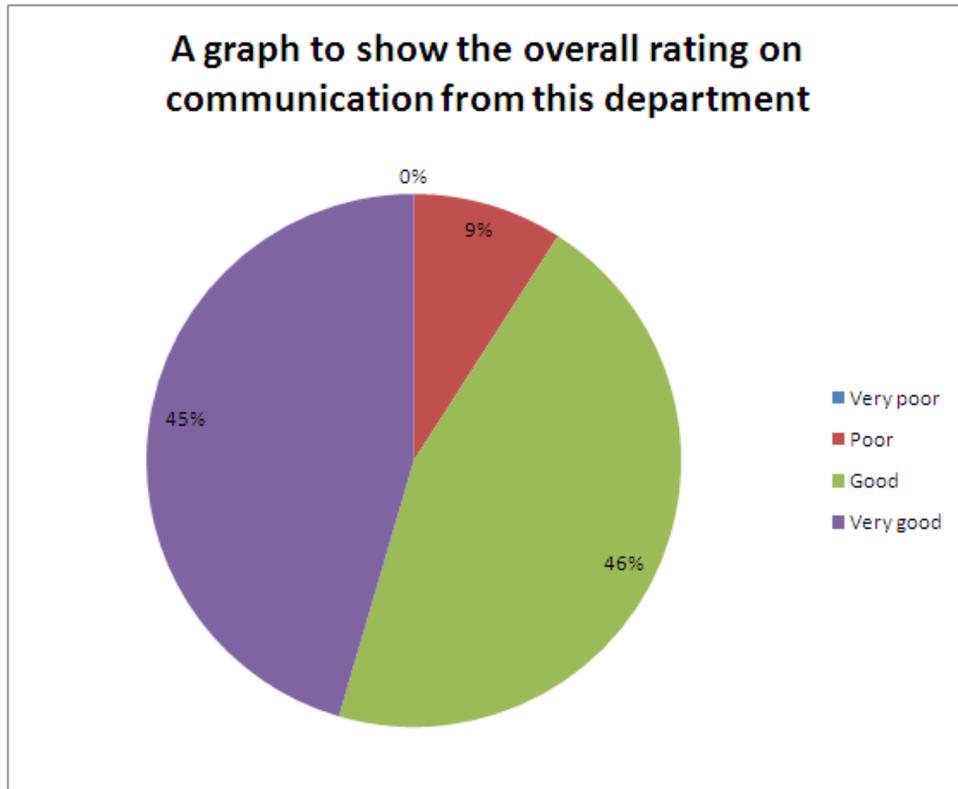
Comment	Number of people
Patient found info difficult to read due to eyesight problems.	1
Info on prior tests not received.	1
Was not aware needed.	1
Patient has bad eye sight.	1
Information not received.	1
Was not aware needed to have a full bladder for test so this added extra time to wait.	1

Question 5: If you tried getting through to the Cardiology department by telephone, how did you find this?

If you tried getting through to the Cardiology department by telephone, how did you find this?	Number of Patients
Very easy	4
Easy	1
Hard	0
Very hard	1
Gave up	0

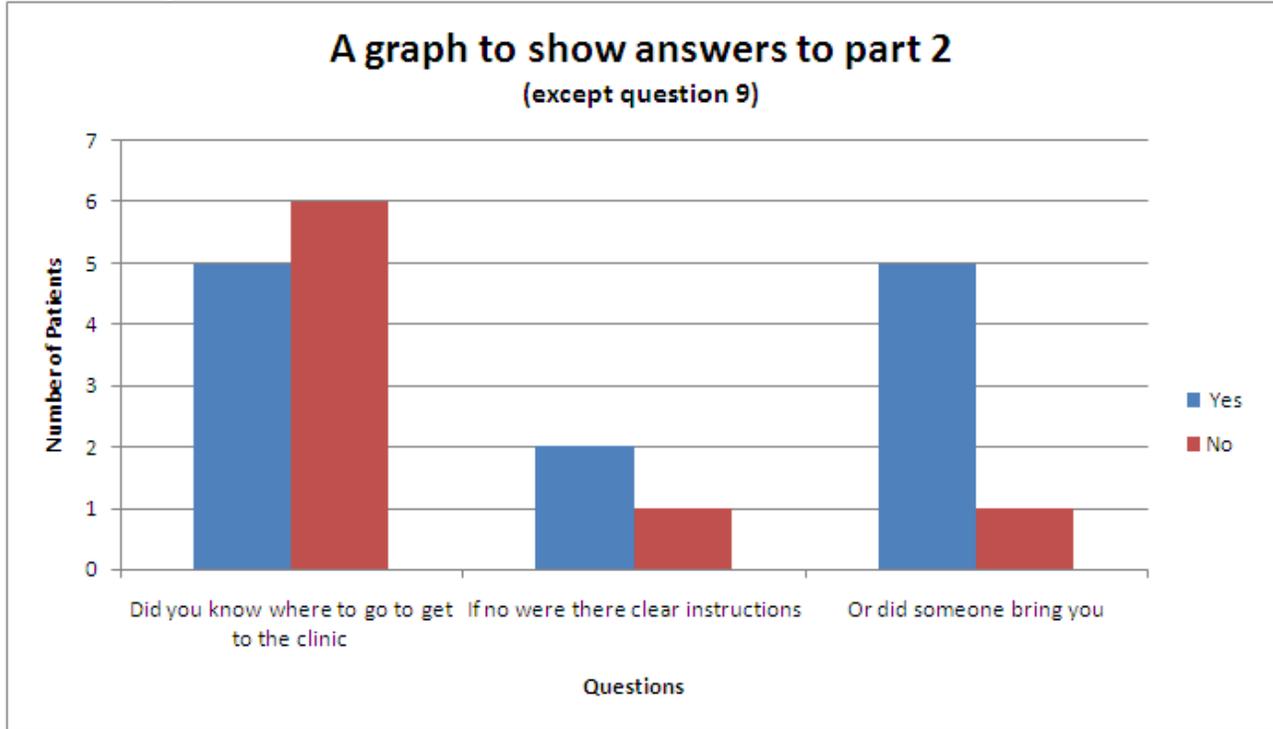
Question 8: Overall, how well do you rate communication from this Department?

Overall rating on communication from this department	Number of Patients
Very poor	0
Poor	1
Good	5
Very good	5



Part 2: On Arrival at the Hospital

Question 9: How was your overall travel experience and accessibility of getting here today?

