

Service Provider Response Form

Name of Service: Bexley Surgical @ SJUH

Date: 31.01.18

Name of Service Provider: LTHT

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you will take)	Who is responsible	When will this be implemented by
Communication			
Look at ways of reducing the number of rescheduled appointments. For example, review how appointments are rescheduled to take into consideration the time taken for test results to come back.	Work is on-going between outpatients and the speciality teams to improve the outcome sheet completed by the medical staff at end of appointment that determines next appointment time. The number of patients affected by cancellations is reviewed monthly and has shown a significant reduction in last 12 months but LTHT acknowledge there is more work to be done.	Sarah Gill	On going.
Provide patients with a phone number to call so they can notify the hospital if they are going to be late for their appointment or need to make a last minute cancellation.	Outpatient CSU to identify pathway and best number to provide to patients so that the message gets to correct team	Karen Ledgard	30/9/ 2018
Environment			
Ensure there are a sufficient number of car parking spaces and work with Leeds City Council to ensure that the ticket machine at Beckett Street car park is working correctly.	The number of car parking spaces is not within outpatient service ability to change comments given to Head of Security and. Leeds city council contacted about Beckett street car	Karen Ledgard	Completed

	park and advice given to staff to support patients in future.		
Regularly check that the self-check-in machine is working correctly and ensure that any issues are fixed if they arise.	Standard operating procedure to be introduced to ensure staff know how and who to report to if self-check in not working,	Andrea Burnell	completed
Look at ways of reducing waiting times, for blood tests.	Review of Outpatient phlebotomy service planned. Aim of review to look at demand, capacity and environment and make recommendations to LTHT for changes. A phlebotomists is now allocated to work in Bexley OP department on the busiest clinic day, Feedback is very positive	Karen Ledgard	31/1/2019
Pharmacy			
A few patients suggested a text message service to let patients know when their prescription is ready for collection.	Information passed to Boots dispensing manager for consideration	Claire Addy	Feb 2018