

Enter and View Report

*Urology Outpatients clinic at
Birmingham Treatment Centre -
City Hospital*

Dudley Road

Birmingham

B18 7QH

Announced Visit

Date: 18th July 2023

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What is Enter and View

Part of Healthwatch Sandwell remit is to carry out Enter and View visits. Healthwatch Sandwell Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act (2012) allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrist 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 that we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Sandwell Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Sandwell Safeguarding Policy, the service manager will be informed and the visit will end. The local authority Safeguarding Team will also be informed.

Provider details



Urology Outpatients Clinic

<u>Name:</u>	The Urology Outpatients Clinic
<u>Address of Service :</u>	City Hospital Dudley Road Birmingham B18 7QH
<u>Chief Executive:</u>	Richard Beeken
<u>Surgical Matron:</u>	Angie Surridge

Service type:

Urology is the medical term focusing on the urinary tracts of men and women, and on the reproductive system of men.

The Urology Department at both City and Sandwell Hospital sites provide a general urological service as well as sub-specialist tertiary referral care. The team of consultant urologists is supported by junior medical staff and clinical nurse practitioners providing a wide range of services for benign and malignant urological conditions.

Outpatients facilities can be found at Sandwell General Hospital and the Birmingham Treatment Centre (BTC), which is based at the City Hospital site and is open Monday to Friday. Day case surgery is also located at the BTC.

Website: <https://www.swbh.nhs.uk/services/urology/>



0121 507 5242.

Acknowledgments

Healthwatch Sandwell would like to thank Sue McEntee (Macmillan Urology Oncology Clinical Nurse Specialist) and the visitors to the clinic for their co-operation during the visit.

Disclaimer

Please note that this report is related to findings and observations made during our visit made on 18th July 2023. The report does not claim to represent the views of all visitors, only of those who contributed within the restricted time available.

Authorised Representatives

Anita Andrews and Melissa Elders conducted the visit.

Purpose of the report:

This report will provide an overview of the services at the Urology Outpatient's Clinic which is part of Sandwell and West Birmingham NHS Trust and will provide patient experience feedback. Where appropriate, recommendations will be made based on the findings of this Enter and View visit and it is anticipated that these recommendations will contribute to improving service delivery within the clinic and in turn improve the service experience for patients.

Who we share the report with

This report and its findings will be shared with Healthwatch Sandwell Advisory Board, Sandwell MBC, Sandwell and West Birmingham NHS Trust, the Integrated

Care System and Healthwatch England. The report will also be published on the Healthwatch Sandwell website: (www.healthwatchsandwell.co.uk)

Healthwatch Sandwell details

Address: Walker Grange, Central Avenue, Tipton. DY4 9RZ
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Healthwatch principles

Healthwatch Sandwell's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

1. **A healthy environment:** Right to live in an environment that promotes positive health and wellbeing
2. **Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patients reaching crisis
3. **Access:** Right to access services on an equal basis with others without fear of discrimination or harassment, when I need them in a way that works for me and my family
4. **A safe, dignified and quality services:** Right to high quality, safe, confidential services that treat me with dignity, compassion and respect
5. **Information and education:** Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system
6. **Choice:** Right to choose from a range of high quality services, products and providers within health and social care
7. **Being listened to:** Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received
8. **Being involved:** To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

Purpose of the visit

The purpose of the visit was to observe the environment and explore first-hand with patients their experiences of using the Outpatients Clinic. This was achieved by observation and talking to patients and staff.

What we did

Our Authorised Representatives facilitated the visit and spoke to patients, and observed the environment on 18th July 2023.

A pre-set of questions were asked that covered:

- Patient experience of the service including booking appointments, care by staff, accessibility to the building and information and any suggestions to improve the service.
- How staff meet individual needs of patients including the communication needs of patients who have impairments, handling anti-social behaviour from patients / relatives, how to support patients who want to raise a complaint / concern about the service and suggestions to improve the service.

Observations were made of the environment both externally and internally, that included:

- Signposting, accessibility, lighting, refreshments, cleanliness, parking and transport links.

Findings:

A healthy Environment

External

The outpatient's clinic is situated in the BTC on the second floor and is part of Out Patients Department 5.

On arrival the receptionists on the ground floor of BTC did not know where the urology outpatient's clinic was situated.

The clinic was accessed via stairs or escalators or a lift.

On arriving on the second floor there is a sign by the lift.

BTC does have its own car park which is accessed via a barrier. There was parking facilities for Blue Badge holders and there is a drop off point near the entrance.

There are bus stops surrounding the site, metro and train facilities over a mile away.



Sandwell and West Birmingham NHS Trust is completely non-smoking throughout. Although it supports vaping in the grounds, but not in buildings or entrances. Vaping is allowed outside, and a small number of vaping shelters.

These shelters are monitored by CCTV to ensure they are not used for smoking.

Internal

On the day of the visit, the clinic was welcoming, clean, free from clutter and the décor well maintained. Covid-19 precautions were in place: signs on the floor for social distancing, sanitising hand gel dispensers at the reception etc.