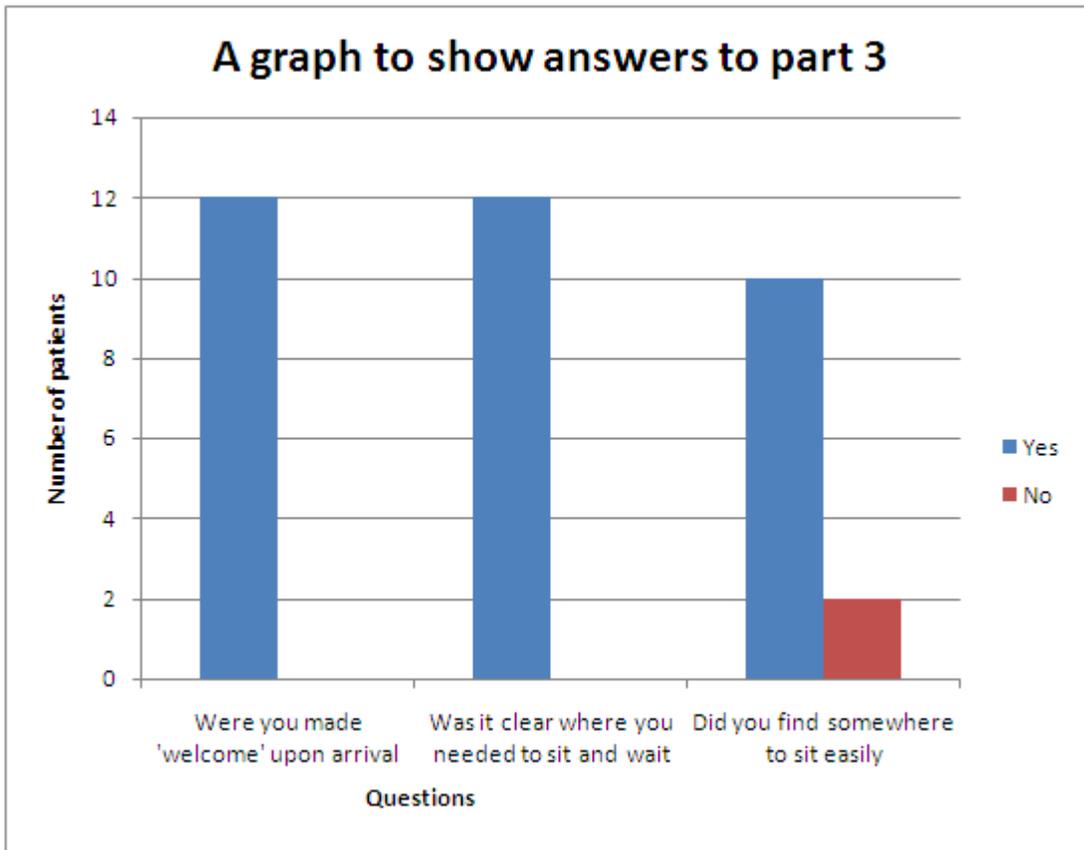


	Number of patients
Very poor	0
Poor	1
Good	6
Very good	3

Q	Questions	Yes	No
10	Did you know where to go to get to the clinic?	5	6
11	If NO, were there clear instructions?	2	1
11a	Or did someone bring you?	5	1

Q11 Any Comments	Number of people
Problems with parking.	1
Needed someone to guide me around.	1

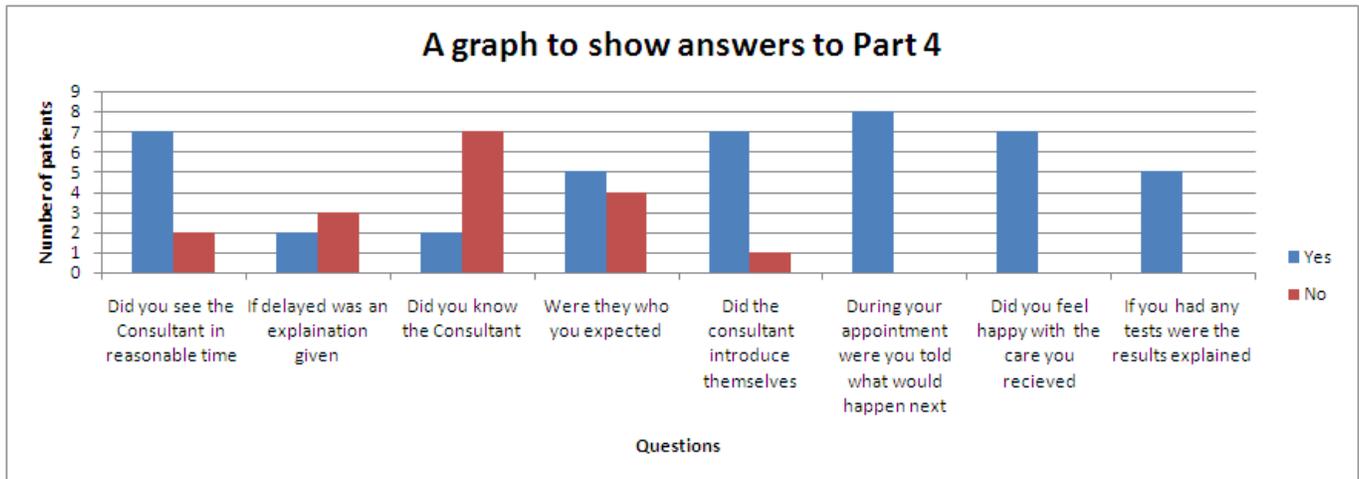
Part 3 - Arrival at the Clinic



Q	Questions	Yes	No
12	Were you made 'welcome' and at ease upon arrival?	12	0
13	Was it clear where you needed to sit and wait?	12	0
14	Did you find somewhere easily to sit?	10	2

Q14 Any Comments	Number of people
Not much room for wheelchair access in outpatient's depot.	1

Part 4: Seeing the Consultant



Q	Questions	Yes	No
15	Did you see the Consultant in what you felt was a reasonable time?	7	2
16	If you were delayed, were the reasons for the delay explained to you?	2	3
17	Did you know the Consultant who you saw?	2	7
18	Were they who you expected to see?	5	4
19	Did the Consultant introduce himself/herself to you?	7	1
20	In your appointment did the Consultant tell you what would happen next? e.g. another appointment, change of medication...	8	0
21	Did you feel happy with the care you received?	7	0
22	If you had any tests, were the results explained?	5	0

