

Fracture Clinic at
Royal Blackburn Hospital
Enter and View

23rd May 2016





Details of visit

Service address: Haslingden Road, Blackburn, Lancashire, BB2 3HH

Time & Date: Monday 23rd May 2016. 10-12pm

Authorised Representatives: Mark Rasburn (Healthwatch Blackburn with Darwen)

Amanda Higgins (Healthwatch Lancashire)

Liz Butterworth (Healthwatch Lancashire)

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Acknowledgements

We would like to thank the patients, the service provider, and staff for their contribution to the Enter and View programme.

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits.

Local Healthwatch Authorised Representatives carry out 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 safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies.

If at any time an Authorised Representative observes anything that they feel uncomfortable about they will inform the service manager, ending the visit is necessary. 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 visit

This visit was the second visit, following the relocation of the Fracture Clinic from Burnley General Hospital to the Royal Blackburn Hospital site in August 2015.

The original visit was conducted on Friday 20th November 2015 during an orthopaedic clinic, so it was agreed to conduct another visit.

Methodology

The visit took place on the 23rd May 2016 between 10am-12pm. This was an unannounced 'Enter and View' visit with Authorised Representatives from both Healthwatch Blackburn with Darwen and Healthwatch Lancashire.

Healthwatch Authorised Representatives walked around the clinic to observe the environment and the interaction between staff and patients.

Patients waiting in the main reception area and three smaller waiting rooms were offered the opportunity to share their views and comment about the service.



Enter & View Observations

The Fracture Clinic is situated on the ground floor near the main reception area and well signposted. There was a self-check-in machine outside the clinic which was in full working order.

The clinic was well lit, warm and clean. The waiting areas were tidy and the toilets were clean and fully stocked. There were hand gel dispensers in the waiting area, however, patients were observed not to be using them.

At the back of the main waiting room there was a section designed for children with games, toys, colouring sheets, and a TV with children's programmes. There were other televisions in the main waiting area, along with leaflets to help occupy patients waiting for their appointment.

There were notice boards in the main waiting area. One board had information about the staff on duty and the number of patients who failed to attend for their appointments.

There was also signs on the notice board to inform patients of any delays, but this was not updated when a staff member verbally announced a 30 minute delay for one of the Doctors. There was no information displayed regarding previous 'Friends and Family' survey results.

All appointments were called verbally, using first and last name, by a staff member in the waiting area. It was observed that not all patients were able to hear when their appointment was called, with some patients saying due to the background noise they couldn't hear. It was observed that one staff member was announcing names at the far end of the corridor past reception.



Patient Experience

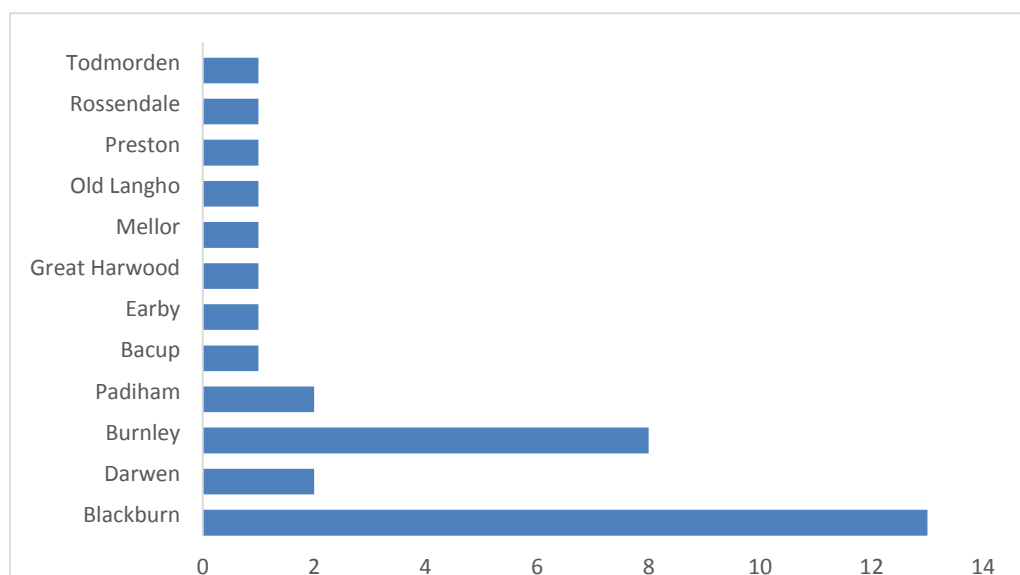
All of the patients in the waiting area were approached to share their feedback. During the visit Healthwatch Authorised Representatives gathered views from 34 patients.

