

Enter and View Report

*Young Adult Diabetes Transition
Clinic*

Diabetes Centre

*Birmingham City Hospital
Dudley Road, Birmingham*

B18 7QH

Announced Visit

26th 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



Young Adult Diabetes Transition Clinic - Diabetes Centre

Birmingham City Hospital

Name: Young Adult Diabetes Transition Clinic
Address of Service : Diabetes Centre, Birmingham City Hospital Dudley Road,
Birmingham. B18 7QH
Chief Executive: Richard Beeken
Name of Interim Matron: Michelle Wright

Service type:

The Young Adult Diabetes Transition Clinic is a service aimed at providing care, treatment and education for young people with diabetes aged from 19 to 24 years old depending on needs. The paediatric specialist diabetes doctor will refer young adults to the transition clinic when they are ready.

It provides the following:

- Support and education on carbohydrate counting
- Initiation and support for insulin pumps
- Dose Adjustment For Normal Eating courses
- Advice on travel, exercise/sport, work, college and university

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



Diabetes Centre 0121 507 6006

Opening times: Monday to Friday, 8.30 am - 4.30 pm

Acknowledgments

Healthwatch Sandwell would like to thank Michelle Wright and Jade Shaw (Diabetes Specialist Nurse), the staff team and 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 26th 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 conducted the visit.

Purpose of the report:

This report will provide an overview of the services at the Young Adult Diabetes Transition Clinic 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.healthwatchesandwell.co.uk)

Healthwatch Sandwell details

Address: Walker Grange, Central Avenue, Tipton. DY4 9RZ
Website: <https://www.healthwatchesandwell.co.uk/>
Phone: 0121 569 7211
Social media: <https://www.facebook.com/HWatchSandwell>
Instagram: www.instagram.com/healthwatchesandwell
Twitter: @HWSandwell

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 Diabetes Clinic. This was achieved by observation and talking to patients and staff.

What we did

Our Authorised Representatives facilitated the visit and spoke to 6 patients, both male and female of mixed ethnicities and observed the environment on 26th 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 Young Adult Diabetes Transition Clinic is situated in the Diabetes Centre in the main building of Birmingham City Hospital.

The Diabetes Centre is on the first floor and is signposted within the main entrance on the ground floor. It can be accessed by a lift or stairs.

Birmingham City Hospital has its own car park which is accessed via a barrier. There are 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 our buildings or entrances. Vaping is allowed outside, and a small number of smoking shelters will be converted into vaping shelters. These shelters are monitored by CCTV to ensure they are not used for smoking.



Internal

There are consultation rooms which are situated along the corridor, which houses the Diabetic Clinic.

There is seating along the corridor walls as well as a waiting area.

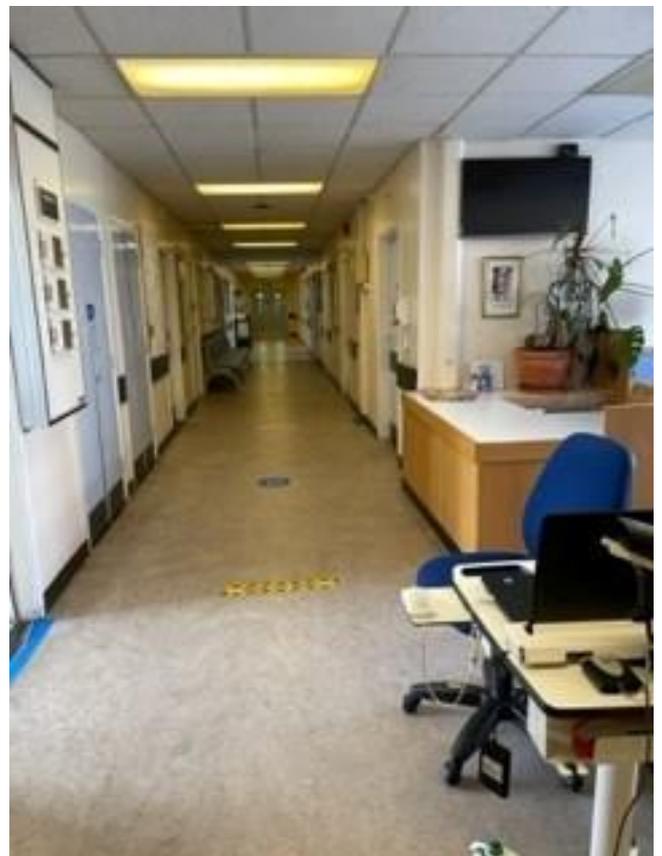
The corridor has numerous notice boards and leaflet holders with relevant information.

There are gender neutral WCS in the clinic area. There is a reception area (mid-way down corridor) but this isn't used.

Prior to our visit a poster was sent to the clinic to advertise the visit, this was displayed in the corridor during the visit.

On the day of the visit, the clinic area was welcoming, clean and the décor well maintained.