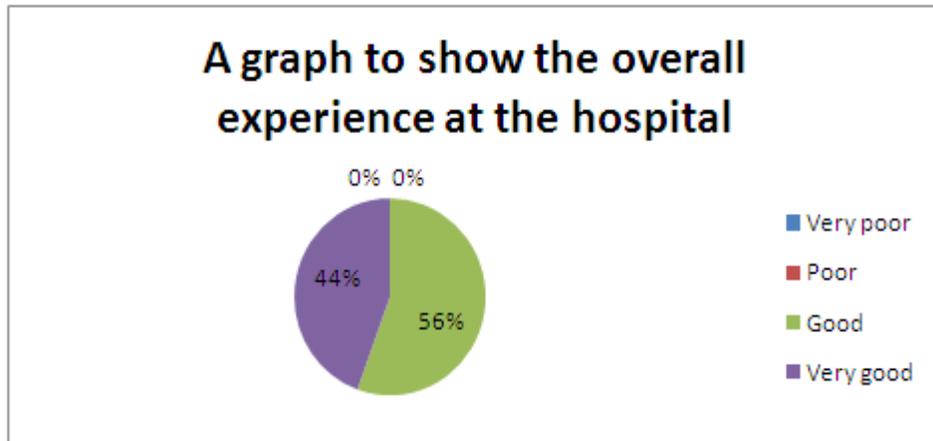
Q22 Any Comments	Number of people
40 minute delay in being seen from appointment time.	1

Part 5: After your Appointment

Q	Questions	Yes	No
23	Have all members of staff been polite to you?	9	0
24	Have all members of staff been helpful?	9	0
25	Do you feel that you were treated with Dignity and Respect?	9	0

Question 26: How do you feel your overall experience at the hospital has been today?

Overall experience at the hospital	Number of Patients
Very poor	0
Poor	0
Good	5
Very good	4



Question 27: How could your visit have been improved?

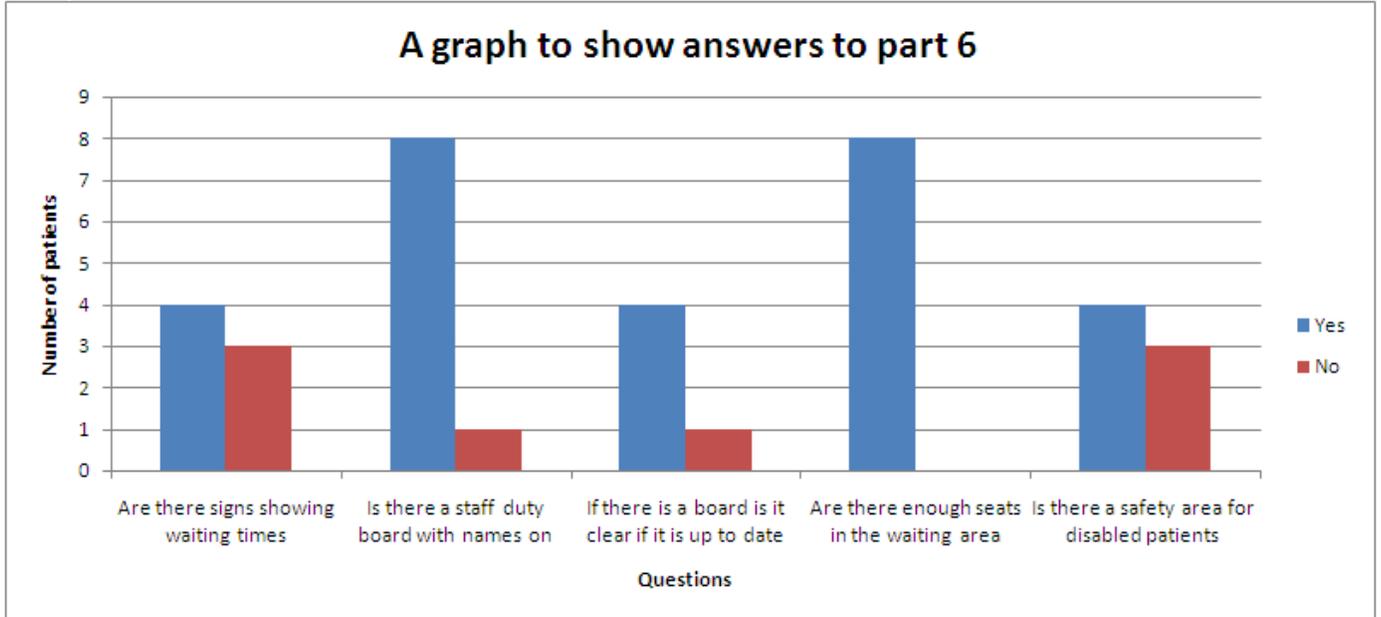
Comment	Number of people
Waiting room too cold.	1
If we had been made aware that a full bladder was needed for test prior to seeing consultant, waiting time would be less.	1

Q28: Any other Comments you wish to add?

Comment	Number of people
Waiting room too cold.	1
Parking a nightmare – car park full. Had to park on road & get from car to hospital in wheelchair. Got parking fine!	1

PART 6 - GENERAL OBSERVATIONS

This section was for the Enter and View teams to complete, however some patients also completed it.



Question 29: What is the quality of the overall environment? e.g. refreshments, cleanliness, tidiness...

Comment	Number of people
Claustrophobic (no windows), draughty from air conditioning.	1
Good	1
Very good	1
Very clean	1
Very good clean & tidy.	1
Very clean & tidy but not enough room for a wheelchair users.	1

Questions 30 to 33 and Q35

Q	Questions	Yes	No
30	Are there signs showing waiting times?	4	3
31	Is there a staff duty board with names on?	8	1
32	If there is a board is it clear if it is up to date?	4	1
33	Are there enough seats in the waiting area?	8	0
35	Is there a safety area for disabled patients?		

Question 34: Personal appearance of the staff?

