

An Enter and View Report on St Richards and Worthing Hospitals

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

May 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.

It is often challenging to engage with and collect insight from patients, carers and staff in acute hospital settings because of the fast-pace of care or because people are too unwell to talk to us. On these visits 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.

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. We feel that visiting Worthing and St Richards on consecutive months was a very useful exercise, allowing us to compare insight between the two hospitals, managed by Western Sussex Hospital's NHS Foundation Trust. This has let us highlight where the hospitals could share areas of good practice, as well as where improvements can be made.

It is shared with the Trust, which in this case is Western Hospitals 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.

Response from the Trust

Thank you for bringing to our attention the issues that you found; it is important that we take note of such comments to help us improve both services and experience for our patients.

Where did we go?

A team of five Authorised Representatives Worthing Hospital on Friday 29 March and St Richard's Hospital on Friday 26 April 2019. These were unannounced visits, but we had made the Trust aware we would be visiting the hospitals at in these months.

During the morning visits we went to:

- Accident and Emergency
- X-ray and Radiology
- Main Outpatients
- Discharge lounges
- Endoscopy
- Maternity Unit - Bramber Ward (Worthing Hospital)
- Coombes Ward (Worthing Hospital)
- Neo-natal Unit (St. Richards Hospital)
- Children's Unit (St. Richards Hospital)



A summary of what we found

Patients at both hospitals, spoke highly of individual staff members and teams who demonstrated high standards of care. However, we did hear some negative stories from patients who had not had great experiences.

We found some variation in staff approaches and conduct, on the day of each visit (from our observations, patient and staff comments). However, we do recognise that there will be fluctuations in demand and in the challenges that arise throughout the day. We acknowledge the Trust has one of the highest scores in the country for its staff engagement, but we suggest that this is something the Trust needs to keep in mind and closely monitor.

Response from the Trust

We do agree that the two sites feel different, which is often the experience of Trusts which have responsibility for hospitals across multiple sites, as the hospitals are made up of and reflect the populations they service. You will also appreciate that in acute services we know that the atmosphere can be influenced and change in the moment, depending on events unfolding, which is why we gather and rely on feedback across all our services every day to constantly monitor the experience of our patients and families. This feedback informs our improvement work and how we support staff to continue to thrive in the ever changing environment and gives assurances to our Board and Governors that our Patient First programme is at the core of everything we do.

There were some examples of good practice and positive patient engagement and care - particularly in the Endoscopy Unit at Worthing and the Neo-natal Unit at St Richards.

The main reception areas at both sites were open, clean and airy. But we were disappointed to see the lowered desk sections, for wheelchair users, was not easily accessible. In fact, at Worthing there was a board blocking this section.



We also felt there were examples of inconsistencies between the hospitals. Whilst we appreciate the geography and demographics are quite different, we would expect to see consistency in service delivery and policies. We were surprised the Discharge Lounges seem to operate very different processes at each site and this was clearly a problem for patients and staff at St Richards.

We feel there was an issue with the housekeeping and cleaning standards at Worthing and that this needs to be addressed as a priority.

Signage has clearly been reviewed and updated in most areas, but there still seems to be issues with some departments and areas being forgotten or added on, as an after-thought.



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 Trust to improve its services and patient experience.

- The Trust should review the process and practices linked to the discharge of patients, at both hospitals, to create consistency and efficiency in the use of **discharge lounges**, to support patients to leave the hospital promptly when well enough to do so.

We would suggest any review should include discharge staff; pharmacy teams, patients and any other stakeholders that can bring knowledge to a review.

Response from the Trust

The Trust is currently working to improve the timeliness of discharge across our wards on both sites. This is a key improvement programme for us this year and the discharge lounges along with the multi-disciplinary teams, including pharmacy are central to this work. The programme leads are aware that the balance between timely discharge and positive patient experience can at times of pressure be challenging. We welcome the observations of the visiting teams regarding the differences in pressure within the two lounges and fully agree that achieving the programmes goals will require reliable and consistent processes. This programme is lead by the experiences of both patients and the frontline staff and we will continue to work with our staff to ensure that they are able to bring their ideas forward to make the improvements to the service. We will also continue to review the feedback of our patients to ensure that they inform the direction of the programme. We are keen to work with Healthwatch in our discharge work and will provide regular updates to them through our regular engagement work.

