

Healthwatch Kent Enter & View Programme 2015

Outpatients in East Kent Hospitals

Healthwatch Kent undertook a series of visits to East Kent Hospitals University Foundation Trust (EKHUFT) Outpatient clinics. This is part of our work to support the EKUHFT Improvement Plan following their recent CQC report.

About Healthwatch Kent

Healthwatch gives people a powerful voice both locally and nationally. In Kent, Healthwatch works to help people get the best out of their local health and social care services. Whether it's improving them today or helping to shape them for tomorrow. Healthwatch Kent is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future.

What is Enter and View?

Part of Healthwatch Kent's remit is to carry out Enter and View visits. Trained volunteers carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows Healthwatch Kent authorised representatives to observe services and talk to service users, patients, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observed anything that they felt uncomfortable about they would inform their lead who would then inform the service manager, ending the visit.

In addition, if any member of staff wanted to raise a safeguarding issue during our visit, we would direct them to the CQC where they are protected by legislation if they raise a concern.

Acknowledgements

Healthwatch Kent would like to thank the hospitals, patients, visitors and staff for their contribution to this Enter and View programme.

Disclaimer

Please note that this report only relates to what we observed during our visits. Our report is

not a representative portrayal of the experiences of all patients and staff, only an account of what was observed and contributed at the time.

Purpose of the visits

East Kent University Hospital Foundation Trust is currently implementing a significant action plan to address areas highlighted by the Care Quality Commission (CQC). Our Enter & View visits are part of our work to support the action plan. We previously visited Outpatients in 2014/15 and we are now revisiting the same Outpatient clinics to see if our initial recommendations have been implemented and to talk to patients about their experience.

A copy of our previous reports are on our website.

We visited the following Ear Nose and Throat (ENT) Outpatient Clinics at the following sites:

- Kent & Canterbury Hospital
- Buckland Hospital in Dover
- Royal Victoria Hospital in Folkestone

Methodology

This programme was based on a schedule of announced Enter and View visits. Contact was made with the Senior Matron and Manager with responsibility for Outpatients services before the visit and information was given about the role of Healthwatch. The dates for the visits were agreed with the Senior Matron.

A team of two Healthwatch Kent Authorised Enter and View volunteers visited each Outpatient clinic. A set of questions and areas for observation were used by teams, as the framework for conversations during each visit (Appendix A).

At each Outpatient clinic, Healthwatch Kent volunteers checked with the staff working in the department if there were individuals who should not be approached or spoken to on the day.

All observations have been shared with the provider and this report is accompanied by a statement from each provider.

Each clinic was asked to provide the following data to support our reports:

- The number of people booked in for the clinic during the time we are present (to ascertain booked appointment versus number of patients attending)
- The number of people who were registered in the clinic during the time we were present

On our first visit to Buckland Hospital in July, the ENT clinic was very quiet and so we didn't get to talk to many patients. We then decided to revisit the clinic in October to talk to more people.

A summary of the raw data collected can be seen in:
Appendix B- Kent and Canterbury
Appendix C-Buckland Visit 1

Appendix D- Buckland Visit 2
Appendix E- Royal Victoria.

The following report is a summary of findings from all three of the East Kent Hospital University Foundation Trust Outpatient sites that we visited.

Kent & Canterbury ENT Outpatients

Name and address of premises visited	Kent and Canterbury Hospital Ethelbert Rd Canterbury CT1 3NG
Name of service provider	East Kent University Hospital Foundation Trust
Lead contact	Wendy Green, Department Manager
Date and time of visit	3 December 2015 10.00am -1.30pm
Authorised representatives	Mike MacKenzie and Jenny Coombs

Background Information

The following information has been supplied by the hospital as a snapshot of activity on the day of the authorised visit.

Number of patients booked in: 27
Number of patients who attended: 26

Consultant: Mr Dhar

We spoke to 12 patients in total during our visit.

The patients varied greatly in age. Six patients were aged between 18-64, 2 patients were between 65-74, 2 patients were over 75 and 1 was under 18. 1 Patient did not give their age.

The clinic finished on time with no patients in the waiting room after 1pm.

What we saw : Summary of observations

- The waiting area is very busy with patients queuing for different clinics
- Signage was confusing and a cause for concern
- The department was clean and light

- As the waiting room got busier, it became very hot
- The reception area had not been improved since our first visit.

Waiting time:

The average time taken from registering to being seen by the consultant was under an hour.

From the 12 people interviewed 5 said their appointment was running late, 5 accessed their appointment on time and 2 people were unsure.