Travel and Transport

52% (17 patients) travelled from East Lancashire

45% (15 of patients) travelled from Blackburn with Darwen (BwD)

3% (1 patient) travelled from Central Lancashire



21 patients received a lift (1 from central Lancashire, 9 from BwD, 11 from East Lancashire)



5 patients took a taxi (4 from BwD, 1 from East Lancashire)



4 patients took the shuttle bus from Burnley General Hospital



3 patients drove themselves (2 from BwD, 1 from East Lancashire)

Convenience of the Clinic



82% (28 patients) thought the location of the clinic was convenient (1 from central Lancashire, 15 from BwD, 12 from East Lancashire), with 18% (6 patients from East Lancashire) saying it was not convenient.

Patient comments & what could have made it better:

Blackburn with Darwen patients:

"I usually have pain management for fibromyalgia at Burnley General Hospital, so it's much more convenient coming here."

East Lancashire patients:

"Closer to home" (Burnley)

"I don't think they do it at Burnley anymore. I don't understand why we have to come here."

"It would be better if it was closer, as I'm not familiar with the area."

"Burnley would have been better (x 7 patients)"

"I caught the bus from Padiham to Burnley, another bus from Burnley to Burnley General and then the shuttle bus"

"I drove my car to the shuttle bus pick-up point, I would prefer to be treated at Burnley"

"It's a free shuttle bus and it's only half an hour so it's fine"

"It's sort of convenient - it's a bit puzzling that I had the operation at Burnley General but having to come here for aftercare. The treatment everywhere is great, but it seems like a lot of unnecessary travelling"

Clinic Location and Environment



97% (33 patients) stated that they felt the clinic was “easy” to find the department within the hospital.

Patient comments:

“Reception staff were very helpful, as I couldn't sign in using the machine”

“It was easy to find, and the reception was very helpful as well”

“Reception was very helpful”

“Very easy, it's as soon as you walk in.”

“No - The letter said Department: Level 1 - so we thought it was upstairs, so we got lost but found it in the end.”

97% (33 patients) told us they thought the clinic was clean and tidy.

Patient comments:

“It's tidy but it's not clean (dust under seats on the floor)”

“Yes - except people smoking outside the main doors, as it looks bad”

“It may be hard for someone in a leg cast to move around”

85% (29 patients) thought the seating was comfortable. One young patient told us they were in discomfort due to the height of the seat and the location of their leg cast. The patient was provided with a smaller child’s chair by a family member so they could rest their leg on, which made them more comfortable.

Patient comments:

“The seating is not comfortable for me. I have osteoarthritis and fibromyalgia and need a higher seat and more back support.”

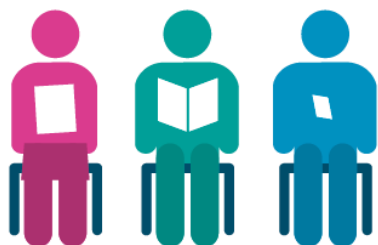
“No because I can't put my foot on the floor”

“Not at all. It hurts my back. Wheelchair cushions and pressure cushions help”

“It is fine in here but through in X-ray the chairs are as hard as nails, but it depends how long you have to wait for”

“The seats are not comfortable if you are here for a while”

Appointments:



91% (29 patients) felt their appointment time and date was convenient, with 77% (17 patients) stating they were given an option or aware how to change the appointment time and date if needed. 100% (29 patients*) had not had their appointment cancelled or rescheduled.

**5 patients were called to their appointment, so were unable to answer all of the questions.*

Patient comments:

“I had to set off at 8.10 to get the shuttle bus for a 9.30 appointment”

“It was convenient but it would have been last week when I had a different job, none of the available options would have been suitable”

“I nearly missed the shuttle bus as there is only one every hour - it's not very convenient”

“Prefer mornings so my daughter can go to school. She's now had to miss a school trip”

“Got told last week I needed an appointment, but it was fully booked. They said they'd let me know, but had to phone up on Wednesday to chase things up, which is when I got told about today.”

“I asked for Monday appointment and got it”

Of the 22 patients who were yet to be seen, there was an average of 14 minutes delay, with the longest delay being 42 minutes.

Healthwatch Authorised Representatives observed a staff member verbally update those in the waiting area of a 30 minute delay for one of the doctors, but the waiting time notice board was not updated so anyone arriving after the announcement would not be aware of this.

93% (27 patients) were happy with the length of time they had to wait for them to get an appointment.