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



- The Trust should audit and work with the **housekeeping services** across the hospitals, to support staff to deliver a consistently high standard of cleanliness.

Response from the Trust

The Trust conducts a robust programme of monitoring of cleaning standards with regular executive team audits taking place with divisional directors, which report on any cleaning or environmental issues in all the Trust hospitals. The Trust is achieving above the requirements of PLACE (patient-led assessment of the care environment, an annual national audit) standards and technical audits. Infection control team continues to conduct spot checks along with departmental quality checks ensuring high standards are now maintained.

As a matter of urgency, the regularity of emptying the bins in **Coombes Ward**, Worthing Hospital should be addressed.

Response from the Trust

We note the comments of the patients during the visit, with concern and will monitor the situation closely to ensure our expected processes are in place and working. Bins are emptied 4 times a day and any additional requests are made via the ward to Domestic Teams.

- St Richards Hospital's **Accident and Emergency Department** should ensure there are portable screens, or review the use of space, to make sure patients coming in by ambulance crews can be transfer patients in a private and dignified way.

Response from the Trust

In the report content there is comment relating to the observable transfer of patients by ambulance crews at the endoscopy area but no mention of concerns at the A/E. We therefore are unclear regarding which area was the sources of concern for the team on the day of the visit. We will therefore urgently review practice at both entrances and ensure that we have adequate provision of portable screens. We aim to have this confirmed in place by end of August.

- At the same time, review **Coombes Ward's** 'Day Room', to identify alternative space for storage and improve the appearance of this room, so patients can benefit and be encouraged to take time away from their beds.

Response from the Trust

This is a multifunctional room, used for multidisciplinary team meetings at times and for patients use at other times. The ward sister is currently reviewing the space with the estates team to find alternative storage for the items which contribute to clutter in the room. Redecoration of the room is programme now.



- Recognising that signage across the Trust is generally good, we would recommend there needs to be a methodology for regularly updating signage and temporary notices, to enable visitors to the hospitals to easily get to the right location and can see a well-presented environment that has good infection controls.

Response from the Trust

We are pleased that the programme of improvement for our signage led by our Trust Wayfinding Group has delivered a positive impact to date. This is an extensive programme of improvement that is being conducted in phases over time. The group has completed review of the Worthing ground floor areas, St. Richards external signage repairs and replacement is planned for now. The Wayfinding group's next phase of work will focus on ground floor in St Richards, aiming to commence in Q2 2019 (July-September 2019). The feedback from this report will be used to inform this work programme.



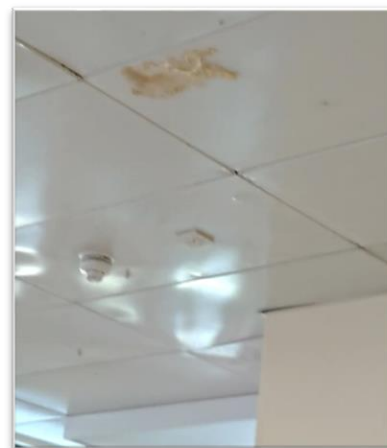
What we found at Worthing Hospital?

First Impressions

Overall impressive is that the upkeep of the hospital environment was lower than we would expect. The perception being that Housekeeping Teams were not able to give adequate attention to cleaning. This was particularly apparent in bathrooms and toilets in public areas and wards. This could be due to staff shortages/absences, which was suggested by patients.

However, the main corridors were generally very clean, even up to floor edges, where polishing machines do not always reach.

The seating area at the North Entrance had an obvious stain on the ceiling and small pieces of rubbish, debris floating about every time the doors opened.



