



St James Hospital  
**Bexley Wing Surgical  
Outpatients**  
November 2017

Healthwatch Leeds is here to help local people get the best out of their local health and care services by bringing their voice to those who plan and deliver services in Leeds.

## Introduction

This piece of work is part of our ongoing outpatients project to gain people's views and experiences of attending outpatients' appointments at Leeds Teaching Hospital NHS Trust (LTHT) between May 2016 and December 2017. This report summarises the findings of our visits to Bexley Wing Surgical Outpatients at St James University Hospital (SJUH).

Our focus for the outpatients project is to look at the quality of information and communication patients receive before and during their appointment, waiting time concerns and physical access including parking. Each outpatient department we visit will receive a brief report of the findings and any suggestions for improvements.

## Why we did it

Healthwatch Leeds has received feedback from members of the public relating to concerns at LTHT's outpatient departments. In addition to this, LTHT has recently implemented several new systems which are available to outpatients. These include self-check-in machines, a text reminder service and an online appointment cancellation facility. As there has been no recent data relating to patient satisfaction with these services, LTHT agreed to work in partnership with us to review the outpatient services across Leeds.

## What we did

During Nov 2017, we carried out three visits to Bexley Surgical Outpatients. We gathered views and experiences from patients, carers and relatives in the waiting areas. We also made observations about the environment. The questionnaire consisted of two parts:

Part 1 asked about experiences before arrival at the appointment and was completed on site.

Part 2: asked about patient's experiences during the patients wait and leaving the clinic.

The patient was given the option to return part 2 either on their way out or by post in a pre-paid envelope. In total we spoke to 99 patients; 81 patients completed both parts of the survey. Not all of these answered all the questions.

## Findings

Overall, the response from patients and carers/relatives has been positive. Below is a summary of people's responses to the survey.

|                                                                           |              |                                                                                 |
|---------------------------------------------------------------------------|--------------|---------------------------------------------------------------------------------|
| 1. Did you receive clear information to prepare you for your appointment? |              | Most patients received clear information to prepare them for their appointment. |
| Yes<br>90 (92%)                                                           | No<br>8 (8%) |                                                                                 |
|                                                                           | Skipped 1    |                                                                                 |

|                                                                  |                   |                       |                           |               |                                                                                                                        |
|------------------------------------------------------------------|-------------------|-----------------------|---------------------------|---------------|------------------------------------------------------------------------------------------------------------------------|
| 2. Did you receive a text message reminder for your appointment? |                   |                       |                           |               | Most patients received a text message reminder for their appointment. Patients commented that this service was useful. |
| Yes<br>66<br>(68%)                                               | No<br>19<br>(20%) | Not<br>Sure<br>1 (1%) | Opted<br>out<br>8<br>(8%) | N/A<br>3 (3%) |                                                                                                                        |
|                                                                  |                   |                       |                           | Skipped<br>2  |                                                                                                                        |

|                                                                          |                |               |                                                                                                                     |
|--------------------------------------------------------------------------|----------------|---------------|---------------------------------------------------------------------------------------------------------------------|
| 3. Was your original appointment changed or rescheduled by the hospital? |                |               | The majority (84%) of patient's appointments were not changed or rescheduled by the hospital.                       |
| Yes<br>13 (13%)                                                          | No<br>83 (84%) | N/A<br>3 (3%) |                                                                                                                     |
|                                                                          |                |               | However, a significant number of appointments (13%) were rescheduled.                                               |
|                                                                          |                |               | The most common reason given for rescheduling of appointments was due to a delay in doctors receiving test results. |

| 4. Was cancelling/rearranging/rebooking an appointment easy? |              |                 | <p>Most patients found the process of re-arranging an appointment quick and easy. Appointments were usually given within a week.</p> <p>Some patients who travelled from outside Leeds found it difficult to contact the hospital if they were running late, because they said it could take up to 20 mins for Referral &amp; Booking Service (RBS) line to be answered.</p> |
|--------------------------------------------------------------|--------------|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Yes<br>10 (10%)                                              | No<br>2 (2%) | N/A<br>84 (88%) |                                                                                                                                                                                                                                                                                                                                                                              |
|                                                              |              | Skipped 3       |                                                                                                                                                                                                                                                                                                                                                                              |