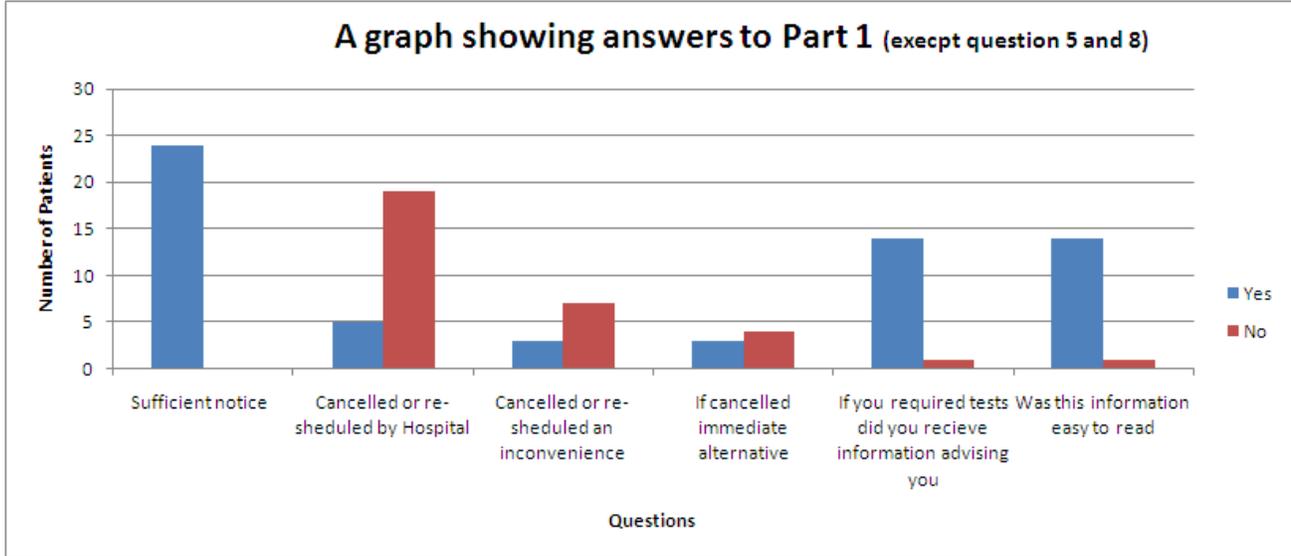
Comment	Number of people
Ok	1
Good	4
Very good	2

Q36: Any other comments

Comment	Number of people
No waiting times shown, only shown when running late.	1

Scunthorpe General Hospital Ophthalmology

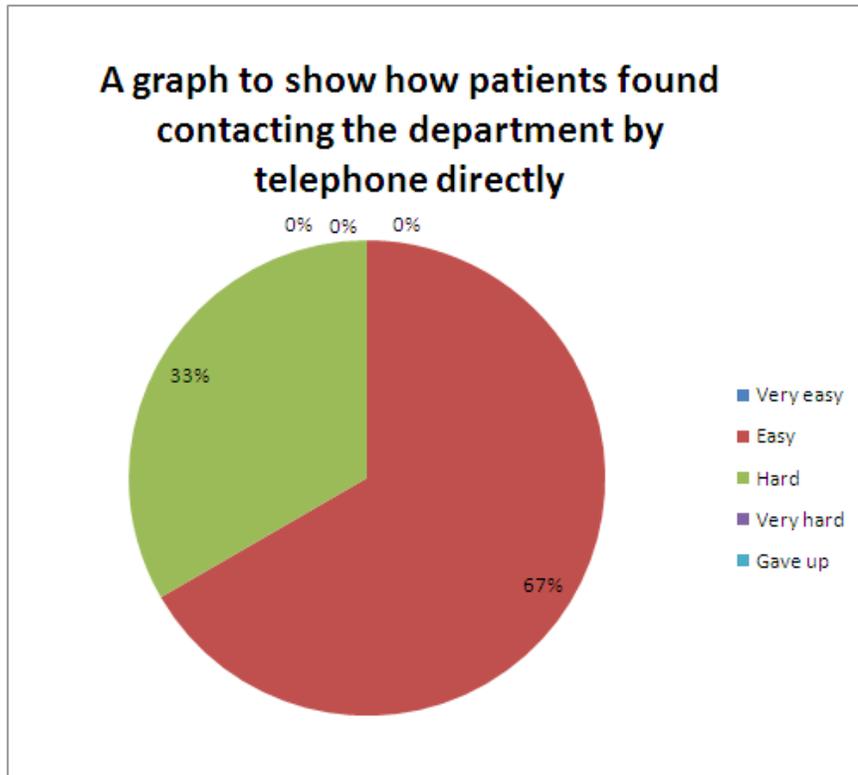
Part 1 - Prior to Your Appointment Today



Q	Questions	Yes	No
1	Were you given sufficient notice ahead of your appointment today?	20	1
2	Was your appointment cancelled or re-scheduled at all? (by the hospital)	7	13
3	If YES, Did this cause you any inconvenience? (e.g. day off work booked, travel arrangements...)	6	3
4	If it was cancelled, was another date offered immediately?	3	2
6	If you required tests today prior to seeing the Consultant, did you receive information advising you of this?	10	2
7	Was the information easy to read and understand?	12	2

Question 5: If you tried getting through to the Ophthalmology department by telephone, how did you find this?

If you tried getting through to the Ophthalmology department by telephone, how did you find this?	Number of Patients
Very easy	
Easy	6
Hard	4
Very hard	
Gave up	

