

**Patient
Experience
Report:**



**Altrincham
Hospital**

September 2015 - January 2016

February 2016

Contents

Acknowledgements	2
Introduction	3
Key findings and recommendations	4
Healthwatch Trafford Recommendations	6
Methodology	8
Drop-ins	8
Results	9
Quantitative results	9
Qualitative results	9
Positive comments	10
Negative feedback	13
Appendix 1: Patient feedback form	16
Appendix 2: Responses to recommendations made in Getting it right for Deaf people in Trafford report (March 2016)	17

Acknowledgements

We were made to feel very welcome by Central Manchester Foundation Trust hospital staff and management throughout the planning and delivery of our drop-in sessions. Healthwatch Trafford would like to extend special thanks to Marie Quinn for supporting this work.

Thanks go to Healthwatch Trafford volunteers for their contribution to the delivery of the drop-ins: Pat Lees, Shahan Waheed, Ken Griffiths, Georgina Jameson, Sandra Griesbach and Jean Rose.

Introduction

Healthwatch Trafford is a consumer champion in health and social care services for Trafford residents. Statutory activities include:

- Providing advice and information regarding health & social care services
- Gathering and taking people's experiences to decision-makers to influence positive change
- Involving people in decision making about local services
- Involving people in monitoring health and social care services

Aims of the hospital drop-ins:

- to obtain and collate qualitative patient experience data regarding a range of health / social care services, in particular Altrincham General Hospital;
- to identify where Altrincham General Hospital and other local services are working well and where improvements can be made;
- to work with Altrincham General Hospital management and staff to encourage improvement to service design and delivery where identified;
- to share and promote examples of good practice locally, regionally and nationally
- to raise the profile of Healthwatch Trafford, increasing public awareness of the service;
- to signpost people to relevant health /social care or voluntary sector services.

A total of 653 Trafford residents were engaged over 7 Healthwatch Trafford drop-ins at Altrincham Hospital in 2015.

84 of these residents gave permission for publication of the patient feedback regarding Altrincham Hospital services to be published on the Healthwatch Trafford website. Where consent was not given, the feedback was submitted to the online Feedback Centre but was not published. Other feedback came through residents who we engaged at other community / health service venues and who telephoned or emailed us with their experiences.

A Healthwatch Trafford report presenting patient experiences gathered over January to August 2015, alongside several recommendations for service improvements, was presented to Central Manchester Foundation Trust (CMFT) staff in August 2015 and CMFT responses were given at that time. The Healthwatch Trafford report was updated with these responses in October 2015. ¹

¹ The Patient Experience: Altrincham Hospital Report (2015) can be found on the Healthwatch Trafford website, by going to the About Us tab and clicking on the link, Our Reports.
www.healthwatchtrafford.co.uk

Key findings and recommendations

Patient and visitor experiences regarding Altrincham Hospital were gathered by Healthwatch Trafford using the following methods:

- 278 patients and visitors engaged at 4 hospital drop-ins (September - December 2015) conducted by Healthwatch Trafford
- reviews submitted through Healthwatch Trafford online feedback centre by local residents
- emails and phone calls from local residents

The majority of patient / visitor feedback gathered regarding Altrincham Hospital between September - December 2015 was positive.

The overall rating for the hospital on the Healthwatch Trafford online Feedback Centre over this time period is 4.5 stars. This is based on 47 online reviews.

The following areas all received 4 - 5 star ratings (very good - excellent):

cleanliness

staff attitude

quality of care

waiting times

Praise of hospital staff by visitors / patients was the most frequently commented on aspect of services. Other positive comments were made regarding excellent service in general, Minor Injuries, Blood Service and X-Ray department.

Patient and visitor comments over this time period also indicate that improvements can be made in the following areas:

- Audiology Service: long waiting times and appointments being altered
- Lack of hot refreshments for patients / visitors (4 comments). Similar comments reported to Healthwatch Trafford between January - August 2015.
- X-ray service and minor injuries: waiting times, communication of waiting times to patients and administrative procedures. Requests for visual display screens alerting patients to estimated waiting times. These comments echo others reported to Healthwatch Trafford April - August 2015.
- Dialysis department: patient suggestion for Wifi to reduce boredom during 5 hour wait