Out of the five people whose appointment had been delayed, 4 had not been informed about the length of the delay but had only been waiting less than 30 minutes. The other person who had waited more than 30 minutes, was informed about the length of the delay but not offered any other information.

Appointments:

This was the first appointment for 50% of the people we spoke to. The remainder had not previously had any of their appointments cancelled.

Nine people had been referred by their GP, 2 were referred by other health professionals and 1 was self-referred.

Nine people had not been offered a choice about their appointment time, but all 12 said that their appointment time was convenient. 10 people knew how to change their appointment if it had not been convenient.

10 people received a letter containing their appointment details and one was informed by telephone. 8 people received a text reminder but it is unclear whether the others who did not receive a text reminder had provided a mobile number.

50% of those interviewed had heard about the self-booking system but only 2 people had tried it.

One person found that making appointments by phone was difficult.

Privacy, Dignity and Respect

There were no complaints at the lack of privacy despite a cramped unit and loud speakers at the reception desk.

10 people felt that the information they had been given since arrival was either very, or quite clear.

2 people reported that they had been given inaccurate direction advice at reception.

One carer complained about the clarity of a questionnaire her mother had been given on Vestibular Rehabilitation. It was hard to understand but the audiologist informed her that it was provided by an external organisation.

Most people felt that staff had given them their full attention and that their privacy had been respected, although one person didn't know.

8 people said that they felt they had been involved in decisions about their care. One patient rang in advance to check the availability of a wheelchair for her 95-year-old father. It was not there and on asking a member of staff, she was told "sorry, there can't be one then" and the patient had struggled to walk in. One of the Healthwatch team asked on her behalf and a wheelchair was provided almost immediately.

Environment

The clinic was newly decorated with new floors and the additional clinic was on stream - although it was very busy. We only visited the ENT clinic but, other clinics seemed to be much busier. Clinic C was bright and clean. The seating had been re-covered.

The two waiting corridors were narrow and no information displayed on the walls. No litter bins were provided in these corridors although there was one in the main vestibule. Coffee cups were left on the floor as a result. The Reception area seemed unchanged since our initial visit despite our earlier recommendations.

Three patients found the signage outside was misleading. The "Outpatients" sign was on the door at the end of the building whereas, the reception for the Outpatients department was nearest the previous doors. 2 people said that they struggled to find the department.

2 patients thought that there was insufficient disabled parking which meant that they had to walk some distance.

The check in system still confuses patients, they are still not sure which room to sit in while they wait to be called. The staff have to call for the next patient from outside the consulting room and then look further afield if there is no response.

As this was the second visit our Healthwatch volunteers found that locating the department was easier but still the main outpatient entrance is not clearly identified despite our recommendations following the previous visit.

Discussions with Staff

The authorised representatives spoke to the ENT consultant surgeon Mr Dhar as well as the head of Audiology and other members of staff. All staff were very helpful and approachable.

The expected contact Wendy Green was not available and so we met with her deputy. She advised that the roads in Ashford have been congested causing issues for the clinics. This delays both public transport as well as Hospital transport and as a result there is "bunching" in the reception and waiting areas with some people being late to arrive for appointments. The department was very busy and quite noisy as a result.

Staff indicated that there is no radio contact from the patient transport and some patients have missed appointments. It would be helpful if the drivers were in contact with the hospital and could give advance warning of delays.

The staff we spoke to indicated that follow-up letters were frequently not sent by the administration department but phone calls were made instead and seemed to be effective. Double and even treble booking for patients was not unusual although this wasn't reflected in the patients we spoke to. In some cases, onward follow-up letters to GPs were also delayed.

Patients thoughts on what could be improved

- Signage to find and locate outpatients.
- More disabled parking spaces.
- Better phone response when booking appointments.
- One patient commented that the distance to the clinic was an issue especially as the Park and Ride was going to be stopped
- One person thought that it was “Perfect” and 3 others made no comment
- One person thought that the audiologist was “fantastic”

Our Recommendations

Following our visit, Healthwatch Kent would make the following recommendations

- We highlighted issues with external signage during our previous visit. This still needs to be addressed as it is still causing issues for patients.
- Although improved since our first visit, the new appointment system is still double or treble booking appointments. This still needs to be investigated further to ensure the system is efficient for the clinics but also satisfactory for patients.
- Information for patients in the waiting rooms needs to be improved. For example, a central visual central screen could display clinic details, alert the next patient and give information about waiting times.
- Investigate the feasibility of radio contact with patient transport to alert the clinics of any delays. Could this be built into the new patient transport contract with G4S?
- During our last visit, we highlighted the lack of litter bins to prevent the build-up of rubbish on the floors. This has not yet been implemented.
- We did not actively review disabled parking facilities during our visit, but it was mentioned several times by patients.