Staff appeared busy and we did not see much interaction or chatting to visitors. This gave the impression staff were a little distant from patients and visitors. We would go as far as saying there was a tangible feeling of pressure and tension around the hospital, when comparing it with St. Richards Hospital.

The staff are all very nice, but they are always saying they are short-handed. I'm looking forward to going to home.

Margaret, Inpatient

We heard a few comments about parking at the hospital but generally, patients felt that the parking had improved since the capacity for Blue Badge Holders had been increased. The Blue Badge holders parking in the new section is *free* (on the right, driving into the main entrance, from Lyndhurst Road). Blue Badge Holders; parking in original car park requires a ticket and payment on exit.

I have never had any difficulty in getting a space - I come up here every few weeks for my treatment and I feel that my car is safe if I park it here. So, it's worth the cost for me.

Derek, Day Patient

The external areas were free of litter and weeds, but windows and doors looked like they had not been cleaned for a long time, giving a poor first impression, especially at the entrance to A&E.



Signage

Signage is generally bright and easy to read with good images as well as clear text. However, our team did struggle to find their way around and had to ask staff on several occasions to direct them.

Staff told us that patients and visitors often get confused as the two 'wings' of the hospital are separate buildings, linked with a corridor.

When patients and visitors come in through the main entrance, they seem to automatically take the first set of stairs or lifts they see. They then get lost looking for the 3rd and 4th floors because the 'East Wing' building only has two floors.

Signs above the lifts and stairs, showing red shoes and a head, were particularly baffling, especially as stairs were not always adjacent to lifts.

We saw very few maps and most signs seem to just point to the next department along. This is a deliberate design and one that is operated in airports and other large building. This has the risk that patients could walk a fair distance in the wrong direction before realising their mistake.



Response from the Trust

We are pleased to hear the positive feedback about the improvement to patient parking as this is a key work programme for the Trust. We are also pleased to note the positive feedback about the high standards of cleaning throughout the corridors.

Hospital environment

The observations about the hospital environment have been reviewed in full by the Director for Facilities and Estates. A full action plan has been produced in order to address the range of concerns raised by the Healthwatch team and are detailed in the corresponding spotlight sections.

- In relation to the concern about housekeeping staffing levels the director for facilities and estates has provided assurance that recruitment has been taken place during the year and substantive positions are now all filled. Cleaning standards are monitored as part of a detailed audit programme and the site is achieving high standards.
- The north wing entrance ceiling tile has been replaced.
- The board blocking the lowered desk section for wheelchair users in main reception has been removed.
- Window cleaning across the site is now underway as part of our regular cleaning programme.
- New hospital site maps are being located in all entry points and lift areas.



Spotlight on - Accident and Emergency

- The entrance looks grubby, with dirty glass doors and windows, and a lot of cobwebs and debris in the lobby.
- There were dirty cups on the floor and an abandoned wheelchair, which did not look like it was parked or left with any thought or care.
- The information board had some handwritten notes for patients but displayed the incorrect date - we were not sure if the information regarding waiting times was therefore accurate, or also out of date.
- The accessible toilet in had mould on a wall.
- Hand sanitizer dispensers were topped up.
- Some signs were handwritten or poorly printed (and in some case stuck on with Blue-tac).
- The layout and furniture appeared unwelcoming and uncomfortable, but we appreciate this is a fast-flowing department.
- There was an '*out of order*' sign on the water machine, but this was not the case, as we observed patients using the machine without any difficulty.

Response from the Trust

Entrance Area - a deep clean has taken place and supervisors now check this area more frequently, audit documentation is available to evidence the standards being maintained.

Waiting area layout, environment and information boards - The head of nursing has reviewed the feedback and appreciates the acknowledgement that this is a very busy, fast paced area which can impact on the environment very quickly. She has however, worked with the matron for A/E to put in place processes that ensure information is regularly updated and the condition of the waiting areas are more closely monitored.

Accessible toilet - All areas have been checked and confirmed not to have mould on the walls in a recent audit, our supervisors now also conduct regular quality checks with documents available to evidence the standards are being maintained.

