

Details of visit

Bognor War Memorial Hospital
Announced visit: 25 January 2018

Authorised Representatives:

Team of trained representatives from Healthwatch West Sussex: Carole Bennett, Hilary Church, Jennie Wright, Jo Tuck, Philip Watts

Local Healthwatch contact details:

Healthwatch West Sussex
0300 012 0122

Acknowledgements

Healthwatch West Sussex would like to thank the hospital's management, its patients, visitors and staff for their contribution to this Enter and View visit.

Disclaimer

Please note this report relates to findings observed on the specific dates set out above. Our report is not a representative portrayal of the experiences of all patients, visitors and staff, only an account of what was observed and was contributed during the visit.



What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View activities. Local Healthwatch representatives undertake these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if a safeguarding concern arises during a visit it will be reported in accordance with Healthwatch safeguarding policy. If at any time an authorised representative observes anything they feel uncomfortable about, they are required to inform their lead who will inform the service manager and the visit will be ended.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.



Purpose of the visits

As part of our programme of engaging with local people we have a schedule of visits to hospitals across West Sussex. The purpose of this visiting programme is to:

- Speak to patients and their families to gain insight into their experiences
- Make general lay observations of staff and patient interactions, the care environment and how health and care is being provided locally

Strategic drivers

Experience of care, clinical effectiveness and patient safety together make the three key components of quality in the NHS. Good care is linked to positive outcomes for the patient and is also associated with high levels of staff satisfaction.

<https://www.england.nhs.uk/ourwork/pe/>

As the independent watchdog for health and care in West Sussex we want to gather personal accounts from people who are currently receiving treatment, care and support. This in turn will enable us to help local NHS organisations to better understand their patients lived experiences to improve the health and wellbeing outcome for future patients.

Methodology

We have created a co-ordinated programme of independent hospital visits. Each visit involves a team of trained authorised representatives. Our representatives are tasked with approaching patients; visitors and staff, to introduce Healthwatch and our role in supporting health and social care organisations to deliver the right quality of care. We invite people to share their personal experiences, good and bad. These are captured using our standard feedback form and then entered on our secure database.

Representatives are required to note their observations and to complete a summary sheet together, immediately after completing the visiting activity.

Where we have previous insight from local people, this may inform the areas we visit.

We spoke to people about services provided by Bognor War Memorial Hospital as well as other local acute and primary care services.

Our sharing of anonymised information here contains examples and/or quotes to amplify peoples' voices. The names used are ones we have given and not actual names.



Summary of findings

- From the small number of personal accounts we heard during our visit, most patients were happy with the quality of care and support they had received at the hospital
- Free parking is greatly valued by patients, but the car park is often full to capacity
- Physiotherapy services benefit from having self-referral system and this is appreciated by patients
- The hospital environment is clean and tidy with a welcoming and friendly staff team

Results of Visit

A member of our team remained in the main entrance area promoting Healthwatch, whilst our Authorised Representatives visited the Minor Injuries Unit and the Outpatients [Physiotherapy & Scanning] Departments to speak to people about their experiences.

Observations

The hospital is relatively small but is very busy. There are two inpatient wards, which our team did not visit on this occasion, as well as a Minor Injuries Unit which is open from 9am until 5pm, Monday to Friday; and a variety of outpatient and day patient services.

When our team arrived, there was a queue of traffic in the car park. Some patients told us that this was the norm and that they had learnt to arrive considerably early for appointments in order to allow time to sit and wait for a parking space.

The car park is made up of several sections and there are no arrows to instruct drivers which way to travel - this causes cars to be travelling in both directions as visitors search for available spaces.

On the day we visited, the restaurant / café area was closed as it was being used by staff - possibly for staff training or a meeting. We observed patients and visitors' frustration and disappointment at the temporary lack of this facility.

One lady had attended a physiotherapy appointment and was a little cross that she couldn't get a drink -

Oh no, what a nuisance! I really need a drink and a sit down before I get my bus, it's a long time before I'll get home.

Patients were able to get a drink from the 'Tea Bar' located in the Minor Injuries Unit, although this is a small and sometimes busy waiting area and there is nowhere for patients and visitors to sit with their drinks.

Patients who accessed the Minor Injuries Unit told us that they always received a cheerful welcome from the tea bar volunteers and that the prices were very reasonable.

There was a good number of wheelchairs for patients to use. They require a £1 coin to 'unlock' them. They are stored at the main entrance, but not at the other entrances. We observed carers dropping off their relatives at the outpatient entrance, but having to walk through the hospital to the main entrance area to collect a wheelchair.

The reception staff appeared smart, professional, welcoming and helpful. The main entrance / front desk was manned throughout our visit.

Our team felt that the signage and noticeboards were informative, relevant and clear.

Patient feedback

I feel very lucky to be able to come to the hydrotherapy pool here in Bognor, it is so much easier for me than travelling to Chichester

This comment came from *Denise* who had experienced severe pain following her elective hip replacement at St Richard's Hospital in Chichester earlier in the year.