- Improved training for reception staff so that people are given clear directions to the correct clinic.
- As per our initial report, produce a simplified map so that patients can access different areas without having to ask staff for help.
- Confirm whether the one stop clinic (Clinic D) we were shown on our first visit is being used for ENT or other outpatient clinics.

Response from Kent and Canterbury

- The two waiting corridors were narrow and no information displayed on the walls - We did try putting patient information racks on the wall however because of the narrowness of the corridor they were a risk to staff and patients. Patient information can be found in the larger part of the waiting room and along the main corridor.
- Information for patients in the waiting rooms has been improved and clinic delay information is on the central screen.
- We have litter bins in the areas, patient still leave on the floor so the nursing staff pick them up.
- We already have maps that are given out, plus a large map on the wall opposite reception and the self check in has a map for patients. We also have volunteers that take patients to the areas when they are lost
- Clinic Area D is being utilised with a selection of clinics.

Wendy Green

Outpatients Department Manager at Kent and Canterbury Hospital

Buckland Hospital ENT Outpatients (Return Visit 1)

Name and address of premises visited	Buckland Hospital Dover
Name of service provider	East Kent University Hospital Foundation Trust
Lead contact	Carolyn Burns, Sister for Outpatients
Date and time of visit	4 August 2015 2-5pm
Authorised representatives	Paul Burchett and Sue Stephens

Background Information

The following information has been supplied by the hospital as a snapshot of activity on the day of the authorised visit.

Number of patients booked in: 19

Number of Patients who attended: 10

Consultant : Miss Robinson

What we saw : Summary of observations

- This is a new clinic and was clean and bright
- The clinic was very quiet with few patients
- A total of 11 patients were spoken to during the visit, 5 of these were 19-64, 3 were over 65 and 3 people did not give their ages.

Waiting time:

The average time taken for each patient from registering to being seen by the consultant was within an hour apart from 1 person who arrived very early for their appointment.

From the 11 people interviewed, two said their appointment was running late. Out of the two people whose appointment had been delayed, 1 had been informed about the length of the delay and 1 had been misdirected to the wrong waiting area so had missed the appointment time.

Appointments:

This was the first appointment for 9 of the people we spoke to. The remainder had not previously had any of their appointments cancelled.

9 people had been referred by their GP, 2 were referred by other health professionals (including emergency departments).

Eight people were not offered a choice about their appointment time but of these 1 rang up at the last minute and 1 had previously cancelled. All 11 said that their appointment time was convenient. Nine people knew how to change their appointment if it had not been convenient.

Four people received a letter containing their appointment details but 7 had not received a letter. 8 people had been sent a text reminder but it is unclear whether those that didn't receive a text reminder had actually provided a mobile number.

Eight of those interviewed had heard about the self-booking system with 5 actually trying it.

Privacy, Dignity and Respect.

10 people felt that the information they had been given since arrival was either very, or quite clear.

1 person reported that they had been given inaccurate direction advice at reception.

All felt that their privacy had been respected although 1 person felt that staff hadn't given them their full attention.

10 people said that they felt they had been involved in decisions about their care.

Environment

The hospital had only been opened for 2 weeks so was clean, bright and airy. The waiting area was much improved since our last visit. It was open and spacious with a water dispenser, children's corner, magazines and leaflets available for patients to read. Access to vending machines was in an adjacent waiting area.

3 patients felt that parking was an issue.

1 of our Authorised Visitors, who is a wheelchair user, found access to the disabled toilets difficult as they were too small to allow adequate manoeuvrability.

1 patient also mentioned that there was no antibacterial hand wash in the department.

Discussions with Staff

One member of staff mentioned that wheelchair users had been observed having difficulties with the internal doors and suggested that they should be automatic. The authorised visitors also observed and supported this issue.

Patients thoughts on what could be improved

- Parking was an issue
- Staff knowledge about clinics in progress and the correct waiting areas for each clinic
- 6 people did not suggest any improvements.

