

Working to make sure the consumer's voice is always heard and helps shape the provision of health and social care services in West Sussex

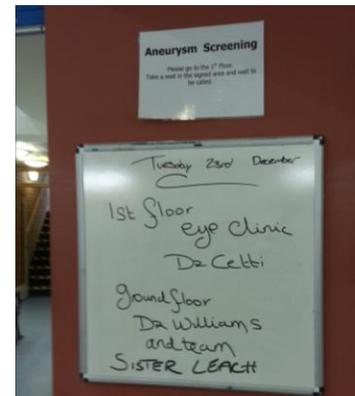
HORSHAM HOSPITAL Finding Your Way Around

January 15

Healthwatch West Sussex received an account of a patient's recent experience of visiting Horsham Hospital for an Ophthalmology appointment. The story teller describes how they nearly missed their appointment, after waiting sometime, as they had not known to check-in with receptionist, something they had not done when previously attending the clinic. The Trust told us they had not changed their clinic check-in arrangements in the last couple of years. To understand how easy it was for patients to find their way to appointments we carried out a 'mystery shopping' exercise week ending 15th November.

Visit to Horsham Hospital:

Ophthalmology follow up - Enquiries at main reception direct you to out-patients reception, who then direct you to a reception on the second floor. There is no sign at the reception on the second floor to state that this is where Ophthalmology appointments should check in. High on the wall to the left of the desk area (but not really at eye level) is a sign that states "Eye Clinic".

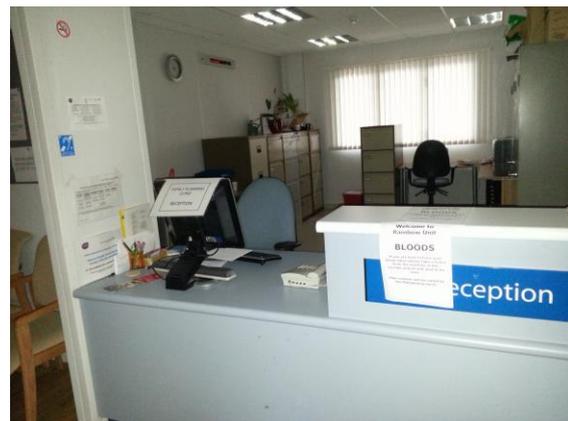


As you come out of the lift the reception desk is directly left but there is an overhead sign down the corridor ahead of you, directing you to the eye clinic. It is doubtful you would look up at the wall, to the right, and see the sign for reception. And, because of where it is placed it has no arrows, so it could be confusing for some patients. If you use the stairs to reach the eye clinic, you walk past the eye clinic reception desk.

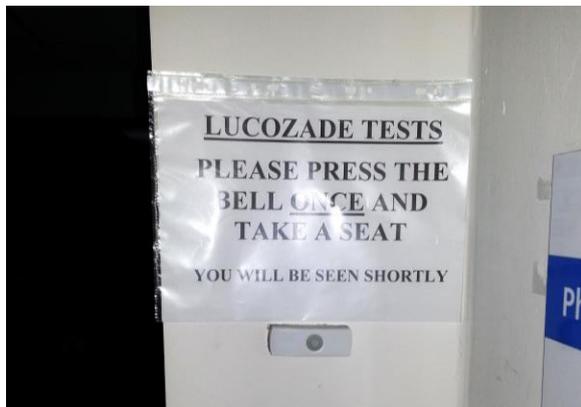
The outpatients sign with arrows up and down is on a floor which is between the ground floor and the first floor.



Phlebotomy clinic -On entering the waiting room the reception desk staff were witnessed telling patients they were only the reception for another clinic and that they did not know about anything else. A patient was seen taking a seat before noticing that other patients were being called by number. The patient turned to another to question this and was told that they needed to have taken a ticket from the dispenser. The ticket dispenser is located outside of the waiting room.



General observations - Signage is in temporary A4 clear document holders on walls and doors and appears to be changed for each clinic so formats and messages are of different style and content.



Response from XXXXX

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Healthwatch West Sussex's Follow-up Comment and Plan

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