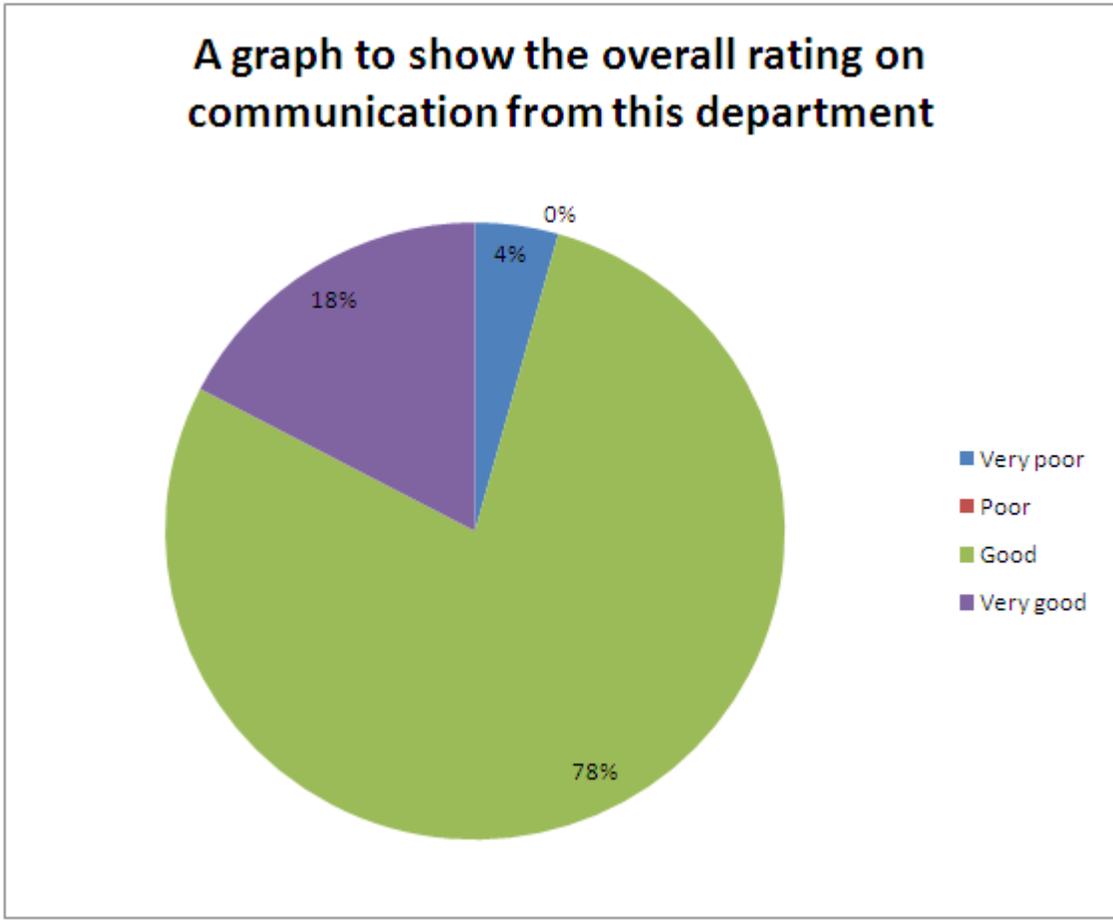


Question 7: Any other comments

Comment	Number of people
Hospital parking is always a concern whenever I have an appointment.	2
Only 12 hours notice of cancellation. I have to give at least 24 hours notice. No choice of re-appointment.	
Some confusion as letter relating to laser surgery was identical to previous letter re examination – had to check to see if this was correct.	

Question 8: Overall, how well do you rate communication from this Department?

Overall rating on communication from this department	Number of Patients
Very poor	1
Poor	0
Good	13
Very good	5



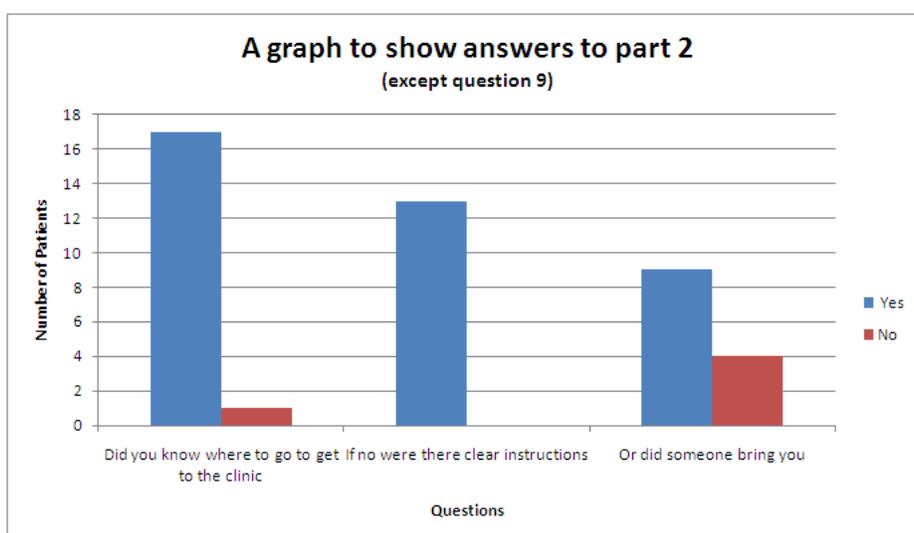
Part 2: On Arrival at the Hospital

Question 9: How was your overall travel experience and accessibility of getting here today?

	Number of patients
Very poor	0
Poor	3
Good	10
Very good	4

Q	Questions	Yes	No
10	Did you know where to go to get to the clinic?	19	1
11	If NO, were there clear instructions?	7	1
11a	Or did someone bring you?	11	0

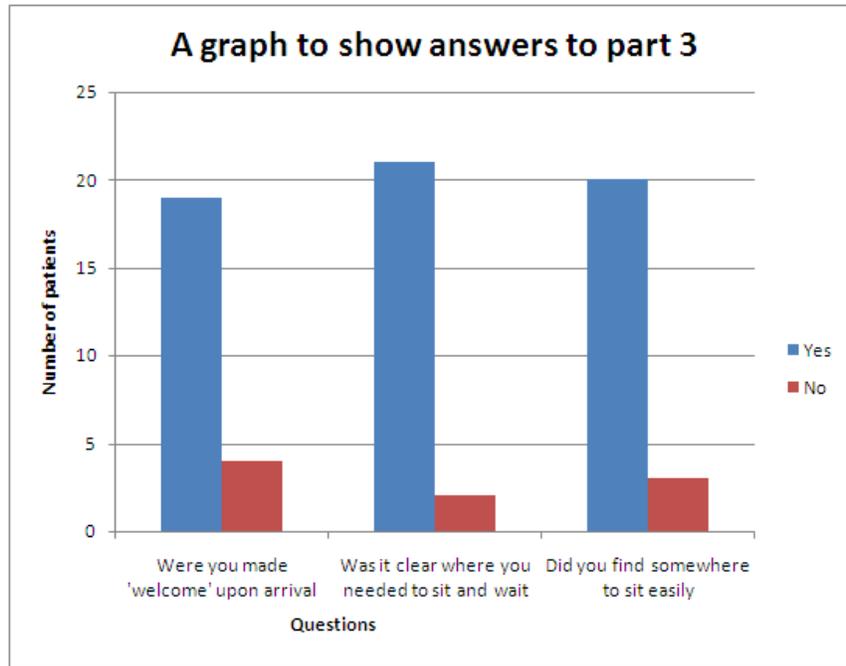
Q11 Any Comments	Number of people
No parking spaces.	1
Parking is very poor. Public transport is not an option for those of us living in small village.	1
Live in Bridlington, first time visit: map of hospital would have been useful.	1
Poor parking at hospital.	1
Parking difficult – council not helped by extending of double yellow lines/ restrictions to nearby streets considerably.	1
Parking near enough a problem for elderly.	1
I was told not to drive prior to the appointment so made arrangements for someone to bring me.	1