Our Recommendations

- Disabled access must be reviewed including facilities such as disabled toilets
- A long term plan to address the parking issues should be established

- Paperwork sent to patients could be clearer to ensure patients know exactly where to go. Healthatch Kent would be happy to review appointment letters and supporting information.
- Ensure all staff know how to direct patients to all clinics
- Because the clinic was very quiet during our visit, we plan to return during a busier time

Buckland Hosptial ENT Outpatients (Return Visit 2)

Name and address of premises visited	Buckland Hospital Dover
Name of service provider	East Kent University Hospital Trust
Lead contact	Carolyn Burns, Sister for Outpatients
Date and time of visit	21 October 2015 AM
Authorised representatives	Pam Croucher and Sue Stephens

Background Information

The following information has been supplied by the hospital as a snapshot of activity on the day of the authorised visit.

Number of patients booked in : 16

Number who attended: 16

Consultant : Mr Dhar

What we saw : Summary of observations

A total of 13 patients and 3 staff members were spoken to during the visit.

Waiting time:

The time taken for all patients we spoke to from registering to being seen by the consultant was within 30 minutes and no appointments were running late.

Appointments:

This was the first appointment for seven of the patients we interviewed. Out of the 6 others only 1 person had a previous follow up appointment cancelled.

10 people had been referred by their GP, 2 were referred by other health professionals.

Seven people were not offered a choice about their appointment time but all 13 said that their appointment time was convenient and 10 knew how to change it if it was not.

Nine out of the 13 received a letter containing their appointment details but only 8 people received a text reminder. It is unclear whether the others provided a mobile number.

Out of the 7 people who had heard about the self-booking system, five had tried it.

Privacy, Dignity and Respect.

Only 2 people felt that the information they had been given since arrival was not very clear although everyone felt that staff had given them their full attention and that their privacy had been respected.

12 patients felt they had been/would be, involved in decisions about their care with 1 person unsure.

Environment

As before the clinic was clean, bright and airy.

It was noted that due to the position of the external doors the reception area felt very cold.

Discussions with Staff

A member of staff mentioned they had observed wheelchair patients having a problem with the internal doors. Another staff member felt that signage was an issue for some patients.

One member of staff suggested that staff induction training could be more comprehensive, especially about the location of clinics.

Patient thoughts on what could be improved

- 1 person commented “the staff are brilliant”
- 1 patient felt the signposting between waiting rooms was confusing.
- 2 patients commented that it was very difficult for them to get to the clinic.
- 1 patient felt that the Children’s section was fine but would be better upstairs in the clinic waiting room.
- A patient suggested that the range of services at Buckland could include day surgery.
- 2 patients mentioned the problem with parking especially when lorries are using the industrial estate nearby.

Our Recommendations

- Disabled access must be reviewed including internal doors and facilities such as disabled toilets.
- Parking still seems to be an issue for some patients although fewer patients mentioned it to the Healthwatch Kent team on this visit.
- Signage should be reviewed and improved
- Make sure Reception staff are aware of where clinics are taking place that day and where patients should wait.
- Better promotion of the self-booking system would help to ensure wider usage.

Response from Buckland

- Signage is still an issue but I have put up temporary signs especially into “Waiting Area 2”.
- Internal doors are still an issue, which has now been put on our “Risk Register” but due to funding this is not going to be “an easy fix”.
- Parking is still an issue but a “new” staff car park as been completed freeing up more Patients Spaces and the contractors are, as we speak making the Patient area larger.
- We do try our best to help Patients with the “Self-check-in” but if we are busy in clinic’s this is not always possible.
- Reception Staff do encourage patients, as much as possible, to use the self booking system.

Carolyn Burns
Outpatients Sister for Buckland Hospital

Royal Victoria Hospital ENT Outpatients

Name and address of premises visited	Royal Victoria Hospital Radnor Park Ave, Folkestone CT19 5BN
Name of service provider	East Kent University Hospital Foundation Trust
Lead contact	Vivian Reynolds, Sister for Outpatients
Date and time of visit	23 rd November 2015, 2-5pm
Authorised representatives	Sue Stephens and Annie Mcmillan

Background Information:

The following information has been supplied by the hospital as a snapshot of activity on the day of the authorised visit.

Number of patients booked in: 22

Number of patients who attended: 22

Consultants: Mr Sharp, Mr Chandra and Ms Caten (registrar)

We spoke with 16 patients during our visit.

The clinic started at 2pm. The last patient was booked for 4.10 but had not arrived by 4.25. The clinic ran roughly to time, some patients had consultations lasting longer than 20 minutes but this was balanced by others who were out very quickly.

Patient ages ranged from 23 to 84.

What we saw : Summary of observations

On arrival at the hospital the authorised visitors found it difficult to locate the Outpatients Department. There was no sign for Outpatients on the outside of the building and no sign for the ENT clinic downstairs. On arrival at the clinic the Healthwatch representatives introduced themselves and were informed that the lead contact, Viv Reynolds, was off sick and the nurse in charge was unaware of our visit but was very accommodating and answered our questions.

