



## Enter & View Visit Report

### Details of Visit

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| <b>Service Name and Address</b>   | Ward 26 - General Surgery / Short-Stay Surgical<br>Royal Shrewsbury Hospital |
| <b>Service Provider</b>   | Shrewsbury and Telford Hospital NHS Trust (SaTH)                             |
| <b>Date and Time</b>  | 23 November 2016 at 14.00 - 15.30  |
| <b>Visit Team (Enter &amp; View<br/>Authorised Representatives<br/>from Healthwatch<br/>Shropshire)</b> | 2 Healthwatch Shropshire Authorised<br>Representatives                       |

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### Purpose of the Visit

To explore the quality of the patient experience on the ward.

### Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experience of all service users and staff, only an account of what was observed and contributed at the time.

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## Context of Visit

Healthwatch Shropshire gathers information on people's experiences of health and social care services and there are times when it is appropriate for Healthwatch Shropshire to see and hear for ourselves how services are provided. These visits are called Enter and View and always have a purpose.

Enter & View visits are done by a team of specially trained volunteers called Authorised Representatives. These volunteers are not experts in healthcare and report only on what they see and hear during the visit.

Enter and View visits can be announced, semi-announced or unannounced. This visit to Ward 26 at the Royal Shrewsbury Hospital was semi-announced; the Ward Manager and Matron were given written notification that a visit would be made in November 2016.

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## What we were looking at

We looked at the quality of patient experiences in the ward. In particular we asked patients about

- their comfort and ability to relax
- their confidence in the staff
- whether they felt supported by staff
- if staff listened to them
- if staff communicated well

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## What we did

On our arrival the Ward Manager told us that the ward had been reconfigured within the last two weeks to include a section devoted to urology. We decided to concentrate on the surgical part of the ward. The Ward Manager explained to us that the surgical ward was in three bays, each with six beds, and two single side rooms, both of which were being used by "infectious" patients. We asked if there were any patients who it would not be appropriate to speak to (apart from the two infectious patients) and were told that one patient had severe dementia and had a member of staff with them at all times to ensure their safety.

We asked ten patients to complete a short questionnaire (Appendix 1). The responses they gave were supported by the more detailed comments they gave when speaking to us about their experience on the ward.

In total we spoke to:

- twelve patients
- six visitors

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## What we found out

### Comfort and ability to relax

Most of the patients we spoke to said the ward was comfortable. Two patients said they found the ward quite noisy during the day but it was quieter at night.

When asked to describe the worst thing about being on the ward, one patient described one night where there were problems with their catheter on three occasions.

- **Temperature**

Most of the patients we spoke to said the temperature on the ward was fine /appropriate. One patient said it was too cool on the ward at night and another said that the variation between hot and cold was too great. In one bay of four patients, one patient wanted the window open at night and the other three complained that it was then too cold. When we mentioned this to the Ward Manager, she told us that nursing staff were aware of this and were trying to resolve the situation by moving the patient's bed nearer the window and pulling the curtains round the bed.

- **Mealtimes and food**

There were no complaints about the food or the choice. Patients told us that the food was “acceptable” while the choice available was “so-so”.

- **Privacy**

Patients told us that their request for privacy was respected by staff if they chose to have the curtains drawn.

### **Confidence in, and support from, the staff**

The patients and visitors we spoke to said they felt confident in the ability of the nursing staff. It was recognised that the staff were very busy. However, nobody identified any difference in the consistency of care between days, nights or weekends.

Patients told us that call bells were answered promptly on the ward.

One patient said they would like to have better continuity of care from the team of doctors because it felt like they saw someone different every day.

All patients we spoke to told us they felt well supported by medical staff.

**Patient comments:**

- “I feel safe, comfortable, nothing is too much trouble”
- Two people said the staff are “Brilliant”

## Staff listening and communication

Some patients said they felt listened to and understood while others didn't. Family members we spoke to all felt involved in the care of their relative.