Prior to our visit a poster was delivered to the outpatients' clinic to advertise the visit. On the day of the visit, this was displayed within the clinic adjacent to the main waiting area.

There were accessible male, female and gender neutral WCs in the waiting area.

The waiting area had a comfortable seating area and were in good condition. It was spacious and suitable to manoeuvre wheelchairs or walking frames.

There is a reception that supports all the clinics on the second floor.



Surrounding the waiting area are various clinics, there are 8 consulting rooms as well as a surgical unit.

The floors in the main areas and the clinic were in good condition.

The areas were well lit and the temperature was appropriate.

There were no magazines and newspapers available or literature in community languages/braille.

Announcements for appointments are in person.

We were informed by the Facilities Manager (after the visit) that there was a loop system facility on site in the past, but was unsure if still currently available. There was not a T sign for the loop system.

There are refreshments available to purchase from Costa on the ground floor, which serves hot, cold drinks and sandwiches. Its opening hours are Monday - Friday 8.30 am - 5.00 pm.

Essential services

Patients were spoken to in the waiting area. They had both waited up to 4 weeks for an appointment, one patient was on a two week wait referral system, which allows a patient with symptoms that may indicate they have cancer. This patient and their relative were very happy about this as they were experiencing anxiety at this time.

Both patients were attending for a follow up appointment

The patients gave extremely positive feedback about the service, and were happy with the service, rating it as '**excellent**'. They were '**very likely**' to recommend this service to friends and family.

Both patients found the booking system very easy and were contacted by letter which was accessible for them.

While patients were waiting for an appointment they knew who and where to call if they needed information about their appointment. They both said that all their questions were answered and that everything had been explained to them in detail, this gave them reassurance as they were quite anxious about their condition.

Access

Accessibility of the building.

The patients found navigating the facility quite difficult on their initial visit as they didn't know where to go but as this was a follow up visit they were familiar with where to go.

Safe, dignified and quality services

Patients described staff as helpful, polite and professional. They were understanding and showed empathy.

“Very good and helpful.... 10/10...marvellous”

Information and education

Both patients stated that all the information received (letter) about their appointment was clear, concise and easy to understand.

Choice

One patient was allocated an appointment at this clinic and the other was given a choice of which clinic to attend in the Sandwell and West Birmingham NHS Trust.



Being listened to

Both patients said that they have been listened to around their health needs.

Comments and complaints.

Both patients did not know who to comment or raise a complaint or compliment about the service. We did not see a procedure displayed in the waiting area.

Staff described how they support patients who want to raise a complaint/concern about the service, by talking the issue through. It was explained that the majority of times most complaints are resolved at this stage, however, if it can't be resolved they go direct to the Local Resolution Team.

Being involved

Staff promote patient and carer involvement during the consultations as much as possible.

There are quarterly prostate and urology cancer support groups for patients, who meet for two-hours on the first Wednesday in February, May, September and November, this is held at Wood Lane Community Centre, in West Bromwich.

Staffing and feedback

There is an established team at this service which includes:

- a team of six consultant urologists who were supported by junior medical staff and clinical nurse practitioners.
- Macmillan Urology Oncology Clinical Nurse Specialist x 4 in post
Urology Clinical Nurse Specialist (Benign) x 3 in post
The Macmillan Urology nurses act as key workers to patients diagnosed with one of the five urology cancer sites which are prostate, bladder, kidney, testicular and penile.
The nursing team who support patients with benign (non-cancer) conditions investigate urinary tract symptoms, and give treatment for bladder conditions.

The clinic offers other services, which includes:

- General Urology Services

- Urology Cancer Services
- Subspecialist Services which includes lithotripsy, ureteroscopic laser stone treatment and percutaneous stone surgery etc.

We spoke to 1 member of staff (Macmillan Urology Oncology Clinical Nurse Specialist) who was very committed to their role and patients care. They aim to provide an effective service despite the challenges that they face, which include post Covid-19 delays and staff vacancies. This has resulted in large workloads. However, they remain positive and enjoy assisting patients by providing reassurance at a stressful time in their diagnosis.

We were informed that staff rarely face anti-social behaviour, but if they do it's due to waiting times to see the consultant. Staff explained that they attempt to explain the situation and calm the patient down.

Staff described how they meet the communication needs of patients such as those who are: visually, hearing impaired, learning needs and language needs of people, this is achieved in various ways:

- The secretary will book an interpreter
- Carers/relatives are encouraged to join the consultation to assist

Staff are made aware of specific needs as they are flagged on the information technology system.

The urology outpatients' clinic operates within the two week wait referral system which allows a patient with symptoms that may indicate an underlying cancer to be seen as quickly as possible, this referral is made by the patient's GP if they are concerned that the symptoms require a specialist opinion to exclude cancer.

Recommendations

The Sandwell and West Birmingham NHS Trust to consider:

- The appointment letter that is sent to the patient to describe the location of the urology clinic i.e. located in the Out Patients Department 5
- Inform main reception (ground floor) of BTC of its location
- Be proactive in informing patients about the comments/compliments and complaints process
- Review the availability of a loop system in main waiting area

Provider feedback

No comments were received from the Provider.



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