The waiting room was clean and light with water dispenser, magazines, toys and rubbish bins provided.

Other clinics use the same waiting room. For a while the room was very crowded with a patient in a wheelchair, a mobility scooter and families with pushchairs which made it difficult for people to find a seat or cross the room when called.

Staff were friendly, efficient and appeared to work collaboratively.

Out of the 16 patients we spoke to 50% were over 65 and 5 were aged 18-64.

The appointment system appeared to be working well for most patients on the day of our visit. Some people were not able to complete our questionnaire due to being called for their appointment. In one instance we observed a person, who

seemed very unwell, being seen even though they had not pre-booked an appointment.

Waiting time:

All 16 patients had been in the clinic less than 30 minutes when we spoke with them and apart from two appointments, which were 10 and 15 minutes delayed respectively, the clinic was running to time.

14 patients were waiting for the consultant, 1 was post consultant and 1 was waiting for the technician.

Appointments:

Seven of the people that answered our questions had been referred by their GP and it was their first appointment. Six patients were follow up appointments and 1 person had been referred by a speech therapist.

Five people who were attending as a follow up had experienced previous appointments being cancelled and on one occasion the patient wasn't informed. Another patient reported 3 out of 6 previous appointments had been cancelled. One patient contracted infections due to cancellations despite the consultant recommending no appointment be cancelled, appointments continued to be cancelled.

Only 3 patients had a choice of appointment time but for 13 people the time was convenient. 11 people knew how to change their appointment if it wasn't convenient.

Eight people received a letter containing their appointment details and 8 people received a text reminder. Some people received both letters and a text message. 3 people receiving only text had difficulty finding the clinic as they weren't given sufficient directions. 1 person chose not to receive a text message. One person received two letters, 1 saying he didn't need another appointment and the other was an appointment reminder.

Of those who answered, 8 had heard about the self-booking system and 7 had tried it before although this wasn't necessarily to book the appointments they were attending today. The people who had tried it generally found it easy to use apart from 1 patient who said it didn't always work and had previously turned up for an appointment to be told it wasn't listed. "Easy to book by telephone. Choice of hospital also "good".

Privacy, Dignity and Respect

Everybody who answered felt that they had been given clear information, staff had given them their full attention and their privacy had been respected. One person didn't feel involved in decisions about their care and 1 person had only just arrived.

Environment

4 patients and the Healthwatch Kent authorised visitors found it difficult to locate the ENT clinic as there were no signs downstairs. 1 person went to the wrong place.

One patient commented: “Not clear where clinic is. Had to ask at Minor injuries, then how to find the lift. Not a good arrival!”

One person commented on the temperature of the waiting room being too cold. However, no one else seemed to regard this as an issue. 3 people thought the waiting room space was too small and easily overcrowded.

Discussions with Staff

As stated, all staff were friendly and efficient but there was not an opportunity to speak at length with staff except to confirm booked appointments and clinicians in attendance.

Patients thoughts on what could be improved

- One patient was very impressed with her doctor, “very friendly”, offered lots of information
- Past experience has been good
- “Very good experience” - “technician explained fully and gave choice of hearing aids to suit my needs and dexterity”
- Appointment System- one patient said it had taken 3 months to get an appointment and another said a previous appointment had been cancelled without notice.
- Three people reported difficulty locating the clinic.

Our Recommendations

- Signage needs to be urgently reviewed including external and internal signs. Signs should also include lift access, information about Outpatients and the individual clinics. We made these recommendations during our first visit.
- The arrangement of the waiting room could be re-assessed to make the best use of space and avoid over-crowding.
- The appointment system is clearly much improved from our first visit. Patients did comment that the system could be improved further around follow up visits.
- Ensure patients are given clear and concise information about their appointment. Those who only receive a text notification don't receive the additional information they need. Healthwatch Kent would be happy to review patient communications.

Response from Royal Victoria

- The signage is very new here and wasn't in place at the time of the visit
- There is now a sign in large letters as you come in the main doors which clearly points you towards Outpatients Clinics A & B. Plus there is also a sign again in large letters over the Outpatient Department doors saying clinics A & B.
- However, I do think an extra sign (Bigger) on the wall pointing towards the lift might well be a good suggestion. Just might make the lift clearer.
- As you reach the top of the stairs there is another sign in large letters, with clinic A and clinic B pointing upwards.
- There is also a sign on the wall and at ceiling level directing you to the lift as you enter through the automatic doors.
- We did used to have a list of clinics as you come into the hospital of what clinics were in which area but as the clinics move and can be in different areas on different days the patients found it very confusing.
- Unfortunately, the waiting room in clinic B is very small and we have tried seats in all sorts of layouts several times. The current lay out gives the maximum amount of seats. We do try to move the patients up the corridor as quickly as possible in order to free up waiting room space.

