

EXECUTIVE & CENTRAL COMMITTEES

Visiting Monitoring Report

SUBJECT:	VISITING ACTIVITY
REPORT OF:	PPE/MONITORING & SCRUTINY OFFICER
STATUS:	INFORMATION PAPER
CONTACT:	SARA NEWNES
DATE:	JULY 2018

PURPOSE

To inform Committees of the CHC's visiting activity and the Health Board's responses following visits undertaken between April 2018 and June 2018.

BACKGROUND

Visits were carried out to outpatient departments, community hospitals and general acute wards as part of the CHC annual plan. Additional, urgent visits were also carried out to one GP surgery and one community hospital ward.

	Page
Visits from the previous quarter updated with Health Board response	2
Visits conducted between April 2018 and June 2018	6

Areas Visited, Status of Response and Response Received

Visits from the previous quarter updated with Health Board response

Visit	Ward C7 East	Date	15/03/2018
Areas of good practice: <ul style="list-style-type: none">• Patients reported being comfortable and praise was given to staff.• The meal time was calm with the protected meal time policy being implemented.			
Patient feedback: <ul style="list-style-type: none">• Not all patients had their required communication aids.• Patients in multi-bed areas were not always spoken to in a private manner regarding care and treatment.• Some patients felt the staffing levels were not adequate.• Not all patients were encouraged to move around safely.• Some patients felt a quiet, rest period would be beneficial.• Not all patients were offered hand hygiene facilities before meals.			
Health Board response: <ul style="list-style-type: none">• Staff to be reminded to ensure patients have communication aids and utilize different methods of communication.• Staff to be reminded about privacy when discussing treatment, dignity pegs to be used and the ward office can be utilised for additional privacy.• The Health Board has provided a breakdown of staffing for the ward.• Risk assessments are carried out on all patients regarding moving around the ward and staff to be reminded to encourage those patients who can mobilise safely. Physiotherapists use mobility status stickers so that ward staff can see the patient level of mobility.• Patients to be given the opportunity to rest for an hour after lunch with visitors and activity restricted during this time. A strict quiet hour will not be implemented as it impacts on the rehabilitation on the fracture ward.• All staff reminded to offer hand wipes prior to meals.			

Areas Visited, Status of Response and Response Received

Arrival

- Some of the signage on the ward related to a different ward.
- Not all policies and procedures were displayed.
- The Dashboard was not updated.

Health Board response:

- Signage has been changed.
- Relevant policies and procedures have been displayed.
- Dashboard was updated during the visit and will be monitored by Senior Nurse.

Ward area:

- Clinical waste bins were found unlocked in patient areas.
- Sharps boxes were found open in patient areas.
- Fire doors were obstructed.

Health Board response:

- Clinical waste bins have been removed and those within the link corridor are kept locked.
- An explanation was provided as to why sharps boxes may need to be left open, however these should never be left unattended within a patient area.
- Fire doors are unobstructed.

Areas Visited, Status of Response and Response Received

Patient area:

- Patients do not have access to lockable storage for items such as tablets.
- Medication was seen to be left on bedside tables or trays as patients stated they wished to take it later.
- Used wipes and a syringe was found left on a window shelf within a cubicle.
- Patients did not have access to a bin if they were unable to leave their bed.
- Patient notes were seen left unattended on top of a bin.
- The visiting team were informed that an assessment room was to be converted into a day room for the benefit of patients.
- The Age Cymru befriending service had ceased on the ward and there was little for patients to do.

Health Board response:

- The possibility of storage be discussed.
- Staff reminded of medications policy – all patients should be observed taking their medication.
- Wipes and syringe have been removed and staff reminded to dispose of equipment appropriately.
- All patients now provided with a waste bag.
- Notes removed from bin and staff reminded not leave patient notes unattended.
- The conversion of the assessment room is not currently possible but will be discussed again when an appropriate room becomes available.
- A meeting with the Robin's was to be held in July to discuss options for volunteering on the ward. Open visiting is encouraged and the ward has a supply of puzzles, jigsaws etc.

Linen:

- Weekend supplies of linen are often inadequate.
- Patients on the ward may benefit from a supply of nightwear.

Health Board response:

- The linen escalation policy to be implemented and ward stocks have been revised following a capacity meeting in June.
- A pilot of tagging pyjamas to be implemented and, if successful. Rolled out to other wards.

Areas Visited, Status of Response and Response Received

Meal time provision:

- Food trolley was not plugged in and the meal was not served quickly, resulting in some patients receiving cold food.
- Some patients did not eat and when staff were asked there seemed to be no system in place to assist patients if they were not eating.