| 5. How was your overall experience before the appointment? |                       |                  |                |                      |
|------------------------------------------------------------|-----------------------|------------------|----------------|----------------------|
| Excellent<br>46 (47%)                                      | Very Good<br>36 (36%) | Good<br>13 (13%) | Poor<br>2 (2%) | Don't Know<br>2 (2%) |

| 6. Was the clinic easy to find? |              | <p>The majority of patients we spoke with visited the clinic regularly, so already knew the location of the clinic.</p> <p>Many patients on their first visit to the clinic had to ask for directions, as the clinic is tucked away in a corner.</p> |
|---------------------------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Yes<br>91 (92%)                 | No<br>8 (8%) |                                                                                                                                                                                                                                                      |

| 7. Did you self-check-in? |                |              | <p>57% of patients did not use the self-check-in machine. Reasons given were because it was out of order, there was no queue at reception or they preferred to talk to someone at reception.</p> <p>Patients who did use the self-check-in machine found it simple and easy to use.</p> |
|---------------------------|----------------|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Yes<br>40 (41%)           | No<br>56 (57%) | N/A<br>2(2%) |                                                                                                                                                                                                                                                                                         |
|                           |                | Skipped 1    |                                                                                                                                                                                                                                                                                         |

|                                      |              |                            |                                                                                                                    |
|--------------------------------------|--------------|----------------------------|--------------------------------------------------------------------------------------------------------------------|
| 8. Were staff welcoming and helpful? |              |                            | Most patients thought staff were welcoming and caring.<br><br>Many commented that staff were helpful and friendly. |
| Yes<br>96 (98%)                      | No<br>2 (2%) | N/A<br>0 (0%)<br>Skipped 1 |                                                                                                                    |

|                                                |                       |                  |                |                      |
|------------------------------------------------|-----------------------|------------------|----------------|----------------------|
| 9. How was your overall experience at arrival? |                       |                  |                |                      |
| Excellent<br>38 (38%)                          | Very Good<br>42 (43%) | Good<br>19 (19%) | Poor<br>0 (0%) | Don't Know<br>0 (0%) |

Questions 10-17 relate to 81 respondents

|                                                                                                                                                                                                                                                    |                     |                       |                     |                      |                   |                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------|---------------------|----------------------|-------------------|------------------|
| 10. Did you wait over your allotted appointment time? If yes how long by?                                                                                                                                                                          |                     |                       |                     |                      |                   |                  |
| No<br>24<br>(30%)                                                                                                                                                                                                                                  | -15mins<br>22 (27%) | 16-30mins<br>25 (31%) | 31-45mins<br>5 (6%) | 46mins-1hr<br>2 (2%) | 1-2 hrs<br>3 (4%) | 2hrs +<br>0 (0%) |
| 70% patients waited over their allotted appointment time.<br><br>For those who waited over their allotted appointment time, most waited under 30 minutes. However, 10 patients waited over 30 minutes, three of whom waited between 1 and 2 hours. |                     |                       |                     |                      |                   |                  |

|                                      |                |                              |                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------------------|----------------|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11. Were you informed of any delays? |                |                              | Although the figures show that 19 (25%) patients were not informed of delays, a lot of patients commented that nurses in the department communicate delays well (through announcements and writing on a notice board).<br><br>Patients said the waiting room for giving bloods was often very busy and most of the time there was only one phlebotomists. |
| Yes<br>15 (19%)                      | No<br>19 (25%) | N/A<br>43 (56%)<br>Skipped 4 |                                                                                                                                                                                                                                                                                                                                                           |

|                                                                    |                |               |                                                                           |
|--------------------------------------------------------------------|----------------|---------------|---------------------------------------------------------------------------|
| 12. Did you know who to talk to if you had any concerns in clinic? |                |               | Most patients knew who to contact regarding any concerns with the clinic. |
| Yes<br>62 (78%)                                                    | No<br>16 (20%) | N/A<br>2 (2%) |                                                                           |
|                                                                    |                | Skipped 1     |                                                                           |