Part 3 - Arrival at the Clinic

Q	Questions	Yes	No
12	Were you made 'welcome' and at ease upon arrival?	17	4
13	Was it clear where you needed to sit and wait?	18	2
14	Did you find somewhere easily to sit?	17	3

Q14 Any Comments	Number of people
Not enough seats.	1
We were shown to the ward by the guide who was very nice.	1
A smile from the receptionist would not be out of place.	1
Receptionist not aware of chair colours – told to use blue when at the time they were pink, albeit in the process of change. Too many questions re: identity, telephone &c.	1
It was a warm day but several people waiting for appointments said how warm the corridor was.	1
Poor parking at the hospital.	1

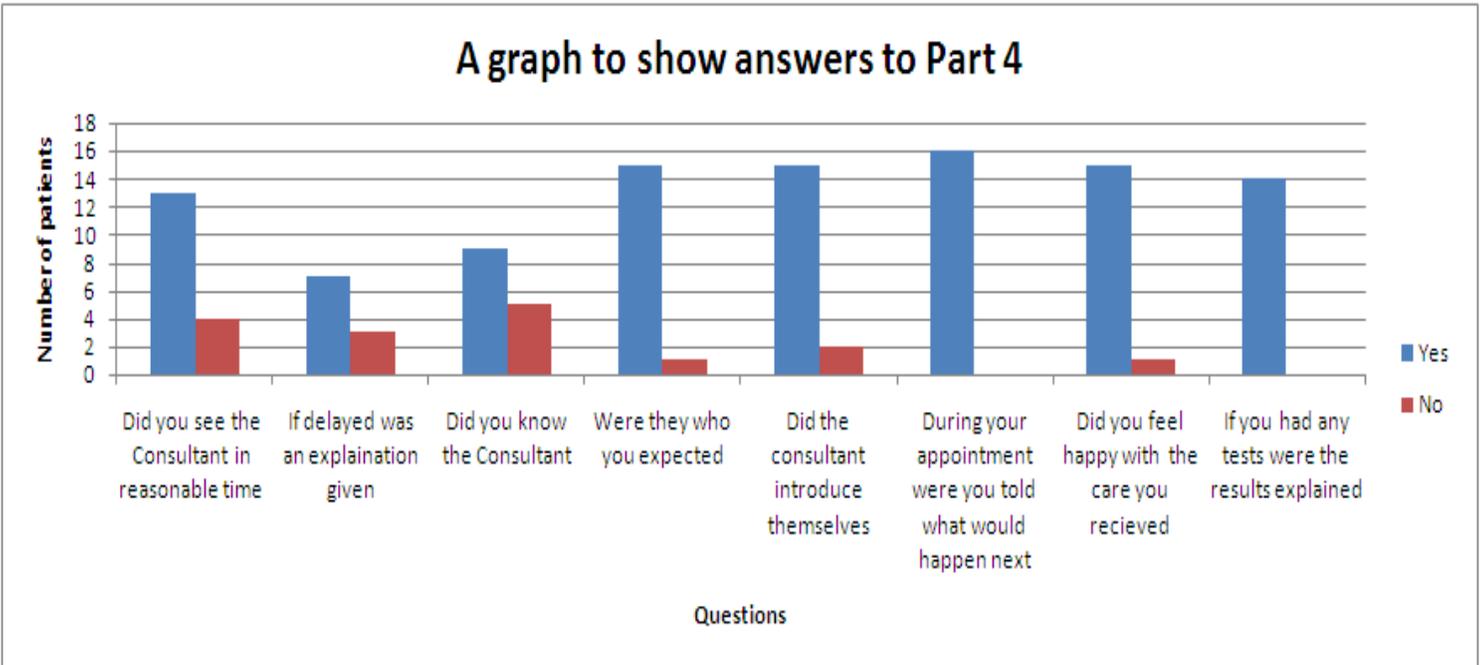


Part 4: Seeing the Consultant

Q	Questions	Yes	No
15	Did you see the Consultant in what you felt was a reasonable time?	11	4
16	If you were delayed, were the reasons for the delay explained to you?	4	2
17	Did you know the Consultant who you saw?	9	4
18	Were they who you expected to see?	13	1
19	Did the Consultant introduce themselves to you?	12	1
20	In your appointment did the Consultant tell you what would happen next? Eg another appointment, change of medication	14	0
21	Did you feel happy with the care you received?	14	1
22	If you had any tests were the results explained?	12	

Q22 Any Comments	Number of people
I saw a specialist nurse who was very good.	1
Very 'brusque' - felt like a parcel. Not reassuring re possible side effects / problems. Late arrival by consultant after waiting an hour. Felt 'rushed through' no chance to ask questions & no apology for lateness.	1
Keep having to come back to get hearing aid sorted out.	1
Not seen at the time of completing form (10.05). Appointment time 9.25. No apology or reasons given for the delay.	1
Appointment: 14:20, eye test: 15:00 & consultant 15:15	1

A graph to show answers to Part 4



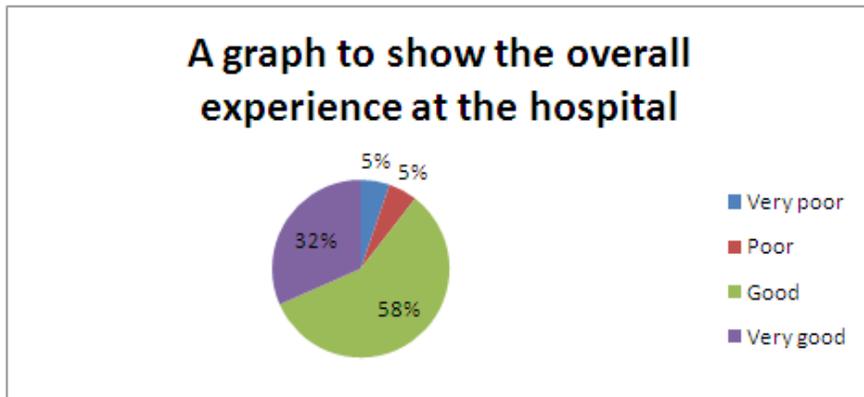
Part 5: After your Appointment

Q	Questions	Yes	No
23	Have all members of staff been polite to you?	14	1
24	Have all members of staff been helpful?	13	2
25	Do you feel that you were treated with Dignity and Respect?	14	2

Question 26: How do you feel your overall experience at the hospital has been today?