Health Board response:

- The hostess on the day of the visit was inexperienced. This member of staff is now experienced, the nurse in charge will ensure the trolley is plugged in and all ward staff will be available to assist with food delivery.
- Meeting with the Robins service to discuss assistance with eating. Staff to make themselves available to assist patients.

Areas Visited, Status of Response and Response Received

Visits conducted between April 2018 and June 2018

Visit	Royal Gwent Hospital – Cardiology Outpatients	Date:	12/4/2018
Patient feedback: <ul style="list-style-type: none">• Not all members of staff introduce themselves before providing care.• The waiting area did not have chairs of differing heights to accommodate patients who struggled to get up.			
Health Board response: <ul style="list-style-type: none">• Staff reminded to introduce themselves to patients when collecting them from the waiting area.• Staff to ask patients if they require a chair with arm rests and provide this if required.			
Arrival: No recommendations required.			
Department area: <ul style="list-style-type: none">• The disabled access toilet was not signposted.			
Health Board response: <ul style="list-style-type: none">• A sign will be placed to direct visitors to the disabled toilet facilities.			
Staff: No recommendations required.			

Areas Visited, Status of Response and Response Received

Visit	Nevill Hall Hospital – Cardiology Outpatients	Date:	12/4/2018
Patient feedback:			
<ul style="list-style-type: none"> • Some patients found the department difficult to find. • Some patients were not given information about what to expect when they attended their appointment. • One patient who was in a wheelchair had to wait outside of the waiting room because the area was too small to accommodate two patients in wheelchairs at the same time. • Not all patients felt that staff explained any treatment or diagnosis to them. 			
Health Board response:			
<ul style="list-style-type: none"> • Signage will be placed to allow for better navigation. • A sign will be placed to explain the process of what to expect when they attend for an appointment. • Disabled access to the department is via lift, a disabled toilet is available and the reception desk has a wheelchair height section and a hearing loop system. However, the waiting area is not big enough to accommodate more than one wheelchair. • Staff to be reminded to explain the appointment to patients. 			
Arrival:			
<ul style="list-style-type: none"> • Hand hygiene facilities were not readily available. 			
Health Board response:			
<ul style="list-style-type: none"> • Hand hygiene gel has now been placed in the waiting room. 			
Department area:			
No recommendations required.			
Staff:			
No recommendations required.			

Areas Visited, Status of Response and Response Received

Visit	Ysbyty Ystrad Fawr – Cardiology Outpatients	Date:	16/4/2018
<i>Patient feedback:</i>			
<ul style="list-style-type: none"> • Delays in appointment times were not communicated to patients. 			
<i>Health Board response:</i>			
<ul style="list-style-type: none"> • Reception staff should inform patients of any delays when they check in and further delays are communicated to patients within the waiting area. This process will be reiterated to staff. 			
<i>Arrival:</i>			
<ul style="list-style-type: none"> • The signage within the hospital could cause confusion about where main outpatients ends and cardiology outpatients begins. 			
<i>Health Board response:</i>			
<ul style="list-style-type: none"> • A sign has been placed to allow for easily navigation to the cardiology outpatients. 			
<i>Department area:</i>			
No recommendations required.			
<i>Staff:</i>			
No recommendations required.			

Areas Visited, Status of Response and Response Received

Visit	St Woolos Hospital – Main Outpatients	Date:	19/4/2018
Patient feedback: No recommendations required.			
Arrival: No recommendations required.			
Department area: <ul style="list-style-type: none">• A seat within the waiting area was found to be broken.• The curtains within the waiting area were dirty.			
Health Board response: <ul style="list-style-type: none">• A refurbishment is planned for October 2018.• Curtains could not be replaced. An order for blinds is to be generated instead.			
Staff: No recommendations required.			

Areas Visited, Status of Response and Response Received

Visit	Ysbyty Aneurin Bevan – Main Outpatients	Date:	24/4/2018
Patients feedback: No recommendations required.			
Arrival: No recommendations required.			
Department area: No recommendations required.			
Staff: No recommendations required.			