Patient comments:

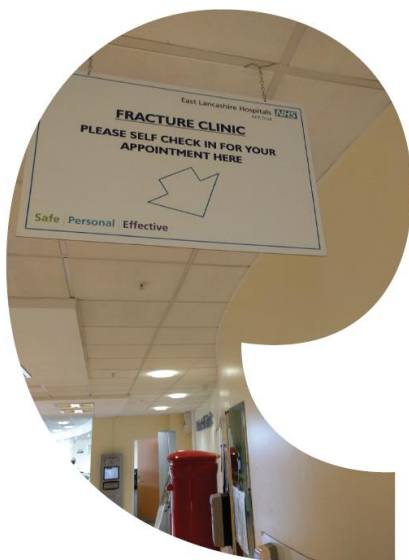
“I would have preferred it sooner as I had to wait 6 weeks for the previous appointment”

“My car broke down so had to phone up and reschedule. The message was passed through to the reception, and was easily rearranged to 11.15am.”

“I had to speak to the reception as the electronic signing did not recognise me. I had no file, so was slightly nervous I didn't have an appointment.”

"I have cancelled it because of work and school. The hospital rebooked it very quickly, I was surprised at how fast they did it."

Staff Interaction & Treatment



69% (20 patients) stated that they received a positive service from the reception and staff team. The other 31% (9 patients) had used the electronic sign in, and had not spoken to the reception staff.

68% (21 patients) were happy with the treatment they had received from the staff. The other 32% (10 patients) were unable to comment as they had not received treatment at that time.

Patient comments:

"Brilliant"

"Absolutely super"

"Treatment has been fine, it's just the waiting times"

"It could be improved if I was seen on time, but I appreciate that's sometimes hard work"

"The medical staff have been brilliant"

"Absolutely superb in A&E"

"I used the check in machine but any dealings I have had with the staff have been great - first class"

Additional Patient Comments:

“Everything has been great. Urgent care were fantastic and had a lot of info”

“It's been excellent so far; quite amazed. My daughter lives in America, so just think of what it would have cost her! My after care service has been brilliant from Age UK”

“I'm quite impressed, considering the number of people coming through.”

“The service is great once you get in to it. My GP at Darwen Health Centre has been brilliant. I found out recently by a GP that I was sent to by mistake, that I have ulna nerve damage so I'm here for that today, but it has taken years to get the diagnosis.”

Communication

“When we came in we asked reception if there was any delays in being seen and they said no, but then someone came out and said there was at least 30 mins delay - I think communication could be improved between treatment staff and reception”

“I can't hear the staff when they call my name - needs an electronic board like in GP's.”

“I can't hear what the staff yell, and think it's very bad manners. The nurse stands at the wrong end of the hall and shouts names, but due to the background noise, and my hearing, I'm struggling to hear and a bit anxious I will miss my appointment.”

Location

“The proximity is a bit of an issue. If it was closer I could have come on my own, but I needed family help to get to Blackburn”

Environment

“The layout is a bit like a rabbit warren, but staff are able to show you where to go”

“Have wheelchairs available in car park instead of in building, as I have to hobble into the building to get one“

“I could not use the check in machine because I have a glove on for my fracture”

“Bigger shuttle bus with more seats”

Waiting times:

“Time span should be given, but it's difficult on Mondays due to the weekend injuries. Can't hear when they call my name”

“I have been at 8.30 before when I was told I would be seen quicker, but my appointment was 35mins late and there was about 30 people waiting at 8.30 with the same appointment time. It's chaotic and the early appointment system does not seem to work. People don't mind waiting, as long as they know about it. People will be wound up before they even get seen, which can be easily managed.”

“I'd prefer not to have to wait too long”

“Just the waiting time could be improved”

“I'm happy with it - just less waiting times in the waiting room would be good - it tends to take around 2 hours”

“They should have more clinics to help with the busyness”

“Waiting times need improving. Previously I had to wait 40 - 60 minutes in another waiting area after I'd waited in the main area”

Treatment

“I had major concerns over previous treatment here. I woke up under anaesthetic. I'm now petrified of any operation and it has been suggested that I need another operation to the fracture.”

“Years ago at Royal Preston Hospital the Neurology department told me I had probably slept funny on it, so I have been struggling for 2 years without a diagnosis or treatment until now.”

“Waiting for patients notes to arrive. Waiting for an x-ray first and then to see the DR. Why not just go for x ray first and cut out additional wait here”

“It's taken 3 years to get to this point. Recently a doctor gave me an ultrasound and said I had trigger finger. It's much better now due to having a diagnosis and treatment.”



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