Out of Order sign on the water machine - The machine has not posed a health risk to those using it. It was a case of the sign not being removed following maintenance of the adjacent vending machine and not related to this water machine.



Spotlight on - Main Outpatient Area

- This felt like a welcoming environment with information notices for patients.
- Reception and Admin staff appeared friendly and caring towards patients - we observed them explaining waiting times, and where their clinician would call them from, so that patients could choose where to sit.

(There are 3 or 4 call points from the large seating area in outpatients. This means that different clinics operate from different corridors and rooms via different doors.)

- The toilets had no cleaning schedule or time/date of last clean on display.
- The accessible toilet had a dirty floor.
- There were no sanitary bins in any of the toilets in Outpatients.
- Hand sanitiser dispensers were topped up and in full working order.
- The environment was generally clean, light and airy with a variety of chairs to suit different patient needs and preferences.

Response from the Trust

We are very pleased to hear the positive feedback about the environment, information and welcome.

Cleaning - the Facilities leads have inspected the department and cleaning schedule found to be in place. We do not operate a system of cleaning times at each location. This is kept centrally and can be inspected upon request. Supervisors are also conducting frequent quality audits to monitor standards. Bin now in place in the toilet.

Spotlight on - X-ray and Radiology

- Generally clean and well presented.
- Busy on the day we visited so we could not stay long.
- Reception staff appeared efficient and quick but remained calm and friendly with patients.
- Hand sanitiser dispensers were in full working order.
- Toilets were in use constantly - so we were not able to look at them.

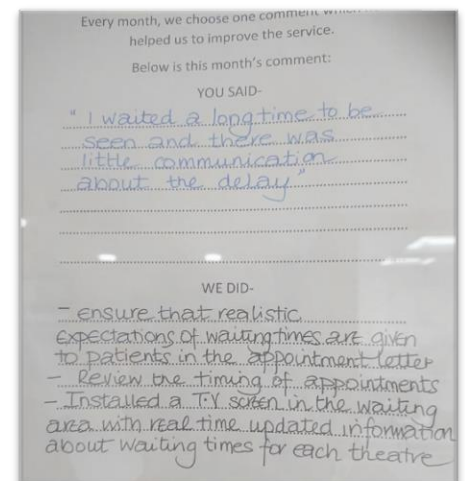
Response from the Trust

We are very pleased to hear the positive feedback about the cleanliness, environment and the welcome of the reception staff.



Spotlight on - Endoscopy

- The department was empty when we arrived (at lunch time) as they had seen all the scheduled patients for that day.
- The team were friendly and encouraged us to look around.
- The hand sanitiser dispenser outside the main door to Endoscopy was empty. We reported this to the receptionist. Other dispensers inside the waiting area were topped up and working.
- We observed some positive feedback plus a '*you said - we did*' feedback example as shown here.



Response from the Trust

We are pleased to hear the positive feedback about the friendly welcome and the way that the staff display and use patient feedback.

We note the comment about the empty hand sanitiser and will ensure the ongoing monitoring of sanitisers takes place - through our PLACE visits and Peer Review Programme.

Spotlight on - Maternity Unit, Bramber Ward

- We were welcomed by staff, who appropriately verified our right to enter, with a Senior Staff Nurse.
- Entrance door is badly damaged by trolleys and wheelchairs.
- Main entrance only accessed by a buzzer or staff authorisation, as would be expected on this type of ward.
- Ward information board outside main entrance appeared informative, well-kept and up to date.



- The ward toilets and showers, we believe, were not adequately cleaned or maintained - there was scuffed, cracked flooring, chipped and unpleasant porcelain, broken and stained ceiling tiles and dust-filled ceiling vents.
- Ensuite bathrooms were slightly better but there was an issue with a shower tray overflowing in one room.

I have to tell my [teenage] daughter when the shower tray is full - after 2 or 3 minutes - and she has to turn the water off for a while because otherwise it spills over the edge.

Claire, Inpatient

- We observed some hand sanitizer dispensers in the ward were in use and some were broken / faulty.
- We thought the staff photo-board was a really good idea and nicely presented
- Staff often had their ID / name badges in their pockets.