Overall experience at the hospital	Number of Patients
Very poor	1
Poor	1
Good	10
Very good	5

A graph to show the overall experience at the hospital

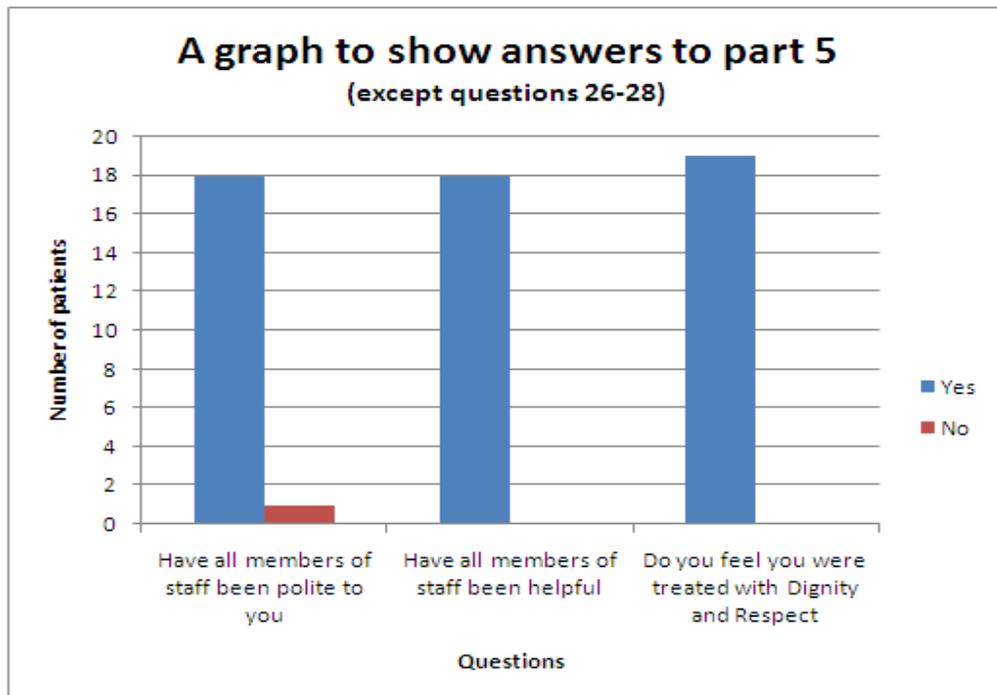


Question 27: How could your visit have been improved?

Comment	Number of people
The staff duty board was not showing waiting times.	2
The system for making appointments is bad. Many people are given the same time.	
I didn't see any boards but they may have been further up the corridor.	
Seemed to be a lot of nursing / ancillary staff around the number of patients. They did seem to be wandering around a bit aimlessly at times – even moving chairs for a considerable time to achieve colour co-ordination. Only one consultant no registrars.	
Some of the music played could have been skipped but it is very much a personal choice and not really a bother!	

Question 28: Any other Comments you wish to add?

Comment	Number of people
Not having to wait so long for clinic, make more appointments available.	1
More Docs. More nurses & equipment.	2
Consultant arriving on time so being seen on time. Given more time to discuss possible problems and not being made to feel like an interruption. They need to remember that it may be routine to them but not to us.	1
Not having to wait so long for clinic – more times available.	1
Not really. I understand that there are processes and staffing pressures and on the whole I find the service very good.	1



PART 6 - GENERAL OBSERVATIONS

This section was for the Enter and View teams to complete, however some patients also completed it.

Question 29: What is the quality of the overall environment? e.g. refreshments, cleanliness, tidiness...

Comment	Number of people
Lack of equipment for the number of appointments made in any one hour. i.e. appointments made too close together. 90 patients in one morning 9 until 1. Running was two hours late.	1
Staff duty board not showing times.	1
Satisfactory	1
Good	1
Fair	1
Very good.	1
Very basic – no magazines.	1
Pretty good.	1
Good compared to Hull.	1
There were no cups available at 10am for people to get a drink which considering how warm it was today, it is a little worrying for people who may dehydrate.	1

