



## Enter and View Visit Report

### Princess Royal Hospital

Women's Services - (Ward 14 Gynaecology and  
Early Pregnancy Assessment Unit).



Visit date: 21<sup>st</sup> January 2020

Publication date: 27<sup>th</sup> April 2020

*Princess Royal Hospital, Apley Castle, Apley, TF1 6TF*

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## Terminology and Acronyms

|       |   |                                 |
|-------|---|---------------------------------|
| A&E   | - | Accident and Emergency          |
| EPAS  | - | Early Pregnancy Assessment Unit |
| HWT&W | - | Healthwatch Telford and Wrekin  |
| SaTH  | - | Shrewsbury and Telford Hospital |



## About Healthwatch Telford & Wrekin (HWT&W)

HWT&W is the independent Health and Social Care champion for local people. We work to ensure your voice counts when it comes to shaping, delivering/receiving and improving services. We address inequalities in health and social care to help make sure everyone in Telford and Wrekin (T&W) gets the services they need.

There are local Healthwatch across the country as well as a national body - Healthwatch England (HWE).

## What is Enter & View?

HWT&W gathers people's experiences of health and social care services and there are times when it is appropriate for Healthwatch to see and hear for ourselves how services are being provided. These visits are called 'Enter and View', and can be 'announced', 'partially announced' or 'unannounced'. 'Partially announced' visits mean the service provider is told we will visit but not the date or time of the visit.

The responsibility to carry out Enter and View visits was given to local Healthwatch in the **Health and Care Social Act 2012**.



Enter & View visits are carried out by a team of specially trained and DBS-checked staff and/or volunteers called Authorised Representatives. These volunteers are not experts in health or social care and report only on what they see and hear during the visit. They make observations and collect people's views and opinions anonymously and produce and publish a report.

Enter & View visits are not an inspection and should always have a 'purpose'.



## Details of the Visit

| Visit Details:          |   |
|-------------------------|---|
| Service                 | Princess Royal Hospital (PRH) - Ward 14 Gynaecology and the Early Pregnancy Assessment Unit (EPAS)    |
| Provider                | Shropshire and Telford Hospital NHS Trust (SaTH)  |
| Date and Time of visit  | 21 <sup>st</sup> January 2020   |
| Visit Team              | 3 HWT&W Enter & View Authorised Representatives (ARs) and 1 Trainee Authorised Representatives (T-AR) |
| Service contact details | Name: Princess Royal Hospital Phone: 01952 641222<br>Address: Apley Castle, Apley, TF16TF             |

## Purpose of Visit

To find out if patients are treated with dignity, have privacy respected, and how staff respond appropriately and with compassion to meet healthcare needs. To find out how patients living with dementia are cared for and supported.

We want to hear about patient experiences and those of any relatives and visitors present, and we will observe the patients engaging with the staff and their ward surroundings. We want to identify examples of good practices and hear about any ideas the patients or staff may have for change.

### 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 experiences of all users of the service and staff, only an account of what was observed and contributed at the time.



## Context of the Visit

In 2018 concerns were raised about Maternity Services provided by the SaTH hospitals (Royal Shrewsbury, and Princess Royal - Telford), including those related to historical concerns. An Independent Inquiry was initiated and still in progress.

Unannounced inspection visits have also been made by the Care Quality Commission (CQC) and care-issues reported, resulting in measures to be taken and NHS-Improvement provision of additional support to resolve problems. Princess Royal Hospital (PRH) is currently rated '*Inadequate*' by the Care Quality Commission but we are waiting for findings from a recent inspection.

During recent years SaTH have experienced problems resourcing Accident and Emergency (A&E) services in both hospitals, and with increased needs experienced particularly during the winter, have had to plan for possibility of deciding on a temporary over-night closure of the Accident and Emergency department at Princess Royal Hospital. Were the decision to be made, this will impact Telford & Wrekin patients, ambulance services, and the A&E departments in other near-by hospital trusts such as New Cross (Wolverhampton), Stoke and Birmingham.