When we asked them about this, they told us the quality of the badges was not great, and that when they were hung on a lanyard or clipped on uniform, they would frequently break or get lost.

Staff have to replace broken or lost badges at a cost of £6 and therefore tended to keep them in their pockets to protect them from damage. This means that they are not visible to patients and visitors.

Response from the Trust

We are very pleased to hear the positive feedback about the welcome, appropriate security and ward information board.

Environment and cleanliness

- The entrance doors are beyond economical repair and new doors are required. This has been added to the prioritisation for capital investment in 2019.
- The ward toilets and showers have been inspected. All toilet floors have received a deep clean and frequent supervisor quality checks ensure this standard is maintained.
- Work is due to start on upgrading the bathrooms on Bramber.
- Capital investment has been approved for works that will convert the shower in to a wet room, and work is planned; this work will overcome the overflow design issue with the shower tray.
- Hand sanitisers have been reported and are being addressed by our housekeeping team.

Staff swipe cards - these are generally not on show inward areas due to infection control risk and the team do not wear lanyards for the same reason. Staff small name badges are fixed to their clothing. A message is being added to staff net and security will be attending sister meetings to update on the process which is, If cards are damaged then they can be replaced free of charge, as we do not charge for damaged cards.



Spotlight on - Surgical, Coombes Ward

- The entrance was clearly marked and a clear and up to date ward sign was present at the door. However, finding our way from Bramber Ward to Coombes Ward was not easy and we had to ask staff to direct us.
- We were warmly welcomed by staff team and encouraged to walk freely throughout the ward - except where there was an infection risk which was clearly signed.
- Patients were generally pleased with their care and praised the staff although recognised that they were working in very difficult conditions.

The staff are really lovely. They work so hard. But they are so busy and don't always have enough time for you.

Brian, Inpatient

- The 'day room' was cluttered with various items of furniture and could not be used by patients.
- We reported several hand sanitiser dispensers that were empty or faulty.
- The nurses station / desk area had been reduced in size (we were told) and a small desk had been placed in each bay.

This was to encourage staff to sit in patient bays to complete paperwork. However, desks were not present in each bay and there were lots of staff members huddled around the main desk area.

We observed therapists, doctors and nurses, all discussing patient's confidential information in and around this desk.

- The environment was very warm in this ward, perhaps too warm -we overheard patients and staff commenting on how uncomfortable it was.
- The ward felt rather chaotic and noisy at times.
- A water machine was broken, and the paper cups were on a side table, not next to the machine.
- There were one or two side rooms which had their doors pinned open with fire extinguishers (maybe because of the temperature?)
- Cleanliness was again an issue. The bathrooms were particularly grubby on the floors and shower trays.
- An offensive waste bin was quite full. Patients told us that it was emptied daily but filled up quickly,

The staff are great, and the food is good. I just wish they'd empty that yellow bag bin more than once a day - it stinks by the time they empty it.

Frances, Inpatient



Response from the Trust

We are pleased to hear the positive feedback about the welcome, and patient feedback about our staff.

Cleanliness and environment

- We have responded in the main recommendation section regarding the bins, health and day room feedback.
- The ward has been inspected and cleaned with higher frequency audits in place to ensure standards are maintained.
- As with the other areas, the hand sanitiser dispensers are being monitored using regular peer review process and as part of the PLACE programme of audits.
- New water machine cup holder to be installed by 1 July 2019.
- The ward has been inspected and no fire extinguishers were found being used to prop open doors. Staff have been reminded about the importance of not carrying out this practice.

Nurses station/desks in the bays - We have asked the Matron for Safer Care to review the ward layout with the ward sister. The approach observed where desks are located for staff to do their administration work in the bays aims to ensure staff are present in each bay wherever possible to provide positive assurance to patients. This also supports our *Baywatch* approach which aims to improve observation of patients who may be at risk of falling. As noted, this has to be balanced with maintenance of confidentiality.

