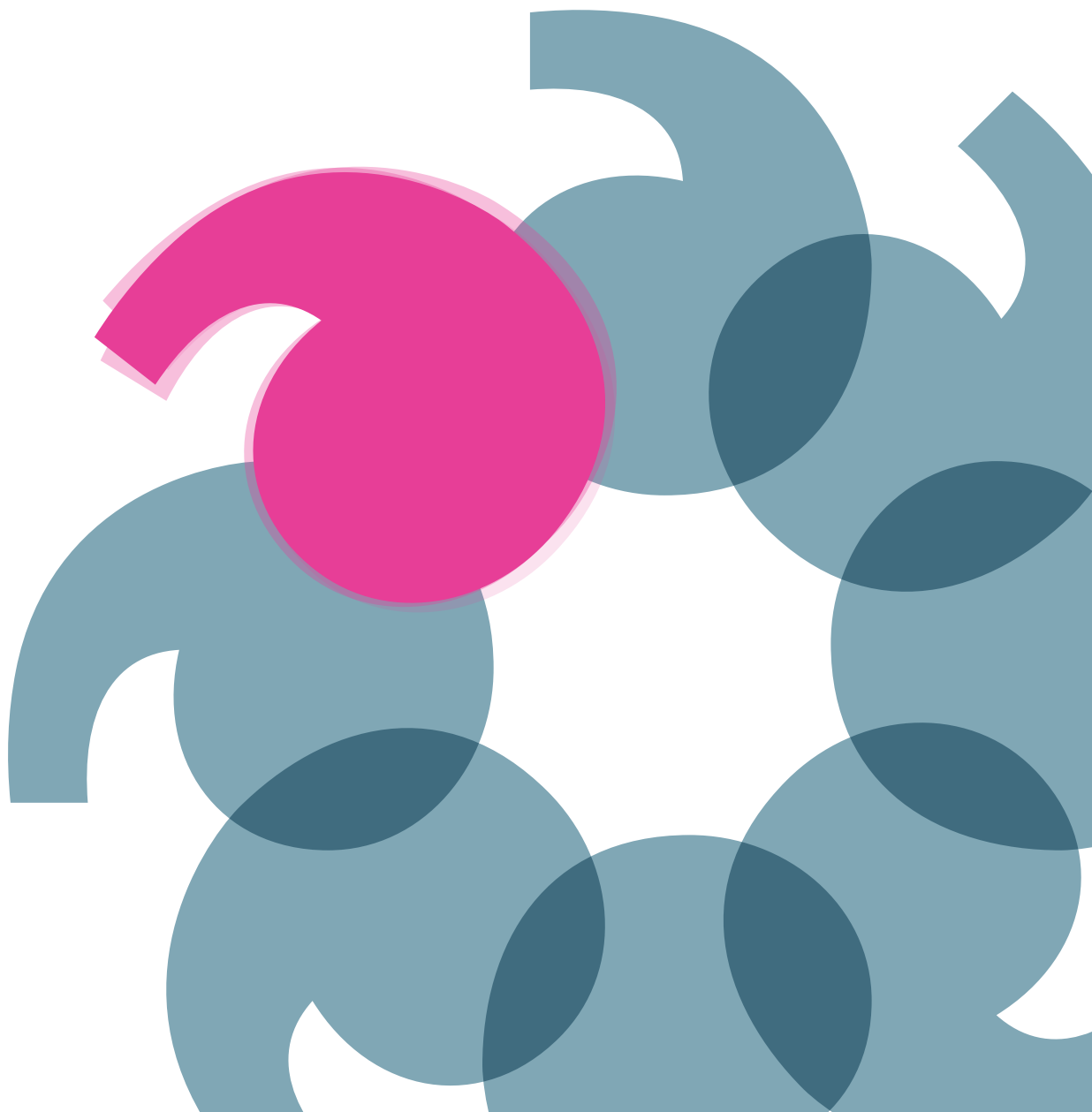


# Moorfields Eye Hospital Enter and View visits



## **Healthwatch Islington**

Healthwatch Islington is an independent organisation led by volunteers from the local community. It is part of a national network of Healthwatch organisations that involve people of all ages and all sections of the community.

Healthwatch Islington gathers local people's views on the health and social care services that they use. We make sure those views are taken into account when decisions are taken on how services will look in the future, and how they can be improved.

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# Introduction

Enter & View is the statutory power granted to every local Healthwatch which allows authorised representatives to visit publicly funded health and social care services to observe how services are being delivered, and to gather feedback from service users, from their relatives and carers, and from staff. Enter and View visits can either be announced, meaning the service knows about them in advance and is prepared for the visit, or unannounced.

Over a two week period in September 2018 Healthwatch Islington conducted three announced Enter and View visits to Moorfields Eye Hospital on City Road.

During these visits authorised representatives spoke to 105 patients. Representatives also recorded their own observations on finding their way around the hospital. Finally we spoke to staff to gather their views.

These visits fed into a larger piece of work around patients' experiences of how services communicate with them, building on Healthwatch Islington's previous work on the Accessible Information Standard.