Areas Visited, Status of Response and Response Received

Visit	Nevill Hall Hospital – 2/1 Pen y Cwm	Date:	27/4/2018
Areas of good practice:			
<ul style="list-style-type: none"> • High levels of positive feedback received from patients regarding staff members. • Patients reported being comfortable. • The ward was found to be a clean and pleasant environment. 			
Patient feedback:			
<ul style="list-style-type: none"> • Some patients felt that staff could be quieter when they were trying to rest. • Not all staff were aware of the facilities available on the ward to be able to tell patients. 			
Health Board response:			
<ul style="list-style-type: none"> • Feedback given to staff to keep noise to a minimum during rest times. • All staff to ensure they are aware of the ward facilities and orientation when arriving onto the ward. 			
Arrival:			
<ul style="list-style-type: none"> • High numbers of patients were awaiting discharge from the ward. 			
Health Board response:			
<ul style="list-style-type: none"> • Discharge of patients will rely on issues such as availability of medics and medications being delivered from the pharmacy. 			
Ward area:			
<ul style="list-style-type: none"> • The toilet/bathroom was found to be in need of refurbishment. 			
Health Board response:			
<ul style="list-style-type: none"> • Costings to be provided for the refurbishment and then sent to Senior Management Team for approval. 			
Patient area:			
<ul style="list-style-type: none"> • Patients did not have access to lockable storage for items such as tablets. 			
Health Board response:			

Areas Visited, Status of Response and Response Received

- A discussion to be held with Senior Management Team in September 2018 regarding the possibility of lockable storage for valuables.

Linens:

No recommendations required.

Staff:

No recommendations required.

Areas Visited, Status of Response and Response Received

Visit	Nelson Surgery, Bryncelyn	Date:	8/5/2018
<p>There was slight confusion regarding the morning clinic and whether this was for emergencies or anyone who wished to see a doctor on that day and patients may benefit from understanding how they can use My Health Online. The level of patient satisfaction was very high at the surgery, with patients reporting being happy with all aspects of the practice. A particular highlight for many patients is the appointment system and having access to see a doctor on the same day.</p>			
Recommendations:			
<ul style="list-style-type: none">• Patients may benefit from receiving updated information on the services offered by the practice, including My Health Online.• The surgery should consider utilising the appointment booking feature on My Health Online.			
Surgery response:			
<ul style="list-style-type: none">• A message has been attached to repeat prescription order forms and several posters have been placed in reception. The website has also been updated to advertise My Health Online.• The practice will attempt to make the My Health Online booking feature available. However, the open surgery has been so popular that it has not been felt that it was needed.			

Areas Visited, Status of Response and Response Received

Visit	Sunnybank Health Centre, Blackwood	Date:	14/5/2018
<p>The surgery offers a range of services to patients and the feedback that was received was generally very positive. A large proportion of patients were aware of the services and, whilst the uptake for using My Health Online is not high, the patients who do use it were positive in their feedback.</p> <p>Patients rated the services favourably, finding most aspects easy or very easy to access. Booking an emergency appointment and speaking with a GP were the only areas where patients found difficulty.</p> <p>High levels of patient satisfaction were found with all aspects of the surgery.</p>			
<p>Recommendations:</p> <ul style="list-style-type: none">• The surgery to make the opening hours and Out of Hours information visible when the surgery is closed.• The surgery should liaise with the council regarding the car park.• The CHC would be pleased to understand whether the entrance door is wide enough to allow for ease of access for wheelchair users.• The surgery may wish to consider promoting the My Health Online facility to patients to increase uptake.			
<p>Surgery response:</p> <ul style="list-style-type: none">• A weatherproof outdoor display case to be mounted on the outside wall to display notices such as out of hours provision and surgery opening times.• The surgery has liaised with the council. As assessment is to be undertaken and the work carried out if the council feel it is appropriate.• Feedback from wheelchairs users who access the surgery has indicated that there is no issue with the door. The practice will keep this under review.• The My Health Online service has been promoted with the practice. Further promotional material will be displayed and registration forms will be readily available.			

Areas Visited, Status of Response and Response Received

Visit	Tonyfelin Medical Practice, Caerphilly	Date:	17/5/2018
<p>Patient feedback was very positive with high percentages of patients being aware of the emergency appointment system and that the surgery does not close during the day. My Health Online appears to be advertised to patients and of the ones who use the service, the feedback was fairly positive.</p> <p>The patients spoken with were very complimentary about the staff and the services provided, with the only difficulties being having access to speak with a GP and available spaces in the car parking.</p> <p>Recommendations:</p> <ul style="list-style-type: none">• Patients would benefit from being able to see the opening hours and Out of Hours information when the surgery is closed. <p>Surgery response:</p> <ul style="list-style-type: none">• A sign will be placed at the front of the building showing surgery opening times and out of hours provision.• Whilst not recommended, the surgery will also carry out another promotion of the My Health Online service as they felt the feedback showed that patients could be made more aware of what the service can offer.			