Spotlight on - Discharge Lounge

- The doorway to the Discharge Lounge was propped open, so everyone walking past could see in.
- On the day we visited the lounge was full and had reached capacity, staff told us. Therefore, some patients would be discharged directly from wards and we were not sure how this would impact on services, and patient experience.

Staff told us that the unit had been 'full to capacity' three or four times in the past year

- The ward sign at the doorway was clear and up to date.
- Hand sanitiser dispensers were topped up and in full working order.





- We saw staff being attentive, caring and seemly happy to chat to us for a few minutes, despite their capacity.

We were told that the number one cause for delays in patients being discharge, was now the dispensing of medication. Previously it had been patient transport (when there were issues with the external provider) and this can still be a factor, as well as waiting for social care placements and family and friend carers to pick up.

Staff in the Discharge Lounge work until 7pm, but often stay longer due to patients still waiting to be collected

- Staff told us patients arrive at the lounge with their discharge summary form 'in their hand'. It is signed off by a clinician before they leave the ward, medication is requested from the pharmacy and transport is booked or family/friends are called to arrange to pick up.
- The Senior Staff Nurse and the team discussed, what appeared to be really sensible and reasonable suggestions for improving efficiency, but suggestions and ideas were dismissed by Trust leaders.

In A&E they have their own stock of frequently prescribed meds, so staff can dispense and prescribed medications with proper care and following due process. Why can't we have that here? It would surely help the pharmacy team and the patient flow?

Alternatively, we could issue patients with a printed prescription that they could take to their local / preferred pharmacy to be dispensed - this would often be more convenient and actually quicker for patients and their families. We appreciate that any controlled drugs or those with higher risks, should be dispensed and checked in the usual way - but there are many patients who are simply waiting for over-the-counter medications.

- Patients waiting in Lounge had access to food and drinks and are allocated a seat (rather than a bed). Some patients we saw were dressed and some were in gowns or bed clothes.
- We observed that patients were quiet and there was not much chatter.

Response from the Trust

We are pleased to hear the positive feedback about the attentive and caring approach by staff.

Discharge process - We have provided response about the feedback relating to discharge process in the main recommendation section.

Patient privacy - We note the comments relating to patient's clothing and the door to the lounge being open. We are working with our staff and families to try to ensure that patients have their own clothes when in hospital but also of primary importance on day of discharge. We are exploring what we can put in place when this is not possible. We will continue to work with the discharge lounge staff to ensure that patient privacy is maintained in this busy area.



What we found at St Richards Hospital, Chichester?

First Impressions

Overall impressive is that the upkeep of the hospital environment was of a good standard.

The main corridors were generally very clean, even up to the floor edges where the polishing machines do not always reach.

The external areas were free of litter and weeds, windows and doors looked clean, although there were hot-spots which would need attention.

Signage was generally clear, bright and well presented. However, for some reason the Endoscopy Unit has not been included in the main signage and small, laminated, yellow signs have been stuck onto the bottom of each sign board for this department.

Also, the Discharge Lounge at Chichester site has a name - The Goodwood Lounge - so is listed as its name on all the sign boards. Our team were looking for the 'Discharge Lounge' so we struggled at first to locate it.

We felt that this hospital had a much more appealing environment and atmosphere, when combined to Worthing Hospital.

All the areas we visited, plus all the public areas we passed through, gave an overall impression of cleanliness, good maintenance and being cared for. There were fresh flowers along most of the corridors, lots of artwork - laminated and framed items - including profiles of staff members. All this combines to give an almost homely, welcoming feel to the building, rather than being a clinical empty area.

Healthwatch Authorised Representative

Parking was more of a challenge at this hospital. It has several patient and staff car parks as well as specific, designated parking areas for individual departments. There are two separate car entrances and signage on how to navigate the car parks is a little confusing, as the lists are long.

Our team felt that it might be better to simplify the car parking in some way. For example, name the car parks A, B, C and at the same time ensuring patients are told, as part of their outpatient booking or pre-admission information, which car park to use.