|                                                                             |              |               |                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------|--------------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 13. Did staff introduce themselves before examining or providing treatment? |              |               | The department displayed a poster of Dr Kate Granger and explained the “Hello, my name is...” campaign. Patients said most staff introduced themselves and felt that the poster was a helpful reminder for staff. |
| Yes<br>73 (91%)                                                             | No<br>3 (4%) | N/A<br>4 (5%) |                                                                                                                                                                                                                   |
|                                                                             |              | Skipped 1     |                                                                                                                                                                                                                   |

|                                                                           |                    |                   |                    |                  |                          |
|---------------------------------------------------------------------------|--------------------|-------------------|--------------------|------------------|--------------------------|
| 14. Did you feel there was enough privacy when being examined or treated? | Agree<br>80 (100%) | Neutral<br>0 (0%) | Disagree<br>0 (0%) | Unsure<br>0 (0%) | Unable to rate<br>0 (0%) |
|                                                                           |                    |                   | 1 Skipped          |                  |                          |

|                                                           |                 |              |               |
|-----------------------------------------------------------|-----------------|--------------|---------------|
| 15. Would you recommend the clinic to family and friends? | Yes<br>78 (99%) | No<br>0 (0%) | N/A<br>1 (1%) |
|                                                           |                 |              | 2 Skipped     |

|                                                               |                       |                 |                |                      |
|---------------------------------------------------------------|-----------------------|-----------------|----------------|----------------------|
| 16. How would you rate your overall experience at the clinic? |                       |                 |                |                      |
| Excellent<br>39 (49%)                                         | Very Good<br>32 (40%) | Good<br>9 (11%) | Poor<br>0 (0%) | Don't know<br>0 (0%) |
|                                                               |                       |                 |                | 1 Skipped            |

|                                                                           |                |                 |                                                                                                                    |
|---------------------------------------------------------------------------|----------------|-----------------|--------------------------------------------------------------------------------------------------------------------|
| 17. Were you given a number to contact if you needed to speak to someone? |                |                 | Most patients were provided with a contact number in case they needed to speak to someone.                         |
| Yes<br>49 (60%)                                                           | No<br>18 (22%) | N/A<br>14 (18%) |                                                                                                                    |
|                                                                           |                |                 | In most cases, this was the number of the transplant co-ordinator, a helpline number or a list of various numbers. |

|                                                                                 |                       |                                                                                                                                                                                                                                                                                                                                                                   |                |                      |
|---------------------------------------------------------------------------------|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------------------|
| 18. Have you used the Boots pharmacy at the hospital?                           |                       | <p>Of the 55 (68%) patients who had used the Boots pharmacy, many commented that staff were helpful but waiting times could be very long (around half an hour in some cases). However, they said medication was always in stock.</p> <p>A few patients suggested a text message service to let patients know when their prescription is ready for collection.</p> |                |                      |
| Yes<br>55 (68%)                                                                 | No<br>26 (32%)        |                                                                                                                                                                                                                                                                                                                                                                   |                |                      |
| And how would you rate your experience of Boots pharmacy? (Out of 55 responses) |                       |                                                                                                                                                                                                                                                                                                                                                                   |                |                      |
| Excellent<br>14 (26%)                                                           | Very Good<br>17 (31%) | Good<br>17 (31%)                                                                                                                                                                                                                                                                                                                                                  | Poor<br>3 (5%) | Don't Know<br>4 (7%) |

## Other comments and observations

### Waiting area

- The waiting area was clean and tidy and was decorated in calm colours.
- Water and reading materials were available.

### Parking

- Patients told us it could take a long time to find a parking space. They also commented that the ticket machine on Beckett Street had not been working for over a month.

## Recommendations and conclusion

Based on our findings and suggestions from patients and their relatives/carers, we suggest the following areas can be improved to increase the level of patient satisfaction with Bexley Surgical Outpatients.

## 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.
- 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.

## Environment

- Ensure there is 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.
- Regularly check that the self-check-in machine is working correctly and ensure that any issues are fixed if they arise.
- Look at ways of reducing waiting times for blood tests.

## Next steps

This report will be shared with LTHT and Bexley Surgical Outpatients. The report will also be published online at <http://www.healthwatchleeds.co.uk>

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