As part of the engagement programme HWT&W has visited several Wards and Departments/Units/Clinics at Princess Royal and Royal Shrewsbury Hospitals since 2014. The Enter & View committee agreed that HWT&W should aim to visit all wards at PRH starting in 2019 to find out about the patient experience of healthcare in the hospital setting; focussing on the delivery of compassionate care with appropriate respect for patient dignity and privacy. Some visits will also find out about the care experiences of patients attending hospital who are living with dementia and understand how patients are prepared for discharge and their experience of discharge. Individual ward visit reports will be published. From these individual visit reports, over-arching theme reports will be published on patient experience of compassionate care respecting dignity and privacy, the care of patients with dementia, and on the discharge experience.

The visit to the Women's Services (Gynaecology and Early Pregnancy Assessment Services (EPAS)) was in order to understand the patient experience of hospital care. The visit was '**partially announced**'; however, we told the ward manager of the intended visit but not the actual date and time.



## What we were looking at

The focus of this visit was to find out if patients, staff and visitors of Ward 14 - Gynaecology and EPAS were happy with their hospital care and support.

We wanted to learn about:

- The ward environment, by observing the layout of the ward and the staffing arrangements.
- Peoples experiences on the ward, did they feel comfortable and were they treated with dignity and respect; interactions between staff and patients.
- The experiences of patients living with dementia, and how the staff and ward environment support these patients.
- The assessment processes, and the preparations for patient discharge from hospital.
- Patient's experiences in hospital and their understanding of the arrangements for discharge.
- Contributing factors that delayed a patient's discharge from hospital.

## What we did

We had a pre-meeting with the Ward Manager who had dual responsibility for Ward 14 and EPAS. We posed a series of questions to understand the care processes and other matters the staff on the ward had responsibility for and any other teams associated with patient care.

When we arrived on the ward for the visit, we spoke to the Ward Manager. We took advice on whether any patients should not be approached due to safety or medical reasons, or any issues regarding their ability to give informed consent.

We spoke with 4 patients; other patients were present but unwilling to speak to the team. We also talked to 4 staff; however, no visitors/relatives were present at the time of our visit.

## What we found out

Ward 14 and EPAS are a part of the Women's Services located on the first floor of the main hospital within PRH.

Ward 14 is an inpatient 12 bedded ward dedicated to the care of Gynaecology patients requiring treatment or surgery. This service is operational 24/7, 365 days per year. Treatments/surgery can be elective or emergency care.



EPAS is a service which is provided on both sites of SaTH, the service is provided for the management of women with complications in early pregnancy up to 16 weeks' gestation. Referrals for EPAS are generally made by GPs, Midwives, Emergency Department or the Gynaecology Assessment Area.

### **The layout of the ward and the staffing arrangements**

During the visit the ARs looked at the physical ward environment and observed staff arrangements on the ward.

We entered EPAS on arrival, the team spoke with the Ward Clerk who was very welcoming, friendly and professional. We then split into two groups, one group covering Ward 14 and the other covering EPAS.

Ward 14 is a 12 bedded ward including 4 side rooms and 2, 4 bedded bays and a treatment room. Ward 14 is situated between EPAS and the Gynaecology Emergency Assessment Area (GATU). All areas appeared tidy, organised and uncluttered. Ward 14 has not yet achieved an Exemplar award however; certain inspections have rated the ward as gold and silver.

During our visit to Ward 14, there was an environmental issue being dealt with, resulting in 1 bay being temporarily closed. The team visited the next bay containing 4 beds. The ward was clean, friendly and organised. Patients appeared comfortable and relaxed.

EPAS is a nurse led service run by a dedicated team of Nurse Specialists. During our visit EPAS had 2 band 6 staff on duty, the staff were very welcoming of us and their patients. EPAS have one scan room and 3 consultation rooms. a waiting area and the main reception area. EPAS was tidy and clearly organised. We observed the Ward Clerk welcoming patients and signing them in, we also observed the staff greeting and calling through their patients.

We were informed by the Ward Manager that they are working hard with the team to make improvements prior to their Exemplar assessment award. The Ward Manager is working with the team using a "You Said, We Did" approach with evaluating feedback; this gives staff, patients and relatives a voice and reassurance they have been listened to.

During our visit, Ward 14 and EPAS were fully staffed with the correct number of Nurses and Health Care Assistant.