Response from the Trust

We are pleased to hear the positive feedback about the overall atmosphere and good upkeep of the hospital site and signage.

- Work to update the signposting for external signs, Endoscopy and Goodwood Lounge will be completed by July 2019.
- Work to improve the parking at the site is due to be commenced in July.
- Windows across the site were cleaned in June as part of the regular cleaning programme.

Spotlight on - Accident and Emergency

- A light and bright waiting area.
- Generally clean and well-kept.
- Entrance was clear of debris.
- Automatic doors were rather slow.
- Some hand sanitisers were empty, but staff actioned refilling before we left the department, once we had raised this as an issue.
- Toilets - some taps sprayed forcefully onto the floor and some toilet seats need replacing due to wear and tear.

Response from the Trust

We are pleased to hear the positive feedback about environment and cleanliness and the prompt staff response to refill the hand sanitisers.

Automatic doors were rather slow - these have been adjusted and now tested as working correctly.

Toilets - some taps sprayed forcefully onto the floor and some toilet seats need replacing due to wear and tear - these have been reviewed by the Estates leads and no further recent issues noted. This will continue to be monitored.

Spotlight on - Main Outpatient area

- This is in the old part of the building that is spread over two floors, with lifts and stairs. It was generally clean but looked tired and outdated in areas.
- Entrance was clear of debris.
- Automatic doors are very slow to main entrance and we observed patients and staff walking into the doors as they anticipated them opening faster than they did.
- There is a small volunteer-run shop selling refreshments and newspapers. etc in the entrance lobby, with seating.
- Most hand sanitisers were operating fine, one or two were empty and we raised this with the staff who said they would action refills immediately
- All seats had wipeable covers and attempts had been made to improve the environment by repositioning furniture, wall art but it remains a very old and poorly designed area with lots of seating area 'bays'
- There was room for wheelchairs but no extra wide (bariatric) chairs.
- The reception desk was welcoming but there was no wheelchair level access - a lowered section had been blocked off by a photocopier/printer.
- There were children's toys and books. There was a cleaning schedule displayed on the wall, detailing a weekly deep clean routine for the children's toys - this was last signed off 2 days prior to our visit.



Response from the Trust

We are pleased to hear the positive feedback about the cleanliness and the prompt staff response to refill the hand sanitisers.

Environment

- We agree that this part of the hospital is some of our older estate.
- Since the visit there has been ceiling replacement in the majority of areas with planned preventative ongoing maintenance of decoration.
- All work to Outpatients Department entrance doors are now complete with the doors working correctly with ongoing scheduled maintenance visits in place.
- We shall review urgently the lack of wheelchair access at the reception desk.



Spotlight on - Endoscopy

- The waiting area for this department had a lovely feel, as it is under a large glass atrium.

However, we heard from patients and staff that this can cause some discomfort, as it is extremely cold in winter and very hot in summer.

The admin team had been provided with parasol umbrellas which seems a very efficient and low-cost solution.

I moved here from overseas 12 years ago and I think the NHS is amazing! I have had a long wait today and it is very hard to get an appointment with my GP, but I really appreciate the care I get.

Dala, Endoscopy Outpatient

- We did not see the patient feedback displayed in this department that we saw at Worthing and would suggest this is something that the staff team could mirror.
- Hand sanitisers were full and working.
- Ambulance staff were observed transferring patients from ambulance trolley's to hospital beds in full view of waiting patients and visitors - even with care, we would suggest this compromises the privacy and dignity of some patients.

Response from the Trust

We are pleased to hear the positive feedback by the patients about their care, the maintenance of the hand sanitisers and the overall feel of the environment.

Concerns about the privacy when ambulance staff transfer patients has been responded to in the main recommendations section.

Temperature control - window film works are planned in July, which will reduce the heat loss and gain in this area.

We did not see the patient feedback displayed in this department - the *you said, we did* patient feedback information is on the wall.