In planning these visits we worked with the Patient Experience team at Moorfields, who were interested in hearing patients' views about their experience of way finding in the hospital, about facilities in the waiting areas, and about the consistency of processes across different clinics.

# Who we spoke to

We visited clinics 2, 3, 4, 5, 11, 12, 15 and the Pre-operative Assessment Clinic in a bid to speak to a range of outpatients with differing conditions and treatments in different parts of the hospital.

## Number of patients we spoke to at each clinic

Clinic 2	Clinic 3	Clinic 4	Clinic 5	Clinic 11	Clinic 12	Clinic 15	Pre-Op	Total
21	6	15	23	11	14	13	2	105

## Ages of patients

16-24	25-44	45-64	65-79	80+	Did not say	Total
6	23	42	21	6	7	105

## Sex of patients

Female	Male	Did not say	Total
47	50	8	105

## Ethnicity

Asian/ Asian British	17
Black/ Black British	22
White British	39
White Other	10

Other	5
Prefer not to say	1
Blanks	11
Total	105

## Did patient identify as disabled?

Yes	No	Did not say	Total
22	56	27	105

# What patients told us

We spoke to 105 patients over three visits to Moorfields Eye Hospital. 85 had been to the City Road site for treatment before. For 19 it was their first visit. One respondent did not answer this question.

Patients told us about their first impressions of the hospital. 32 commented that the hospital was nice and clean. 21 mentioned that it is usually busy, but the days of our visits seemed quieter than usual. Patients said that staff were friendly (11 comments), and volunteers were helpful (6). Patients felt that there were clear signs around the hospital (19). A couple of patients said that the queue for the kiosks right inside the main entrance was somewhat off-putting when they arrived for their appointment.

## Information and communication

We asked patients whether they found their appointment letter clear. 62 said yes. A further 31 said it was either 'clear, ok or fine'. No patients said that they found their appointment letter unclear. However, two patients said that the reminder texts were confusing in that they contained information about the kiosks although this had not been mentioned in the earlier letter.

Two patients said that they had not been asked, but needed their letters in a larger print. Five needed support to understand their letter either from a doctor, social worker, or family member who translated it. One patient stated that they would prefer emails to appointment letters.

Four patients noted that there was no information about the tests they would be having during their appointment. Only one patient felt their letter was unclear about where they needed to go for their appointment. One patient commented that the patient letters have improved.

We asked patients whether they felt they had had enough time during appointment and whether staff were clear in their communication of their processes. Patients felt that they had plenty of time and that staff made things clear. We also asked whether patients received any additional information during their appointments, but patients did not think this question was relevant.

## Getting to the right clinic

We asked patients whether they were clear about the route to their clinic from the main entrance. None of the respondents said they had struggled with this. 31 patients had previously attended the clinic they were visiting on the day we spoke to them. Patients told us what had helped them find their way around the hospital:

- ▶ Volunteers were helpful (10 respondents),
- ▶ The main reception and clear directions made it easy (16 respondents),
- ▶ Clear signage (19 respondents),
- ▶ Following the lines on the floor (8 respondents).

Two patients had trouble finding the stairs to get to the lower ground level and had to take the lift instead. Three others mentioned that they had missed the signs for the clinic they were looking for.

We asked patients how they checked in for their appointment once they had arrived at the hospital. 38 patients used the new kiosks to check in for their appointments. 44 patients went straight to the clinic reception to check in. Patients pointed out that information about the kiosks was not included in their appointment letter, but only in follow up texts which at least two patients found confusing.

Once patients had arrived at the clinic, they all felt that it was clear that they had arrived at the right place. They highlighted the large signs in most of the ground floor clinics (clinics 2, 3 and 4) which they found quite helpful.

## **Clinic waiting areas**

Moorfields told us that patients can be given a pager if they need to leave the clinic area while waiting to be seen. The pager will bleep if their appointment is called. We asked patients whether they had been offered one that day. None of the patients we spoke to had been offered a pager on the days we were visiting. 14 patients felt that this would have been a good idea and a further 10 mentioned that there was not any information available about pagers. 16 said that if they needed to leave the waiting area they would notify the receptionist.

Two patients added that they had never been offered a pager. Three patients said that they didn't feel that they needed a pager, and two patients explained that as they'd checked in at the kiosk they wouldn't have been offered one by the clinic reception. A small number of patients recalled being aware of this service, either having been offered one on a previous visit (1), or 'reading something about it' (2).

We also asked patients about the environment of the clinic waiting areas as we were aware that patients can be at the hospital for a while waiting for their appointments. 97 said it was easy to get a seat in the waiting area, with only two saying it was not (one patient at clinic 5 and one at clinic 12). 96 patients felt that the noise levels in the waiting areas allowed for easy conversation.

We asked patients whether they knew where to go for refreshments while they were waiting. 67 patients said yes, with 13 of those specifying the Costa coffee shop which they passed on the way into the hospital. Many patients we spoke to had been here before so did know where to go, however, 10 patients still said they didn't know where to get refreshments. It was pointed out that there were water coolers in some of the clinics, and during the day a trolley refreshment service comes around the waiting areas.

