



Enter & View Report

Wanstead Hospital
Phlebotomy Department
Makepeace Road
Wanstead, London E11 1UU

Date:
Tuesday 12th November 2019

This report is available to download from our website, in plain text version, **Large Print**, and can be made available in Braille or audio versions if requested.

Please contact us for more details.

020 8553 1236

www.healthwatchredbridge.co.uk

Report Details

Address	Phlebotomy Department Wanstead Hospital Makepeace Road Wanstead E11 1UU
Service Provider	Barts Health NHS Trust
Contact Details	David Hastings Phlebotomy Services Manager
Date/time of visit	9am Tuesday 12th November 2019
Type of visit	Announced visit
Authorised representatives undertaking the visits	Lead Representative - Jacqueline Da`Prato Sally Curtis
Contact details	Healthwatch Redbridge 103 Cranbrook Road 1 st Floor Ilford Essex IG1 4PU 020 8553 1236

Acknowledgements

Healthwatch Redbridge (HWR) would like to thank the staff at Wanstead Hospital for their assistance during our visit.

Disclaimer

Please note that this report relates to findings observed during our visit made on Tuesday 12th November 2019. 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 of the visits.

What is Enter & View?

Part of the local Healthwatch programme is to carry out Enter & View visits. Enter & View visits are conducted by a small team of trained volunteers, who are prepared as 'Authorised Representatives' to conduct visits to health and social care premises. These visits aim to find out how they are being run and make recommendations where there are areas for improvement or capture best practice which can be shared.

Enter & View is the opportunity for Healthwatch Redbridge to:

- Enter publicly funded health and social care premises to see and hear first-hand experiences about the service.
- Observe how the service is delivered, often by using a themed approach.
- Collect the views of service users (patients and residents) at the point of service delivery.
- Collect the views of carers and relatives through evidence based feedback by observing the nature and quality of services.
- Report to providers, the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners.

Enter & View visits are carried out as 'announced visits' where arrangements are made with the service provider, or, if certain circumstances dictate, as 'unannounced' visits.

Enter & 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 a service does well.

Purpose of the visit

Healthwatch Redbridge (HWR) conducted an Enter & View visit to Wanstead Phlebotomy Department in response to the proposal to review Phlebotomy Services to be carried out by Barking and Dagenham, Havering and Redbridge Clinical Commissioning Group (BHRCCG). The visit was conducted to provide Healthwatch Redbridge with independent research to enable us to respond appropriately to the consultation when it takes place.

The visit will allow us to assess whether the current service meets the needs of the patients.

Methodology

Prior to the visit, HWR contacted the service provider, Barts Health Trust to inform them of the proposed visits. The service provider was given prior written notice the visit would be taking place within a two-week time frame.

The Healthwatch Representatives arrived at the Phlebotomy department at 9am. The Phlebotomy Services Manager was waiting for her and the lead representative introduced herself and her colleague.

Once the manager had spoken to our representative, he made another phlebotomist available to speak to her. He explained that it was very quiet and left the service.

Visit surveys and observations

Representatives spoke with one member of staff, other than the manager (there were three phlebotomists on duty) and patients, using a standard set of questions to find out about their experience of the service. The representatives were mindful of not interfering with service provision so they ensured they did not disturb phlebotomists taking blood.

General observations were also carried out by representatives to assess whether the premises were fully accessible for people with a range of physical or sensory impairments.

Results of the visit

Observations made outside the premises:

- There are bus stops on both sides of the road outside on the main road
- There is no signage from the main road with regards to the Phlebotomy Service



“Not enough signage from the main road; difficulty of finding the centre”



- There is sufficient car parking outside the building (eight spaces), however it is up a slight slope and there are no hand rails.
- Representatives did not observe any accessible parking spaces and it was not clear if the yellow hatched area immediately outside the main entrance is acceptable as a drop off point for disabled people.
- There is step free access into the building.
- The pedestrian access also has a slope, but again there is no hand rail.
- The Phlebotomy Service is clearly signposted directly outside the building.
- There is a sign on the front door stating the Phlebotomy Service opening times.