Spotlight on - Neonatal Unit and Children's Ward

- Staff appeared warm and friendly and both these areas had a welcoming environment.
- We felt there was a high sense of security and patient confidentiality, as staff were very careful to not discuss patient details [mothers and/or babies] with us or with each other in front of us.
- We were advised we should be '*bare below the elbows*' whilst on these wards - which we were not when we visited wards at Worthing Hospital. This is to reduce risk of infection.
- There is a buzzer and an 'entry phone' system for accessing the neo-natal ward which was not working effectively when we visited. We felt that this was a potential risk, especially if there was an emergency admission and was taking staff away from patient, to answer the door.
- Hand sanitiser dispensers were working and filled.
- The 'Resource Room' within the neo-natal unit, we were told, was barely used. Sometimes, it was used by other departments for meetings, and was not always under the control of the ward staff.

In our opinion, this room needs a facelift, in order for people to be inspired to use it.

- The children's ward has designated areas for children and young people of all ages. Each area seems appropriately designed and decorated, to offer stimulation as well as comfort, to young patients. These areas were very clean and there was a positive, 'smiley' atmosphere throughout.
- We observed nursing staff helping with food service and also doing some cleaning - there was a strong feeling of 'team' here.

Response from the Trust

We are pleased to hear the positive feedback about the warm and friendly staff, good teamwork, and their awareness of confidentiality; the positive environment and well maintained hand sanitisers.

Concerns about the resource room have been responded to in the main recommendations section.

Entry phone system - the entry buzzer replacement ordered, and the contractor has confirmed the works will commence on site on 3 July 2019.



Spotlight on - X-ray and Radiology

- Generally clean and well-kept.
- Staff appeared friendly and professional.

We observed a lady being helped to her seat by a receptionist, who was clearly wobbly on her feet and visually impaired.

- There was a water-cooler, but the empty / used cups had been left on the top, creating a large pile of debris and potential contamination risk.
- The toilets were clean and well maintained.
- Hand sanitiser dispensers were in working and filled.

Response from the Trust

We are pleased to hear the positive feedback about the friendly and professional staff, and the clean and well-kept environment.

Water cooler - The manager has reviewed; will order a lidded bin for this area and monitor staff practice, to ensure that used cups are not near the water-cooler.

Spotlight on - Goodwood Lounge (Discharge)

- We did not notice a ward sign by the entrance door to the Lounge, which is located down a narrow corridor, away from the main thoroughfare. To us, it did not seem easy to find and people would not stumble upon it accidentally.
- The door is kept propped open so everyone walking past could see in.
- The administration desk is positioned so staff have their back to the door so they would not easily see who is entering - or leaving.
- On the day we visited the unit was roughly half full, but staff seemed pressured and rather stressed.

We spoke to staff and they told us that they are frustrated that they spend a lot of time chasing paperwork and the discharge summary forms for patients. We had asked about this because at Worthing, patients only enter the discharge lounge when they have their paperwork completed and in their hand.

This has suggested to us, that the two hospitals operate different processes. At this hospital patients are discharged from wards '*pending their discharge summary form*'.

This explains why this team spend considerable time chasing forms and doctor's signatures before they can even request medication or book transport for people.



We were surprised to note such different processes being delivered by the same Trust.

- Patients were quiet and appeared content. Most were dressed in day clothes with one or two in bed clothes or hospital gowns.
- We observed sandwiches and drinks being given to patients as it was lunch time.

Response from the Trust

We are pleased to hear the positive feedback that the patients appeared content in the lounge and that most were dressed in their day clothes. We will continue to work with the team to promote this as part of our campaign to maintain independence and activity whilst in hospital and to support those who are unable to bring own belongings with them.

Discharge process and signage - We have provided response about the feedback relating to discharge process and signage in the main recommendation section.

Patient privacy and layout of the area - we note the comments relating to door to the lounge being open and layout of the area. We will continue to work with the discharge staff to ensure that patient privacy is maintained in this busy area. We have asked our Matron for Safe Care to review with the staff the configuration of the area to ensure that observation is optimised.



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 www.healthwatchwestsussex.co.uk

Contact us

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