Questions 30 to 33 and Q35

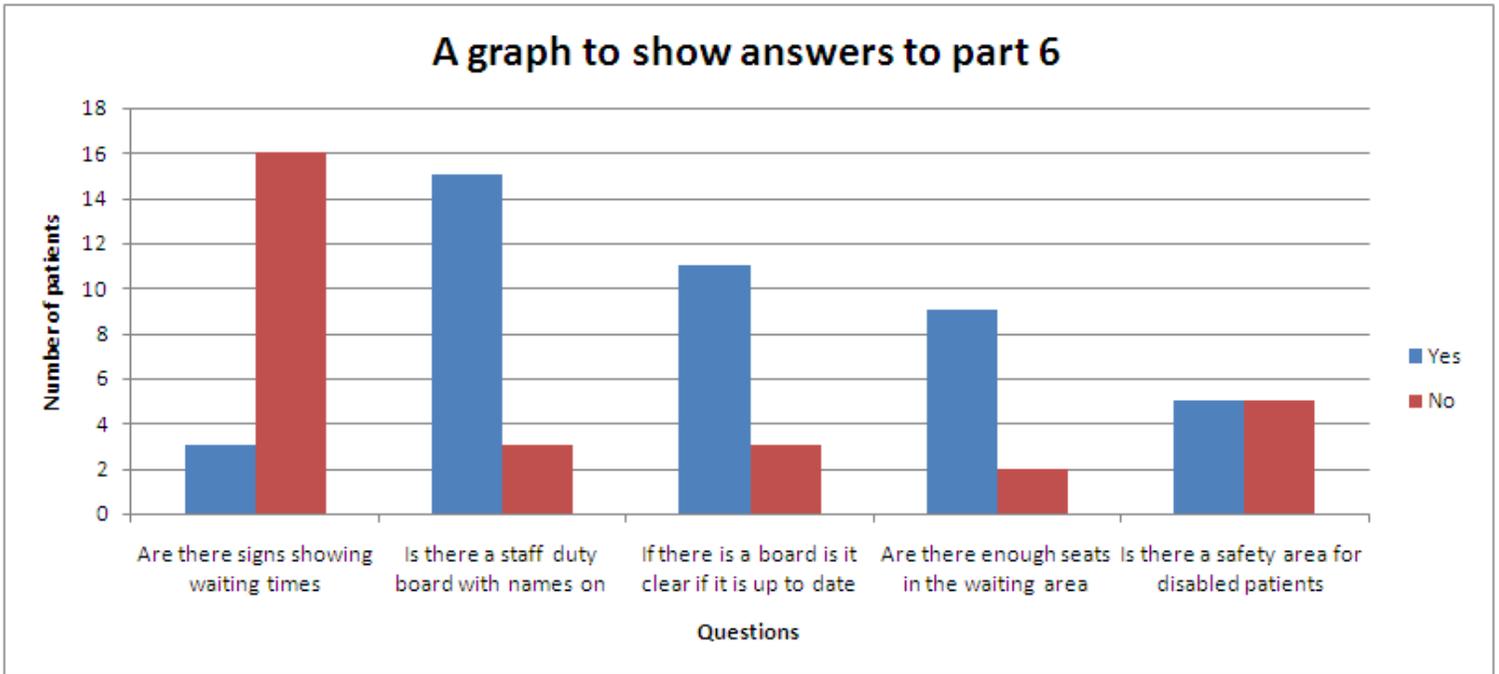
Q	Questions	Yes	No
30	Are there signs showing waiting times?	2	13
31	Is there a staff duty board with names on?	12	0
32	If there is a board is it clear if it is up to date?	10	3
33	Are there enough seats in the waiting area?	14	2
35	Is there a safety area for disabled patients?	3	2

Question 34: Personal appearance of the staff?

Comment	Number of people
Good	8
Ok	2
Fair	1
Very good	1

Question 36: Any other comments

Comment	Number of people
All the staff at Scunthorpe are excellent, kind, caring & thoughtful.	1
The Doctor himself said that the following day's clinic should be surveyed as it is the worst clinic.	1
Actions of staff were affected by the knowledge that a survey was being conducted (overheard staff talking).	1
Board not showing waiting times.	1
Over spill waiting area is corridor. Little ventilation and no information.	1
Clean & tidy. No refreshments seen.	1
When I had my initial examination, I was told I would have to wait no more than 6 weeks for my laser op. It was actually 10 weeks & from my observation today a more efficient set up & use of time would have reduced the delay.	1



Additional Comments

Notes made subsequent to the visit by an Enter and View Team member included:

- *The observation that patients generally showed a lack of interest in taking part. Comments like 'sign of the times', 'this is how things are now, can't do anything'. Six people didn't want to be bothered, a further two considered it too hot to be bothered. Issues like parking, patients being given the same appointments were the ones causing stress to the patients.*
- *Lots of nurses but only one Doctor.*
- *A place to read paper or magazines.*
- *No drinking cups (filled up later).*
- *One member of the E&V Team considered that the walls were in need of another coat of emulsion.*
- *Second session people more communicative, despite a busy session which ran about an hour over schedule.*
- *One lady with a child a regular had not experienced problems and was happy with service.*

Limitations (North Lincs Specific)

Two visits had been scheduled to the Cardiology Clinic, but only one was carried out. This was due to a late clinic cancellation as the consultant was on holiday. As Enter and View members had travelled to Scunthorpe General Hospital, they visited the Ophthalmology clinic instead. This contributes to Ophthalmology having a higher response rate than Cardiology. Due to time constraints and the availability of Enter and View members, a further visit to Cardiology could not be arranged in time.

Another observation which might be borne in mind for future forms is that despite it being at the top of the fourth page to make it absolutely clear who is to complete each section of the form. A large proportion of the forms were completed by patients and they also completed the section for the Enter and View Team member. Consequentially many of the comments entered in the sections above are actually made by patients rather than the Enter and View Team member. Comments made by Enter and View Team members have been included in the comments overflow section at the end of the proforma reporting.

Recommendations

At Diana, Princess of Wales:

- At the Cardiology clinic increase communication to patients by explaining any delays that they are likely to experience. It is also important to remind all staff that introductions in clinic consulting rooms is not only polite but provide reassurance to the patient.
- Increased signage to show the way out when patients are leaving the clinics.
- Reception management will ensure that the patient has a positive experience and will know what to expect whilst they are in the clinic area.
- At both clinics seating was an issue for attendees. Consideration needs to be given to areas for wheelchairs / walkers to enable adequate seating for all patients.

At Scunthorpe General:

- Car parking is always an issue and it is recognised that it is not an easy matter to address if all perspectives are taken into account.
- Clarity of information ahead of attendance providing an explanation of 'waiting times' and progress from referral through to appointment and resolution of any issue.
- Appointment system needs to be explained to people and then through 'education' they will understand the rationale behind the system and ensure attendance or ensure unavailability is explained to the clinic.

Thanks to Northern Lincolnshire and Goole Hospitals NHS Foundation Trust from the Enter and View Teams

Who Cares Membership

Who Cares membership is open to any resident of North Lincolnshire or to any person who is registered for receipt of primary care services in the county. In addition to the Enter and View role and to the secondary, tertiary/acute health provision and patient transport subgroup *Who Cares* has subgroups investigating issues in primary care, mental health and adult social care. For all enquiries about membership and activities please contact *Who Cares* staff on **01724 845155** or via email who.cares@vanl.org.uk

NEL LINK Membership

Any person who lives in or uses health/social care services in North East Lincolnshire can become a member of the NEL LINK. Our Enter and View Representatives have visited over 20 care homes as well as medical centres, mental health in-patient premises and Diana, Princess of Wales Hospital Emergency Care Centre (formerly known as Accident and Emergency). To find out more about becoming a member, an Enter and View representative or for more information on our previous or future work streams, please call us on 01472 315437 or visit our website at: <http://www.nelink.org.uk>

Response from Northern Lincolnshire and Goole Hospitals NHS Foundation Trust