

An Enter and View Report on Horsham Hospital

This reports on our Enter and View work carried,
as part of our Hospital Visiting Programme



September 2019



What is *Enter and View*?

Healthwatch has a legal power to visit health and social care services and see them in action. This power to *Enter and View* services offers a way for Healthwatch to meet some of its statutory functions and allows us to identify what is working well with services and where they could be improved.

Although Enter and View sometimes gets referred to as an ‘inspection’, it should not be described as such.

Healthwatch statutory functions

- The legislative framework for Healthwatch is split between what Healthwatch must do (duties) and what they may do (powers). Healthwatch have a power under the Local Government and Public Involvement in Health Act 2007¹ to carry out Enter and View visits
- Healthwatch should consider how Enter and View activity links to the statutory functions in section 221 of the Local Government and Public Involvement in Health Act 2007².

The purpose of an *Enter and View* visit is to collect evidence of what works well and what could be improved to make people’s experiences better. We use this evidence to make recommendations and inform changes both for individual services as well as health and social care system-wide.

Only trained *Authorised Representatives* can conduct a visit and then only for the purpose of carrying out our activities.

This visit is part of a work plan for 2019. For more information about this visit <https://www.healthwatchwestsussex.co.uk/what-we-do>

During our visit, we focused on:

- Observing how people experienced the service through watching and listening
- Speaking to people using the service and their family and friend carers, to find out more about their experiences and views
- Observing the nature and quality of services and speaking to staff.

On this visit we were able to speak to a good number of patients, family and friend carers. We also had positive and useful conversations with staff members.

We have also included relevant insight from our Broadbridge Heath Listening Tour, carried out in June 2019.

¹ [Section 225 of the Local Government and Public Involvement in Health Act 2007](#)

² [Section 221 of the Local Government and Public Involvement in Health Act 2007](#)



This report details the themes and issues raised from these conversations as well as our observations of the service and environment.



Where good practice has been suggested - either through patient/visitor feedback or our observes, we will show this be showing this icon.



Where our work has made a difference, we will show this by using this icon.



Where we can see our recommendation and the actions taken by the Trust are making a difference.

This report has been shared with the Trust, which in this case is Sussex Community NHS Foundation Trust, regulators, the local authority, and NHS commissioners and quality assurers, the public, Healthwatch England and any other relevant partners, based on what was found during the visit.

We would like to thank the Trust for making us feel welcome, and for accommodating our visit and for receiving our feedback so positively.

Where did we go?

A team of four Authorised Representatives visited on Tuesday, 25 June 2019. This was an unannounced visits, but we had made the Trust aware we would be visiting the hospital in June.

During the morning visits we went to:

- Outpatients (operated by Surrey and Sussex Hospitals NHS Foundation Trust)
- Minor Injuries (operated by Sussex Community NHS Foundation Trust)
- Phlebotomy (operated by Surrey and Sussex Hospitals NHS Foundation Trust)
- Horizon Ward (operated by Sussex Community NHS Foundation Trust)
- Muscular Skeletal Service (MSK) (a partnership of organisations)
- Warfarin Clinic (operated by Surrey and Sussex Hospitals NHS Foundation Trust)
- Hilltop Children's Department (operated by Sussex Community NHS Foundation Trust).

Please note that the estate and grounds are the responsibility of NHS PROPCO and that the Trust which provides services on individual wards/departments is accountable for the cleanliness and maintenance within that area.



Recommendations for improving services

There are requirements for service providers to respond to our reports³ and recommendations made with them.

A draft of this report was shared with the Trust, so they could respond to the finding and the recommendations. A more formal response to the recommendations is required within 20 days of receiving the report.

Where provider fails to respond, we will escalate the matter to the commissioner(s) of the service and the Care Quality Commission. A copy of the escalation will also be shared with Healthwatch England.

We make the following recommendations to support the Trusts, and other organisations to improve its services and patient experience.

- PropCo and Horsham District Council to look at how the car park can be made more patient/visitor friendly and to ensure all bays are of adequate size, so as to reduce the stress and fee wastage this creates for patients.
- Sussex Community NHS Foundation Trust should revisit, with ward staff, the importance of getting patients prepared for their meal, to make sure there is a consistently high level of infection control is achieved and patients are readied for their meals.
- Surrey and Sussex NHS Foundation Trust should review and where appropriate improvement the signage for Phlebotomy, to make this clearer and more hygienic (through laminating signs) for patients using this service.
- Surrey and Sussex NHS Foundation Trust should revisit with staff, the important of adhering to the instructions relating to fire safety, to reduce the risk of fires spreading should they start within the hospital.

³ [Section 44 of The NHS Bodies and Local Authorities \(Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch\) Regulations 2012](#)



What did we find at the Hospital?