We also asked patients whether they knew where the nearest toilets were while they were waiting. 83 respondents said they knew, while 11 said they did not. Of those who did not know only two felt that this was because of poor signage, and three said that would just ask at reception.

# Enter and View team observations

Upon arrival at the hospital our authorised representatives were assigned to clinics in pairs, and asked to record their experience and observations as they made their way from the main entrance to the clinic.

## Patient Journey

Our representatives found the large map in the main entrance useful, as well as the colour coordinated signs that matched with the clinic number signs and chair backs in the waiting rooms. However, we found this was only the case for some of the clinics on the ground floor. The clinics on the lower ground floor had smaller number signs which were not colour coordinated and this made identifying whether you were in the correct clinic slightly more difficult.

Hospital volunteers were very helpful and gave clear directions to our representatives, who found the information easy to follow. We especially appreciated the lines on the floor to follow.

Although the location of the clinics was often clear, representatives found it more difficult to work out how to access other floors.

On the ground floor representatives found that the waiting rooms were spacious and there was plenty of seating. However, the waiting areas on the lower ground floor were often more cramped which would make it much harder for patients with mobility needs to navigate the spaces.

All clinics relied on staff to call patients by name for their appointments. This seemed to work reasonably well. Some representatives were aware that for those who were hard of hearing this would be a more difficult and less reliable method. However, other representatives felt that staff made a real effort to find the patient they were calling for.

There wasn't clear signage or information in the waiting rooms regarding refreshments, although representatives could see water coolers in most of the waiting areas (or a nearby waiting area). Toilets were better signposted, although this was not consistent across all waiting areas.

Most clinics had either a TV screen or/and a whiteboard near the reception. This often included information on the length of the wait for appointments that day, but rarely included any other information about the clinic (for example the procedures that take place in the clinic). In Clinic 11 there was a message on the TV saying to let the receptionist know if you needed to leave the area.

# Feedback from staff

Due to staff being so busy during our visits we only spoke to four staff members over the three different visits. The staff we spoke to had been working at the hospital for between six weeks and four years. We asked them for their opinions on the patients' experience of the hospital, with particular focus on how the hospital communicates with the patients.

## Communication

We asked staff whether patients get all the information they need about their condition and what to expect during treatment, while visiting the clinic. One staff member felt that patients did get all the information they need as waiting times are put on a board behind the reception in the clinic. Another staff member disagreed, stating that patients are frustrated with the lack of information about the long waits. They suggested that a ticketing system, like the one used at Argos, be used to identify where each patient is in the queue and how long the wait is likely to be. Patients could then be identified using a number, maintaining anonymity.

We were interested to know whether clinics make information available in a range of formats to ensure that information is accessible for all patients. Three staff members explained that they ask patients about their communication needs when booking them in for their next appointment. Two said that once a patient asks for letters in large print it will then be automatically flagged on the system for next time. One staff member also commented that leaflets in their clinic are available in different formats, although representatives did not ask which formats are available.

Three of the four staff we spoke to had received training while at Moorfields around the Accessible Information Standard, with one adding that the training has 'made it easier to cater to the needs of patients'. (One staff member seemed to misunderstand which training we were referring to, as they spoke about patients' transport needs.)

The staff members we spoke to were split when we asked them whether they felt staff feedback was acted on. Those with reservations felt that everyone was too busy to listen to and act on feedback.

We were interested to know whether staff felt that anything could be improved with regard to the way the hospital communicates with patients, the patient journey through the hospital, and the waiting areas. Staff felt that in general communication between the hospital and patients worked well. However, two staff members highlighted the need for clearer language in the text reminders which are particularly useful for the partially sighted. It was felt that although there are a lot of signs around the hospital, patients still needed the support of volunteers to navigate the space.

Staff told us that they generally monitor waiting times on the IT system, or via a list with the order in which patients are likely to be seen (although nurses sometimes see clients out of that order). These approximate general waiting times are then written on white boards behind the reception desks in each clinic. As stated above, one staff member said that the patient journey could be improved by providing more information about where patients are in the queue to be seen. They felt that a way of clearly indicating the wait for each patient would improve the overall experience. They also felt that the kiosks were an improvement. It was acknowledged that the facilities in the waiting areas were fine, but the layout of the spaces is an issue due to the age of the building.



# Recommendations

**1**

Ensure that patients are asked about their Accessible Information needs, so they can be sent their appointment letters and any accompanying information in the appropriate format.

**2**

Ensure that information provided to patients about appointment processes is clear, to avoid confusion about why patients may experience long waits.

- ▶ Ensure that there is clear information at the kiosks and for the staff about what to do if you arrive too early for your appointment. (Currently the kiosks don't allow you to check in if you are more than half an hour early for your appointment)
- ▶ Make sure that clinics offer pagers to patients while they sit in the waiting areas, to allow them to leave the area without missing their appointment.

**3**

Make the lower ground floor signage consistent with the ground floor.

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