Denise told us that she attended the hydrotherapy unit with 'the same people' each week and 'could see the improvement on their faces'. Her view was that the staff seemed happy and motivated.

Another patient, *Frank*, spoke positively about the Minor Injuries Unit, he had been sent to the unit by his GP, who he had seen the previous day. The GP had referred him for an urgent scan and he told us that his experience was 'very positive' and 'bang on time'.

Waiting time was a common topic that patients mentioned in their feedback to us. In the outpatient areas patients were generally happy with their waits and had set appointment times.

However, in the Minor Injuries Unit, where there is a triage system, patients experienced varying waiting times.

Stuart told us -

I came here as I thought it would be a better [and quicker] than going to A&E. I've been waiting now for 45 minutes and they don't seem too busy. I'm quite surprised at how long I've had to wait to be honest.

There was a sign in the department stating that there was an approximate 1hr wait (this remained unchanged in the time we were there). Stuart was not given any indication about the expected waiting time when he saw the triage nurse. He told us that he was 'not impressed'. He was discharged at 11.25, having arrived at 9am.

Rosemary was more than happy with her experience and felt that the service was very efficient and quicker than she expected.

I came in today with a dislocated finger and have been treated very quickly and very well. The lovely nurse even told me off for not coming in sooner!

Additional Insight

Our team introduced themselves on arrival to the main reception area and to each department.

Staff in the Minor Injuries Unit gave us a warm and friendly welcome, but we were challenged in the Outpatient department and did a quick briefing to senior staff and the reception team, explaining who we were, our role, our work and our statutory powers. We were then allowed to go about our business.

The reception team at the main entrance were unaware of who we were, but they were happy for us to sign in as visitors and proceed to the internal departments.

As well as hearing patient views about services provided at the hospital, we also heard feedback from patients about their experiences with primary care and other hospital services.

Clara is a patient at Berstead Green Surgery. She had seen her GP frequently in just a few weeks as she had an unresolved trapped nerve. Her GP had not mentioned or suggested referring her to physio, but the surgery receptionist informed her that she could self-refer to the hydrotherapy service at Bognor War Memorial Hospital.

Overall I am very pleased with the service and the pool is greatly helping with my problem

Debbie is a patient at Maywood Surgery and had been referred for physiotherapy

Unfortunately I had to visit my GP several times before I was referred. There seems to be a large turnover of doctors at my practice and I got a bit fed up of saying the same thing to several different doctors in several [very short] appointments. Now I am actually here [at the physiotherapy session] I am really happy with the treatment.

Some of the patients we spoke to had attended acute hospital services and gave feedback about them.

Patricia had attended St Richard's Hospital A&E over the Christmas period and had required surgery. She told us that she received good care.

The theatre team at St Richard's were very caring and kind. My family and I were extremely impressed.

Following her discharge, she experienced further problems and returned to the A&E department for advice and reassurance. Although she had to wait for 4 hours, she fully accepted that the wait occurred because of extreme pressures.

Recommendations

From our findings we would make the following recommendations:

- The restaurant / café is valued greatly by patients and visitors. The space and service should be protected and not closed in order to be used for meetings or training sessions
 - It is important that staff are aware of Healthwatch and our role in listening to and collecting patient feedback. Frontline staff should be informed about Healthwatch and our statutory powers as part of their induction and training programme. It would be useful to have Healthwatch information available for staff to view, in staff areas &/or Healthwatch information and news in internal staff communications
 - A review of car park access and the geography of the car park would be useful - if this is possible, patient involvement in this would be essential
 - The self-referral system for physiotherapy works well and is liked by patients. This could be better promoted via primary care services and we suggest posters and leaflets are made available in local GP practices.
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Service Provider response

The trust has reviewed this document and suggested amendments have been made.



Sussex Community
NHS Foundation Trust

Sussex Community NHS Foundation Trust would like to thank you for taking the time to visit Bognor Regis War Memorial Hospital. We are delighted the patients who you spoke with, in the main, had a positive experience of the services at Bognor Hospital.

We welcome the recommendations you have made and have devised an action plan to further explore and address the issues you have highlighted in your report, which we will feed into the Patient Experience Group.

Immediate actions will include better promotion to staff, of the Healthwatch remit and statutory powers, by including information in new staff induction training and in weekly communications to existing staff. We will also be refreshing and reviewing the information available in GP practices, regarding the self-referral to physiotherapy at Bognor, to ensure this service is widely publicised.

Our Trust is one of many NHS Trusts who are tenants of and use the Bognor site. Issues regarding car parking and building reconfiguration are managed through NHS Property Services. Sussex Community NHS Trust are in continued discussion with NHS Property Services and we will highlight your report to them.

Thank you for providing such a valuable insight into our patient experiences, your feedback will support us to continually drive quality improvement.

Susan Marshal, Chief Nurse

Sussex Community Foundation Trust

February 2018



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