Observations made inside the premises:

- When walking through the main building there are signs at regular intervals which highlight where the Phlebotomy Service is situated and foot prints on the floor directing patients to the service.
- There is a ticket machine in the main waiting area which was in use during our visit.
- On the day we visited there was plenty of seating available.
- There was a water jug with cups on a table in the waiting area.
- There is an electronic screen that displays ticket numbers inside the Phlebotomy waiting area.

- There is a sign informing Waltham Forest residents of other community phlebotomy sites. Waltham Forest CCG have commissioned this GP Phlebotomy service for Waltham Forest residents through North East London Foundation Trust (NELFT).
- There is a sign informing Redbridge residents to go to Whipps Cross Hospital Phlebotomy department for specialist blood tests, e.g. glucose intolerance.
- There is a “questions, queries or complaints” sign in the main reception area, we did not note one in the Phlebotomy waiting area. We did not see evidence of this being in accessible formats.
- There is one unisex toilet inside the Phlebotomy waiting area and one just outside in the corridor. However, we noted that there is no visual image displaying a toilet which is useful for people with Learning Disabilities.
- We noted there was no noticeboard stating the average waiting times.

Speaking with staff members (see Appendix 1 for questions):

The lead representative spoke to two members of staff during the visit.

- We were told that there are usually three members of staff on duty
- As mentioned above, we noted a sign for “questions, queries or complaints”, but we did not note any signs or forms asking for patient feedback. However, staff told us that patients are generally positive about the service and the staff.



“Brilliant Service. Lovely Staff also”

- Staff, including the manager, informed us that they have to redirect Waltham Forest residents to community Phlebotomy sites because this service does not cater for Waltham Forest residents and said the patients are disappointed if they can’t be seen.
- Staff commented that they have not had to remove tickets from the ticket machine for about six months. However, if tickets are removed, they signpost to Whipps Cross Hospital Phlebotomy Service

Speaking with patients (see Appendix 2 for questions):

- We spoke to 18 patients (who had yet to be seen by a phlebotomist), most told us they had been waiting between five and 10 minutes.
- Patients told us they felt 20 minutes was a reasonable amount of time to wait to be seen.
- 11 of the people we spoke to have regular blood tests at this site. Of these 10 people said that the waiting time was quieter than usual, with one saying it was the same as usual.
- Although five people said they had problems travelling to the site, but this was due to traffic and roadworks. One person commented on the signage:



“Not well signposted. Should be signed from road”

- All of the patients were local, travelling approximately 15 minutes to the service
- 14 of the patients we spoke to were Redbridge residents (two were Waltham Forest residents and two did not provide that information).
- The patients who said that they are aware of other Phlebotomy Services, mentioned Whipps Cross and King George Hospitals (Redbridge residents). Additionally, the Waltham Forest resident mentioned Longthorne Health Centre (as we spoke to this resident in the waiting room, we do not know if they were able to have the blood test because this service does not cater for Waltham Forest residents)

Feedback from patients during the visit:

We additionally received 11 comments about the Wanstead Phlebotomy Service during Outreach and local community groups. It was apparent from the comments we received both during the Enter & View visit and Outreach, that patients were positive about staff and the service.



“Wanstead provide a wonderful service”



“Very polite and helpful staff”

Recommendations

- The service provider should ensure that there is a sign for the Phlebotomy Service on the existing sign on the main road
- The service provider may wish to consider providing disabled parking bays as there are none at present
- The service provider may wish to consider marking out a drop off point directly outside the entrance for disabled patients
- The service provider may wish to consider providing hand rails along the pedestrian access
- The service provider may wish to consider erecting a “questions, queries or complaints” sign in the Phlebotomy waiting area and this should also be available in an accessible format for patients with additional communication needs
- The service provider may wish to consider erecting a visual image showing a toilet which is useful for people with Learning Disabilities
- The service provider may wish to consider erecting a noticeboard which can be updated with waiting times

Trust Response: The service manager acknowledges that there is currently no noticeboard displaying waiting times at Wanstead, provision for this will be made in the near future.

