

Lewisham LINK Enter & View Visit Report

Details of Visit

Premises: Radiology Department, Lewisham Healthcare NHS Trust	Enter & View Representatives: Charlie Foulkes, Elsa Pascal, Kevin Trowell Date of visit: 4th October 2010
Pre visit information: LINK PALS data report; Outreach work in various sites around Lewisham. The Radiology Imaging Department has been extensively refurbished in recent years. There are four general x-ray rooms, four main ultrasound rooms, 4 obstetric ultrasound rooms (located in Women's Health), a dedicated room for adult digital screening, a multi-slice CT scanner, an MRI Suite, an x-ray theatre and a nuclear medicine gamma camera as well as a separate A&E X-ray department. We met with Richard Partin and Lynn Gillespie who kindly explained about the service and gave us a tour of the service area.	

The Dignity Challenge

1. How does the service reflect zero tolerance of all forms of abuse? Adequate
Comments: One poster at main reception regarding treating staff with respect, no other posters in waiting area and no patient or carers charter displayed. No actual evidence during visit. A calm atmosphere prevailed throughout the visit.
2. Do staff support people with the same respect you would want for yourself or a member of your family? Well
Comments: We received good feedback from patients, especially from one patient awaiting a bone scan. Staff very polite when speaking to patients in the waiting area. Reception staff seem courteous when talking to each other and to patients. Patients are called respectfully by staff when they are needed for their appointment.
3. How well do staff treat each person as an individual by offering a personalised service?
Comments: Fast tracking patients with additional needs is not yet in place apart from arrangements for patients with cystic fibrosis on repeat visits. Patients with chronic pain have no way to indicate they are unable to stand for a long time in a queue. It is up to the patient or carer to indicate any special needs and there is no apparent system to alleviate this situation. A fast-tracking system for patients without an obvious medical difficulty is not implemented. It is left to the patient to state they have a need – which most patients do not feel confident to state at the first point of contact.

4. How does the service enable people to maintain the maximum possible level of independence, choice and control?

Adequate

Comments: Information given to patient in a clear and supportive manner to allow choice of appointments. Some patients were accompanied by relatives/carers and they are able to stay and support the individual while they are waiting for their appointment. Information sent by letter is clear.

The waiting area for ultrasound/MRI is very cramped and makes access difficult for people with mobility issues or with children in buggies. This also makes access to facilities like the bathrooms more difficult. The cramped waiting room and the narrow space at the Reception window cause additional difficulty to patients with mobility problems. One carer reported this was especially difficult for his mother although he had been assured on a previous visit that she would be seen immediately on arrival.

In particular interventions it is necessary to have a full bladder and the space and hygiene of the bathrooms is not adequate.

There are a large number of chairs in a small space There is also an issue that people with chronic pain and this was highlighted when patients arrived to book in and there was confusion regarding which queue to join and having to stand was a problem for a particular patient.

There is information provided in the waiting area but this is limited and only in small print and in English, alternatives could be made available or displayed on walls.

One patient also reported difficulty getting through to the department by telephone and after several attempts got access via the hospital switchboard. Happy with the service but access was the issue.

5. How do staff listen and support people to express their needs and wants? **Very Well? See above**

Comments: Reception staff answered questions from an individual patient 2-3 times to enable him to understand and chose his best options in terms of booking future x-rays and scans.

6. How do staff respect people right to privacy? **Excellent**

Comments: A bed-ridden patient was placed in a side cubicle away from the main waiting areas. A curtain was drawn around a patient after treatment and he was in recovery.

7. Do people feel able to complain? **No evidenced during visit.**

Comments: An automated suggestion machine was out of order and no evidence was seen of any information regarding how to complain or who to give comments/complaints too. No PAL's poster or leaflets on display in any of the waiting areas. PAL's does have their main access point near the entrance to the same block and can be accessed by patients and carers.

8. How does the service engage with family members and carers as care partners? **Well**

Comments: Relatives and carers accompany patients and speak on their behalf when necessary.

9. How do staff assist people to maintain confidence and a positive self-esteem? **Well**

Comments:

- Patients are called individually to separate cubicles.

10. How does the service act to alleviate people's loneliness and isolation?

Comments: Some magazines and papers about but little in the way of distraction.

OK for visits of short duration. Tedious for longer waits. Patients can wait up to 3 hours before being treated.

Environment

Type of room or ward?

- Radiology, waiting and clinical area's
- A single room
(One patient Assessed/Treated at a time)

Comments:

Waiting areas and toilet facilities all visited and reviewed.

How clean was the room or ward? **Clean**

Comments: There was some litter dropped in the CT scan waiting area. Most of the service area was clean and tidy.

How clean was the bathroom and toilet? **Not Clean**

Comments: Not Very Clean in one toilet by the Ultrasound waiting area and the disabled toilet hygiene was poor.

Any Other Comments

Please write any other comments here: Patient Comments

1. Girls really nice and they check my personal details area correct on each visit, such as GP.
2. Referral- follow up in 48 hrs, seen quickly within 10 minutes. Satisfied with service
3. I received an appointment in a couple of weeks.
4. Someone was very helpful once the operator had managed to get me through to the department.
5. The joint reception makes it confusing for patients when they arrive. Perhaps some sort of sign on the floor or colour coding.
6. Reception slow. Took ages to get someone to look at the referral letter.
7. Although the issues raised before the visit could not be observed on the day most of the patients reported a good experience of the services offered but did find the booking system difficult.

Recommendations

- 1 Regular audit of hygiene standards in public toilets, especially the disabled facilities
- 2 Colour coding of the reception area and coding to be included in appointment letter to patient to reduce confusion regarding joint reception area
- 3 Ensure that patients have clear access to patient information including PALS and the Carers Charter. Automated suggestion box is repaired or replaced.
- 4 Ensure posters or information is made available in other formats/languages and advertised in the waiting area.
- 5 Review access to reception services for people with additional needs.

Declaration

This checklist completed by:	
(SIGN)	(PRINT)

On:
04.10.10 (DATE)