## Whether patients said they are treated with dignity and respect and feel comfortable on the ward.

We observed a staff member asking their patient beforehand if they would be willing to talk to us, she ensured the door was slightly closed giving the woman the opportunity to disclose her answer to the nurse privately.



*“My dignity and respect have been adhered too at all times”*

*“I’m impressed with the care and respect from the ward”*

## The experiences of patients living with dementia, and how the staff and ward environment support them

We did not observe nor speak to any patients living with dementia or family/ relatives. However, during our initial managers meeting we were told the services do not have a high level of Dementia patients.



However, we were told that people living with Dementia who are visiting the wards that they have the support from the trust’s Dementia Team and facilities such as, Twiddle Muffs and the Butterfly Scheme. We were told, the staff do not have Dementia training, this is because there are very little dementia patients who visit the ward.

## Views of the patients about their experiences in hospital, and their understanding of the discharge arrangements

We spoke to a total of 4 patients between both services, all of the patients experience from Ward 14 and EPAS were positive.



*“My treatment has been excellent”*

*“The staff are so kind and helpful”*

*“I am satisfied overall with the appointment system, very prompt”*

*“I’m impressed with the staff and my treatment. The cleaners are so lovely as well”*



## The assessment processes, and preparations for discharge

Before our visit we met with the Ward Manager who told us the following in relation to discharge:

Patients are reviewed during the morning round and a decision made if the patient is MFFD. The nurse will then discharge the patient once all correspondents and TTO's have been completed.



## Contributing factors that delay a patient's discharge from hospital

This was not covered during our visit.

## Observations

During the visit the ARs observed interactions between staff and patients, and looked at the physical ward environment.

## The environment of the ward

Ward 14 is a friendly, relaxed and tidy ward. The staff have demonstrated good relationships with their patients, this is reflected in the comments, laughs and smiles received from patients. EPAS was a well-appointed service, enjoying a manageable throughput of patients and a steady flow of appointments. Staff were friendly and patients appeared happy with their appointment and waiting times.



## Staff interactions with the patients

The staff were friendly and professional with their patients, we observed laughing and smiling during our visit. Staff were observed talking to each other with respect and dignity and maintained patient confidentiality. Some patients told us.



“They are so lovely”

“I have felt supported and understood from start to finish”

“Me and my partner couldn't be happier with the staff”



## Additional Findings

We managed to speak to 4 staff members. 3 on EPAS and 1 on Ward 14, the staff had lots of positive comments to say about working in Women's Services.

"I've worked here for 4 years and I enjoy it"

"We are well trained and kept up to date with policies and procedures"

"Managers are very supportive of the staff"

"Although there are pressures within the services and current reports have affected morale, as a team, we work well together and cope together"

"Such a friendly team"

## Summary of Findings

- Patients felt they received good care.
- The staff have good relationships with their patients.
- Staff work well together as a team.
- Staff kept patients informed about their care and their treatment plans.
- The Women's Services is a clean, tidy and well organised area.

## Recommendations

- To share current working practice with other wards and colleges.
- Continue to ask for feedback from patients, staff and relatives/carers.
- Including where possible dementia training in the event of having Dementia patients.
- Continue to support one another and work well as a team.
- Staff receive appropriate support from management.



## Service Provider Response

Healthwatch Telford & Wrekin received the following response to this Enter & View visit and report from the manager of Ward 14 Gynaecology and Early Pregnancy Assessment Unit in 21<sup>st</sup> January 2020.

“Thank you for amending the suggested changes. I am very happy with this report.”

“The Trust would like to thank Healthwatch Telford & Wrekin for undertaking the enter and view visit and appreciate the feedback which has been shared with the team. Whilst the Trust undertakes visits within Wards and Departments feedback from external agencies such as Healthwatch is valuable to support service improvement and the experience which we deliver to patients accessing services.”



## Acknowledgements

Healthwatch Telford & Wrekin would like to thank the patients and staff of Ward 14 Gynaecology and EPAS Unit for their contribution to the visit and our Enter & View programme.

### Get in Touch

Please contact Healthwatch Telford & Wrekin to share your views and experiences of this service or any other health and social care service in Telford & Wrekin or received elsewhere by people living in Telford & Wrekin.

We gather comments anonymously and share them with the public, service commissioners and providers to highlight areas of good practice and identify areas for improvement.



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