

Chesterfield Royal Hospital Mystery Shop Update Report

In November 2018, Healthwatch Derbyshire (HWD) volunteers conducted a mystery shop exercise as a result of public and patient feedback collected by both HWD and Chesterfield Royal Hospital (CRH).

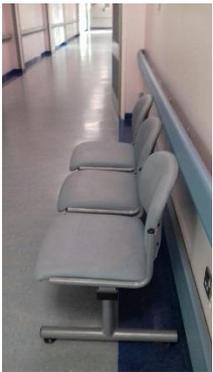
In partnership with CRH, HWD volunteers tested the journey a patient would follow when being invited to the hospital for an outpatient appointment. This involved presenting themselves as patients at various outpatient departments.

Volunteers then commented on their experiences from receiving the patient letter inviting them to the appointment to travelling to the hospital, and navigating the hospital site in order to find the correct department. They also commented on their experiences of the outpatient clinics.

The subsequent report outlined the volunteers' key findings and made several recommendations for improvement.

In January 2020, we were able to meet with the hospital in order to discuss progress made towards implementing these recommendations.

WHAT HWD SUGGESTED	CHANGES MADE
Appointment letters Generally, the letter was well received by volunteers. They found this easy to understand and to the point.	
<p>HWD suggested that additional information could have been sent with the appointment letters, including location and site maps, public transport details and details about wheelchairs and the pre-bookable scooter scheme.</p> <p>HWD suggested that appointment letters should include the hospital's website.</p>	<p>Appointment letters now suggest that patients with additional needs call the hospital in advance of their appointment to request the extra support that they need.</p> <p>The letters also now give a link to the hospital's website. All the suggested additional information can be found on here.</p> <p>The hospital is introducing an Online Portable Patient Hub allowing patients to confirm, rebook or cancel their appointments and access important information in one place from a smartphone or computer.</p>

Car parking and patient drop-off areas	
<p>HWD suggested a review of parking and available drop-off points.</p>	<p>The Trust has conducted a strategic review of parking, including drop-off points and changes have been planned which will also increase parking capacity.</p>
Navigation to clinics	
<p>HWD recommended that there be more resting areas for patients.</p>	<p>The hospital has now installed some patient resting stops. More are planned and it is intended that these will all eventually be given a distinctive character.</p>
	
Signage	
<p>HWD asked the hospital to consider a review of signage.</p>	<p>The hospital had acknowledged that signage and wayfaring across the site required development. Some new oversized welcome signs have been installed outside outpatient suites 3 and 4 with others planned.</p>
	
	<p>Perspex site maps at rest stops are also planned.</p>

Outpatient clinics	
<p>HWD suggested a review of outpatient clinics to ensure patient privacy, adequate space for wheelchairs and to create a better environment for those with a hearing impairment. It was suggested that seating should be forward-facing so people can see when they are being called.</p>	<p>The Trust is undergoing a review of outpatient reception areas. Suites 4 and 5 have now received the funding to improve the waiting areas with reference to the recommendations of the mystery shop. These will offer appropriate space and location for those using wheelchairs and forward facing seating so patients can hear when they are called.</p> <p>The audiology clinic has now been relocated to a more suitable location and has been subject to improved soundproofing.</p> <p>Suites 1 and 8 are undergoing major changes to the building and facilities this year.</p> <p>The hospital will continue to use the recommendations within the mystery shop report in the planning and reviews of these suites.</p>
Outpatient waiting times	
<p>HWD suggested improvements to ensure that clinics have a system whereby clinic delays are displayed and updated.</p>	<p>Clinic staff have been reminded to update waiting time information and this is being audited. The NGS MacMillan Centre now has an electronic board and is due to be trialled.</p> <p>There are also plans for the Online Portable Patient Hub to show waiting times.</p>