Service Provider Responses

We would like to thank the General Manager for Outpatient Services at Wanstead Hospital for providing the responses made.

Healthwatch Redbridge has incorporated them within this report where appropriate.

Distribution

- Wanstead Hospital
- Barts NHS Trust
- Redbridge Clinical Commissioning Group
- Redbridge Health and Wellbeing Board
- Redbridge Health Scrutiny Committee
- Care Quality Commission
- Healthwatch England
- Healthwatch Waltham Forest

Appendix 1 - Observations

Observations/Questions	
Getting to the Service:	
There is sufficient and clear signage to the premises being visited: signs are clear, unobstructed and easily readable	Yes No Comments:
Is this site easily accessible? E.g. there is parking outside and public transport nearby (can you see bus stops)?	Yes No Comments:
Within the premises:	
Is there a ticket machine?	Yes No Comments:
Is the ticket machine in use or have the tickets been pulled? ***If the tickets have been pulled, please note the time you are doing this observation/visit	Yes No Comments:
Are there sufficient chairs in the waiting room? Is anyone left standing because they have run out of chairs?	Yes No Comments:
Is there a facility for patients to access water either in the waiting room or nearby in a corridor?	Yes No Comments:

Are there trip hazards/sharp edges/furniture in pathway (both permanent & temporary)	Yes No Comments:
Are there signs in various formats including pictures (e.g. on toilet doors)? Are they clear/contrasting/pictures?	Yes No Comments:
Does the service have an electronic screen to inform the patient it is their turn (their ticket number has come up)?	Yes No Comments:
Is there a poster/leaflet informing patients about other phlebotomy sites?	Yes No Comments:
Is there a poster informing patients how they can raise any concerns/complaints they might have?	Yes No Comments:
Further Comments:	
Please provide any other relevant information about this site	

Appendix 2 - Questions for Staff members

1. Do you normally work on this site?

Yes No

2. In your opinion, are there sufficient staff members to support the phlebotomy service on this site?

Yes No

Please explain

3. Have there been any changes to the number of staff members in the last six months?

Yes No

Please explain

4. Do you provide patients with a list of alternative centres to go to for their blood test?

Yes No

Please explain

5. How do you assess how patients feel about this service?

Please explain

a. What sort of concerns do patients raise with you? ***Prompt for representative - waiting time, quality of service, staff attitude, cleanliness of phlebotomy area

b. What sort of compliments do patients give you? ***Prompt for representative - quality of service, staff attitude

6. Do you offer specific times for specialist Phlebotomy needs such as children, fasting etc.?

7. When you are really busy, are you having to withdraw tickets at any earlier time than usual?

Yes No

Please explain

8. If you have to withdraw tickets before the service officially closes, do you signpost patients to any other Phlebotomy centre?

Yes No

Please explain

9. Is there anything else you would like to share with us about the Phlebotomy service?

Thank you for completing the survey.

Appendix 3 - Questions for Patients

1. How long have you been waiting today?

2. How long do you feel is a reasonable time to wait?

3. Do you have regular blood tests here?

Yes No

***If no, skip to question 5

4. If you are a regular user of this service, is it:

Quieter than usual?

About the same?

Busier than usual?

5. Did you have any problems getting to this site? E.g. transport, cost

Yes No

***If yes, please explain

6. How far are you travelling to come here today?

6a. Which Borough are you from? (Redbridge, Barking & Dagenham & Havering).

7. Is this your nearest Phlebotomy centre?

Yes No

***If yes, please explain

8. Are you aware of any other Phlebotomy centres in Redbridge?

Yes No

***If yes, please explain

9. Do you use any other blood test centres?

Yes No

If yes, which one?

10. Is there anything else you would like to tell us about the Phlebotomy Service?

Please explain your answer

Thanks for completing this survey



Healthwatch Redbridge
1stFloor, 103 Cranbrook Road
Ilford, Essex IG1 4PU
020 8553 1236

info@healthwatchredbridge.co.uk
www.healthwatchRedbridge.co.uk

Healthwatch Redbridge is a Charity (number 1156320), and a company limited by guarantee (8389279), registered in England and Wales