There was a marked difference in patients' views of whether they knew what was happening to them and what their overall care / discharge plan was:

- several patients told us that they had been fully informed about their treatment and understood the implications for any follow up treatment, for example after they were discharged
- one patient and their partner said they “didn't know what was going on” and added that surgical procedures had been cancelled without them being told why
- another patient had been told to expect to leave hospital in within two weeks but they were still there and no further information had been given to them

Some patients described themselves as “forceful” and able to ask appropriate questions and get the information they needed; others had nursing experience in the family which they drew on to help with communicating with staff and asking the right questions. We were concerned about those patients who did not have the confidence / ability to ask questions about their care or family / visitors to support them to do so.

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## Summary of Findings

- In general, the patients we spoke to were very satisfied with the quality of the care they were receiving on the ward.
- Some patients found the ward noisy.
- Staff are trying to find ways to make the temperature on the ward comfortable for patients.
- Patient privacy was respected.
- Call bells were answered promptly.

- One patient said they would like more continuity as it felt like they saw a different doctor each day.
- Some patients were not fully aware of what was happening to them and told us they needed more information about their care /discharge plan.

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## Recommendations

- We recommend that staff regularly update **all** patients on their treatment, progress and discharge plan and check their understanding of the information given to them

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## Service Provider Response

Healthwatch Shropshire has received the following response to the Enter & View visit and report from the Ward Manager:

I would like to Healthwatch Shropshire for carrying out the review of Ward 26 in November 16 and welcome any further review you may wish to make.

I appreciate the comments and the positive feedback. I will action the recommendation made to the best of my abilities.

Healthwatch Shropshire has received the following information and action plan from the trust in response to our recommendation:

**We recommend that staff regularly update all patients on their treatment, progress and discharge plan and check their understanding of the information given to them**

- Brief staff during handover to keep patients and relatives informed.
- During ward rounds encourage Doctors and Nursing Staff to ask patient if they have an understanding of their condition and treatment.
- When updating documentation in the Bay Staff to discuss with Patient and Relatives.

This will be overseen by the Ward Sisters and Ward Manager.

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## Acknowledgements

Healthwatch Shropshire would like to thank the service provider, service users, visitors and staff for their contribution to this Enter & View.

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## Appendix 1

10 responses

| During your time on the ward, have you felt...? | Not at all | Not very | Quite   | Very           | Don't know |
|---|------------|----------|---------|----------------|------------|
| Comfortable                                     |            | 1        | 3       | 6              |            |
| Able to relax                                   |            |          | 3       | 6              | 1          |
| Confident in staff ability                      |            |          |         | 9              | 1          |
| Supported                                       |            |          | 1       | 9              |            |
| Listened to and understood                      |            | 1        |         | 9              |            |
| That staff communicated with you well           |            |          | 1 (90%) | 8 <sup>1</sup> | 1          |

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<sup>1</sup> One respondent said the staff communicated with them well but they still didn't "know what's going on".

## Who are Healthwatch Shropshire?

Healthwatch Shropshire is the voice for people in Shropshire about the health and social care services delivered in their area. We are an independent body providing a way for people to share their experiences to help people get the best out of their health and social care services. As one of a network of Local Healthwatch across England we are supported by the national body Healthwatch England, and our data is fed to the Care Quality Commission (CQC).

## What is Enter & View?

Healthwatch Shropshire gather information on peoples experiences of health and social care services and there are times when it is appropriate for Healthwatch Shropshire to see and hear for ourselves how services are being delivered: these visits are called 'Enter & View', they are not inspections.

Teams of specially trained volunteers carry out 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 authorised representatives to observe service delivery and talk to services users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

## Get in Touch!

**01743 237884**

[enquiries@healthwatchshropshire.co.uk](mailto:enquiries@healthwatchshropshire.co.uk)  
[www.healthwatchshropshire.co.uk](http://www.healthwatchshropshire.co.uk)

Healthwatch Shropshire  
4 The Creative Quarter, Shrewsbury Business Park, Shrewsbury, Shropshire, SY2 6LG