Viv Reynolds
Outpatients Sister for Royal Victoria Hospital

Appendix A

QUESTIONNAIRE FOR EKHUFT ENT OUTPATIENTS ENTER & VIEW VISITS

- First appointment? Follow up appointment

If follow up appointment, how many times have you been to this clinic?

Have you had follow up appointments cancelled before this one?

Q6: How did you get the appointment today?

- GP referral Other health professional
 A&E referral

Q7: Did you have a choice about your appointment time?

- Yes No

Q8: Was this appointment time convenient for you?

- Yes No

Q9: Do you know how to change your appointment time if it's not convenient for you?

- Yes No

Q10 Did you get a letter with the appointment date and time?

- Yes No

Q11 Did you get a text reminder with the date and time?

- Yes No

Q12 Have you heard of the self booking and self check in system?

- Yes No

Q13 Have you tried it?

How did you find it?

Yes No

Q14: Since you arrived, have you been given information that is clear and easy to understand?

No Not very Quite Very Don't know

Q15: Do you feel staff have given you their full attention?

No Not very Quite Very Don't know

Q16: Do you feel your privacy has been respected?

No Not very Quite Very Don't know

Q17: Do you feel you have been involved in decisions about your care?

No Not very Quite Very Don't know

Q18 : How old are you / or patient? (optional) _____

Q19: Is there anything that you think could have been better in your experience today?

For people leaving the clinic;

Q20 Are you clear about what the next steps in your care will be?

Yes No

Q21 Have you been able to book a follow up appointment today?

Yes No

Q22 Did you book your follow up via

The self booking system

The clinic reception desk

Thank you

Appendix B

RAW DATA SUMMARY FOR EKHUFT ENT OUTPATIENTS ENTER & VIEW VISITS

Hospital/Clinic: Kent and Canterbury ENT

	Number of people interviewed- 12
Booked in and waiting for nurse	7
Post nurse awaiting investigation	
Post investigation awaiting consultant	4
Post consultant	1
Not sure	
Other	

Q2 How long have you been in the clinic so far today?

	Number of people
0-30 mins	9
30 mins - 1 hr	3
1-2 hrs	
2-3 hrs	
Over 3 hrs	

Q3: Is / was your appointment running late?

	Number of people
Yes	5
No	5
Don't know	2

If yes, have/ did staff approached you to inform you of the likely length of delay and offered you any support?

	Number of people
Yes	0
No	5

Q5: Is this a first appointment or a follow up appointment

	Number of people
First	6
Follow up	6

	Number of people
1 st follow up	
2 nd Follow up	2
Greater than 2	2

Have you had follow up appointments cancelled before this one?

	Number of people
Yes	0
No	6

Q6: How did you get the appointment today?

	Number of people
GP referral	9
Other health professional	2
A&E referral	
Self	1

Q7: Did you have a choice about your appointment time?

	Number of people
Yes	3
No	9
Don't know	

Q8: Was this appointment time convenient for you?

	Number of people
Yes	12
No	0

Q9: Do you know how to change your appointment time if it's not convenient for you?

	Number of people
Yes	10
No	2

Q10 Did you get a letter with the appointment date and time?

	Number of people
Yes	10
No	2
Don't know	

Q11 Did you get a text reminder with the date and time?

	Number of people
Yes	8
No	3
Don't know	1

Q12 Have you heard of the self booking and self check in system?

	Number of people
Yes	6
No	6

Q13 Have you tried it?

	Number of people
Yes	2
No	10

Q14: Since you arrived, have you been given information that is clear and easy to understand?

	Number of people
No	2
Not very	0
Quite	3
Very	7
Don't know	

Q15: Do you feel staff have given you their full attention?

	Number of people
No	
Not very	
Quite	3
Very	8
Don't know	1

Q16: Do you feel your privacy has been respected?

	Number of people
No	
Not very	
Quite	
Very	11
Don't know	1

Q17: Do you feel you have been involved in decisions about your care?

	Number of people
No	
Not very	
Quite	4
Very	4
Don't know	
N/A	4

Q20 Are you clear about what the next steps in your care will be?