First Impressions



Overall impression is that the cleanliness of the hospital environment is much improved from our last visit and the condition of corridors much better.

Staff were very friendly, and patients spoke about feeling respected.

Many patients were very impressed, for example:

I needed to attend hospital for a respiratory issue. As I was at work, I attended the walk-in centre (Minor Injuries Unit) and got seen very quickly. Was given steroid medication, etc. This wasn't an emergency but could have become one very quickly. Excellent service.

The signage around the hospital was very good apart of Phlebotomy, which we suggest needs looking at and temporary signs should be laminated.

Car parking Issues

The car park continues to be an issue for visitors to the hospital.

With very few exceptions, people who chose to speak about this hospital made negative comments about the car parking.

Parking is dreadful, especially in the morning.

Love using Horsham hospital, just wish they had more services from there and they need to sort the parking out because it's awful, especially for people with mobility problems.

The parking machines are often out of order. There is a phone number you can call, however, ... this can be challenging. You also have to judge how long you will need because it is not pay on exit. This can be annoying - if you're out in 5 minutes or if you get stuck in Minor Injuries for ages.

People voiced their disappointment that the car park does not operate a *pay on exit* but is a *pay and display* system. This causes issues when patients do not know how long they are going to be, with people reporting that they needed to leave the area to renew parking. People spoke about their fear of missing their appointment whilst away topping up parking.

The issue was compounded by the pay machine buttons not working.

Patient feedback and our observations suggest that some of the parking bays are not big enough, especially those by the X-ray wall.



Communication

People accessing services at the different departments, told us how they felt respected by all the staff, from the receptionists to the consultants.

The staff here are always amazing.

We would like to remind staff to take care when making remarks to colleagues, that can be overheard by patients.

I needed a skin biopsy and the nurse, who was talking to another nurse said 'these are rubbish needles'. This really doesn't make you feel safe or well cared for!

Meal Service

During the lunchtime period, pairs of *Authorised Representatives* visited Horizon Ward, to observe the meal service. The bell rang for the lunch service and staff reacted. We did not see a tray system in place and patients were not supported or encouraged to wash/or wipe their hands, in readiness for their meal.

Spotlight on - Minor Injuries Unit (MIU)

At the time of visiting the unit seemed busy. Everyone we spoke to here, praised the hospital and staff.

The entrance was grubby, but we noted that cleaned was taking place.

The department would benefit from having some more chairs, and there was only one TV in the waiting room.

Spotlight on - Muscular Skeletal Service

This service has what looks like a well-kept gym, that is bright (well lit) about we did see that a toilet was out of order. The Windmill waiting area did not appear in use.

The pool appears to need refurbishing.

I was referred to this service and I'm waiting for an operation. I need to have physio to be able to get the operation, but I think this is a waste of time and money - as I've had this issue for a long time now.



Spotlight on - Outpatients

The patients we spoke to were all very happy with the services received in this department. The free tea and coffee available here, was very much appreciated by those we spoke to.

Outpatients area seemed to be under-utilised, with only three clinics running during the visit.

The blinds in this area generally appear to need repair, with bottom strings broken. Where x-ray boxes were on the wall, there is damage and the walls, therefore, these need refurbishing.

We were concerned that the light socket in the Children's Play area was dangling and should be looked at quickly.



We were impressed to see that there was a cleaning of toy record in the area.

Room G36, for storing medical records, has a fire door clearly marked 'keep shut', with security coded lock but it was propped open.

The floor on the landing, by the lift seems tatty and some of the flooring is becoming debonded.

Spotlight on - Phlebotomy Service

In the past, patients had expressed frustration and concern over access to this service. Whilst we met a few patients who had experienced longer waits, most said the waiting time were reasonable.

We found the signs in this area to be confusing and were not laminated.

The water machine was out of order, but jugs of water were being provided.

Some chairs were marked.



About us

Healthwatch is here to make care better.

We are the independent champion for people who use health and social care services. We're here to find out what matters to people and help make sure their views shape the support they need.

We also help people find the information they need about services in West Sussex.



helping you on the next step of your health and social care journey - wherever it is taking you.

We have the power to make sure that the government and those in charge of services hear people's voices. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them.

You can review how we performed and how we report on what we have done by visiting our website <https://www.healthwatchwestsussex.co.uk/what-we-do>

Contact us

Healthwatch West Sussex CIC is a Community Interest Company limited by guarantee and registered in England & Wales (No. 08557470) at Pokesdown Centre, 896 Christchurch Road, Pokesdown. BH7 6DL.

Healthwatch West Sussex works with Help & Care to provide its statutory activities.



0300 012 0122



@healthwatchws

@NHSadvocacy



@healthwatchwestsussex

Healthwatch West Sussex
Billingshurst Community Centre
Roman Way
Billingshurst
West Sussex
RH14 9QW