Covid 19 precautions are in place, signs on the floor for social distancing, sanitising hand gel dispensers along the corridor.



We were informed that there was no loop system for hearing impaired patients.

There were no obvious hazards or health and safety risks. There were no facilities within the clinic to purchase refreshments however there is a small café on the ground floor.



Essential services

Patients were spoken to in the waiting area. The patients gave extremely positive feedback about the service.

100% were happy with the service. One patient was attending for the first time as a young adult and appreciated having this clinic. Patients were ‘very likely’ to recommend this service to friends and family.

All patients found the booking system easy and knew who to contact in between appointments if they had a query. **100%** said that all their questions were answered.

Patients described their first impression of the clinic as ok, although they said it was dull, tired and dated in décor.

Access

All patients had no problems finding the clinic and had received clear directions, some patients were regular visitors to the clinic so were familiar with its location.

Safe, dignified and quality services

Patients described staff as excellent, friendly and patient, they were understanding and showed empathy.

100% felt they have been listened to around their health needs and described the service as excellent or good.

“I really appreciate this clinic...I can ask questions and not feel silly”

Information and education

The waiting area has plenty of leaflets and notice boards. There is information about the Trust’s work.



100% stated that all the information received about their appointment was clear and easy to understand. Patients were mainly communicated with by letter as well as phone calls and texts.

Choice

All patients were not given a choice which diabetes service to be referred to, but this is because this is a transition service from child to adults, it is one of a kind.

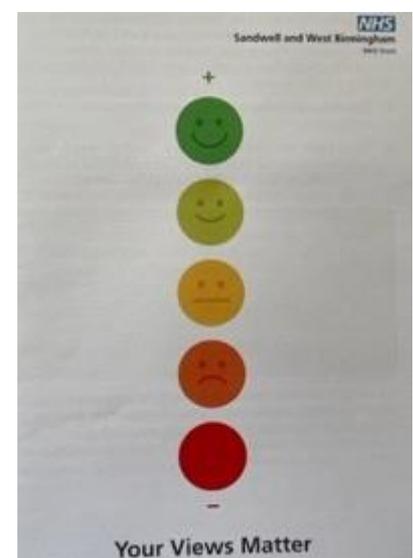
Being listened to

100% felt they have been listened to around their health.

Comments and complaints.

‘Your Views Matter’ leaflets were displayed in the clinic area which gives information how patients can access the Local Resolution Team and who to call to make a complaint.

Staff described how they support patients who want to raise a complaint/concern about the service, in the first instance by talking the issue through and then if it can’t be resolved signposting to the Local Resolution Team. All of the patients knew how to raise any issue.



Also in the waiting area there is a compliment board, where patients can add their views to post it notes.



100% had not encountered any barriers at this service.

Being involved

Staff promote patient involvement by regularly asking the young people about their care and what improvements can be made.

Staffing and feedback

There is a multi-disciplinary team which includes:

Consultants, Interim Matron, Diabetes Specialist Nurses and Health Care Assistants.

There have been a number of staff vacancies due to retirement, but the team have sustained continuity of the service. Recruitment has been challenging as it is such a specialist area. There has been an increase in referrals, especially patients with type 2 diabetes and this has caused large caseloads for staff.

Staff enjoy advocating for their patients and promoting independence with diabetes. Although it can be challenging when young people do not attend their appointments. It is assumed that young adults have other challenges at this time in their life as well as diabetes so may not prioritise attending their appointments although attendance would help them manage their diagnosis.

The goal of this clinic is that patients transition before their 19th birthday and they remain there until they are 25. The service has received some inequalities funding to strengthen this pathway, there are plans to develop the psychology model and to buy in some focused time for the Multi-Disciplinary Team and 1:1 support for patients.

We were informed that all staff receive ongoing staff development, which includes supervision, where training needs are identified and relevant training provided to meet staff's needs. Staff were keen to enhance their skills and knowledge in any way that they can

We were informed staff occasionally encounter anti-social behaviour when patients are irate due to wanting equipment that may not be available e.g. insulin pumps. The team remain focussed and given an explanation, this usually calms the situation down. Staff believe that effective communication is the key.

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 secretaries will book interpreters (British Sign Language and Language interpreters)
- Use Language line for non-English speakers
- Carers/relatives are encouraged to accompany the patient

The IT system does not always flag what the need is.

The service is offered Monday to Friday, with an answer machine to accommodate the weekends which signposts patients during this period of time. We were informed that the staff would like to extend opening times to accommodate weekends, especially as young people gain employment.

Recommendations

The Sandwell and West Birmingham NHS Trust to consider:

1. providing a loop system for hearing impaired patients
2. extending opening times to accommodate weekends
3. addressing the IT system to flag what the communication need is

Provider feedback

Thank you Anita, appreciate this, will review and action with team.

Marian Long

Group Director of Nursing PCCT

Sandwell and West Birmingham NHS Trust



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