	Number of people
Yes	9
No	
NA	1
DNA	2

Q21 Have you been able to book a follow up appointment today?

	Number of people
Yes	4
No	1
NA	3
DNA	2
Trying	2

Q22 Did you book your follow up via

	Number of people
The self booking system	1
The clinic reception desk	4
N/A	2
DNA	2
Trying/ other	2

Appendix C

RAW DATA SUMMARY FOR EKHUFT ENT OUTPATIENTS ENTER & VIEW VISITS

Hospital/Clinic: Buckland ENT Visit 1

	Number of people interviewed- 11(some got called so couldn't complete)
Booked in and waiting for nurse	
Post nurse awaiting investigation	
Post investigation awaiting consultant	8
Post consultant	3
Not sure	
Other	

Q2 How long have you been in the clinic so far today?

	Number of people
0-30 mins	9
30 mins - 1 hr	1
1-2 hrs	
2-3 hrs	1 (came early for appt)
Over 3 hrs	

Q3: Is / was your appointment running late?

	Number of people
Yes	2
No	9
Don't know	

Q4 If yes, have/ did staff approached you to inform you of the likely length of delay and offered you any support?

	Number of people
Yes	1
No	1

Q5: Is this a first appointment or a follow up appointment

	Number of people
First	9
Follow up	2
	Number of people
1 st follow up	1
2 nd Follow up	
Greater than 2	1

Have you had follow up appointments cancelled before this one?

	Number of people
Yes	
No	2

Q6: How did you get the appointment today?

	Number of people
GP referral	9
Other health professional	
A&E referral	2

Q7: Did you have a choice about your appointment time?

	Number of people
Yes	3
No	8
Don't know	
DNA	

Q8: Was this appointment time convenient for you?

	Number of people
Yes	11
No	
Did not answer	

Q9: Do you know how to change your appointment time if it's not convenient for you?

	Number of people
Yes	9
No	2
DNA	

Q10 Did you get a letter with the appointment date and time?

	Number of people
Yes	4
No	7
Don't know	
DNA	

Q11 Did you get a text reminder with the date and time?

	Number of people
Yes	8
No	3
Don't know	
DNA	

Q12 Have you heard of the self booking and self check in system?

	Number of people
Yes	8
No	3

Q13 Have you tried it?

	Number of people
Yes	5
No	6

Q14: Since you arrived, have you been given information that is clear and easy to understand?

	Number of people
No	
Not very	1
Quite	
Very	10
Don't know	

Q15: Do you feel staff have given you their full attention?

	Number of people
No	
Not very	1
Quite	1
Very	9
Don't know	
DNA	

Q16: Do you feel your privacy has been respected?

	Number of people
No	
Not very	
Quite	
Very	11
Don't know	
DNA	

Q17: Do you feel you have been involved in decisions about your care?

	Number of people
No	
Not very	
Quite	1
Very	9
Don't know	
DNA	1

Q20 Are you clear about what the next steps in your care will be?

	Number of people
Yes	11
No	
DNA	

Q21 Have you been able to book a follow up appointment today?

	Number of people
Yes	2
No	
N/A	9
DNA	

Q22 Did you book your follow up via

	Number of people
The self booking system	2
The clinic reception desk	
Technician	

Appendix D

RAW DATA SUMMARY FOR EKHUFT ENT OUTPATIENTS ENTER & VIEW VISITS

Hospital/Clinic: Buckland ENT Visit 2

	Number of people interviewed- 13(some got called so couldn't complete)
Booked in and waiting for nurse	2
Post nurse awaiting investigation	0
Post investigation awaiting consultant	4
Post consultant	2
Not sure	0
Other	5

Q2 How long have you been in the clinic so far today?

	Number of people
0-30 mins	13
30 mins - 1 hr	
1-2 hrs	
2-3 hrs	
Over 3 hrs	

Q3: Is / was your appointment running late?

	Number of people
Yes	2
No	9
Don't know	

Q4 If yes, have/ did staff approached you to inform you of the likely length of delay and offered you any support?

	Number of people
Yes	
No	

Q5: Is this a first appointment or a follow up appointment

	Number of people

First	7
Follow up	3
	Number of people
1 st follow up	
2 nd Follow up	2
Greater than 2	1

Have you had follow up appointments cancelled before this one?

	Number of people
Yes	1
No	4

Q6: How did you get the appointment today?

	Number of people
GP referral	10
Other health professional	
A&E referral	2

Q7: Did you have a choice about your appointment time?

	Number of people
Yes	6
No	7
Don't know	
DNA	

Q8: Was this appointment time convenient for you?

	Number of people
Yes	13
No	
Did not answer	

Q9: Do you know how to change your appointment time if it's not convenient for you?

	Number of people
Yes	10
No	3
DNA	

Q10 Did you get a letter with the appointment date and time?

	Number of people
--	------------------

Yes	9
No	4
Don't know	
DNA	

Q11 Did you get a text reminder with the date and time?

	Number of people
Yes	8
No	5
Don't know	
DNA	

Q12 Have you heard of the self booking and self check in system?

	Number of people
Yes	7
No	6

Q13 Have you tried it?

	Number of people
Yes	5
No	8

Q14: Since you arrived, have you been given information that is clear and easy to understand?

	Number of people
No	2
Not very	
Quite	
Very	11
Don't know	

Q15: Do you feel staff have given you their full attention?

	Number of people
No	
Not very	
Quite	
Very	13
Don't know	
DNA	

Q16: Do you feel your privacy has been respected?

	Number of people
--	------------------

No	
Not very	
Quite	
Very	13
Don't know	
DNA	

Q17: Do you feel you have been involved in decisions about your care?

	Number of people
No	
Not very	
Quite	
Very	12
Don't know	1
DNA	

Q20 Are you clear about what the next steps in your care will be?

	Number of people
Yes	11
No	
DNA	
N/A	4

Q21 Have you been able to book a follow up appointment today?

	Number of people
Yes	7
No	1
N/A	5
DNA	

Q22 Did you book your follow up via

	Number of people
The self booking system	2
The clinic reception desk	1
Technician	

Appendix E

RAW DATA SUMMARY FOR EKHUFT ENT OUTPATIENTS ENTER & VIEW VISITS

Hospital/Clinic: Royal Victoria ENT

	Number of people interviewed- 16 (some got called so couldn't complete)
Booked in and waiting for nurse	
Post nurse awaiting investigation	
Post investigation awaiting consultant	14
Post consultant	1
Not sure	
Other	1

Q2 How long have you been in the clinic so far today?

	Number of people
0-30 mins	16
30 mins - 1 hr	
1-2 hrs	
2-3 hrs	
Over 3 hrs	

Q3: Is / was your appointment running late?

	Number of people
Yes	2 (10 and 15 mins)
No	13
Don't know	1

If yes, have/ did staff approached you to inform you of the likely length of delay and offered you any support?

	Number of people
Yes	1
No	1

Q5: Is this a first appointment or a follow up appointment

	Number of people
First	7
Follow up	6
	Number of people
1 st follow up	1
2 nd Follow up	1
Greater than 2	4

Have you had follow up appointments cancelled before this one?

	Number of people
Yes	5
No	1

Q6: How did you get the appointment today?

	Number of people
GP referral	7
Other health professional	7 (6 ENT 1 Speech Therapist)
A&E referral	

Q7: Did you have a choice about your appointment time?

	Number of people
Yes	3
No	11
Don't know	
DNA	2

Q8: Was this appointment time convenient for you?

	Number of people
Yes	13
No	1
Did not answer	2

Q9: Do you know how to change your appointment time if it's not convenient for you?

	Number of people
Yes	11
No	3
DNA	2

Q10 Did you get a letter with the appointment date and time?

	Number of people
Yes	8
No	6
Don't know	
DNA	2

Q11 Did you get a text reminder with the date and time?

	Number of people
Yes	8
No	6
Don't know	
DNA	2

Q12 Have you heard of the self booking and self check in system?

	Number of people
Yes	8
No	6

Q13 Have you tried it?

	Number of people
Yes	7
No	7

Q14: Since you arrived, have you been given information that is clear and easy to understand?

	Number of people
No	
Not very	
Quite	
Very	14
Don't know	

Q15: Do you feel staff have given you their full attention?

	Number of people
No	
Not very	
Quite	1
Very	11
Don't know	1
DNA	3

Q16: Do you feel your privacy has been respected?

	Number of people
No	
Not very	
Quite	1
Very	11
Don't know	1
DNA	3

Q17: Do you feel you have been involved in decisions about your care?

	Number of people
No	1
Not very	
Quite	
Very	11
Don't know	1
DNA	3

Q20 Are you clear about what the next steps in your care will be?

	Number of people
Yes	13
No	
DNA	3

Q21 Have you been able to book a follow up appointment today?

	Number of people
Yes	5
No	3
N/A	5
DNA	3

Q22 Did you book your follow up via

	Number of people
The self booking system	
The clinic reception desk	4
Technician	1