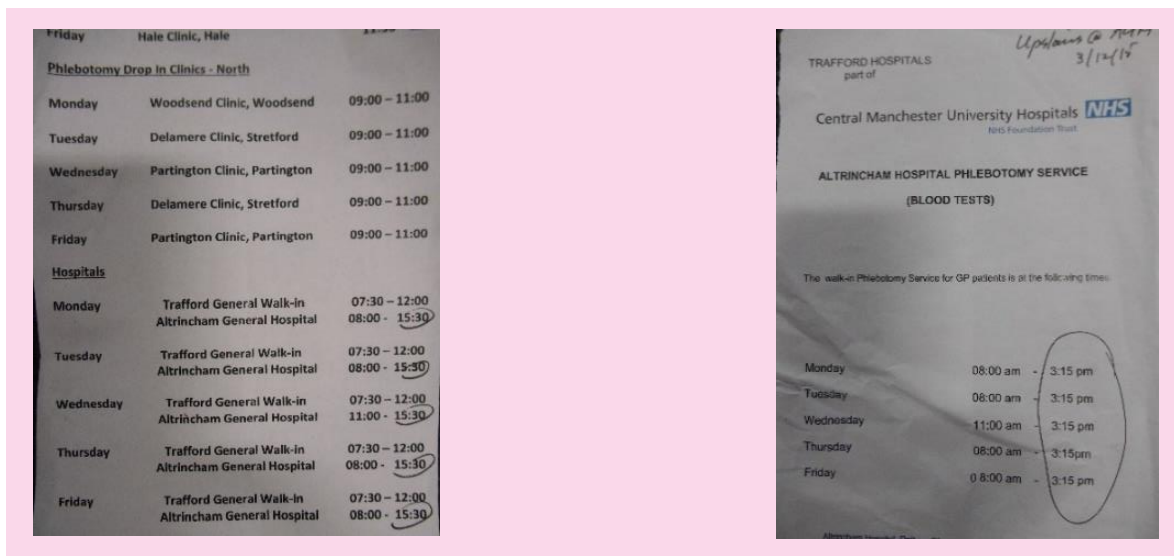
- Physiotherapy: waiting time of up to 6 weeks to be seen

- Blood service accessibility:

Improved signage outside and within hospital directing patients to first floor Blood Service and to ticket machine on ground floor requested by 2 patients (Nov 2015)

Evening or weekend opening hours requested for working age patients

- Blood Service patient information - discrepancies between two paper fliers (shown below) available on hospital ground and first floor respectively



- Blood Service Information: GP Surgery staff are unaware of community based clinics at Ayres Road and Firsway Practice meaning that Trafford residents are not receiving information about alternative Blood Service clinics
- Warfarin Clinic: delays caused by results being sent out by letter (instead of receiving results by machine as happens once a week when machine available)
- Parking: lack of parking facilities, in particular for disabled and elderly patients / visitors (5 comments)

Appendix 1 is the online feedback centre. This paper copy form is used to record all patient feedback during face to face engagement the paper copy form of.

Healthwatch Trafford Recommendations

1. Updates required to previous recommendations made in August 2015:²

- accessible stair strips placed at the top of accessible ramp outside the hospital be removed (in the UK they indicate that the user is at the top of stairs not at the top of a ramp) to avoid accidents for visually impaired or blind patients / visitors using a cane.

CMFT response: this will be looked into by CMFT staff (August 2015)

- hot drinks / refreshments for patients / visitors to be made available at the hospital

CMFT response: vending machines to be installed (August 2015)

- X-ray service and minor injuries: waiting times and administrative procedures to be reviewed to determine where problems are arising and can be addressed

New CMFT standard recently set to ensure patients wait no longer than 30 minutes for an appointment (August 2015)

- to manage patient expectations, visual display screen with anticipated waiting times to be set up for patients accessing Minor Injuries Department and Waiting Area 2

CMFT response: white board placed in Waiting Area 2 and updated manually (August 2015)

- Blood service:

- improve signage to ticket machine on ground floor for Blood Service
- extended opening hours to increase accessibility for working age residents (also highlighted as an issue by patients using Trafford General). This is not addressed in Blood Service action plan

CMFT response: Blood Service action plan in place (August 2015). From September 2015, GP Surgeries will be giving patients a user guide informing patients of the Blood service opening times and quieter periods when patients may wish to consider accessing the service. Information regarding parking availability at Altrincham General Hospital will also be included.

- Hospital information leaflets in a range of accessible formats to be produced, including information on disabled parking that can be distributed widely (including GP Surgeries).

No response to this recommendation made by CMFT in August 2015

² This should conform to the Accessible Information Standard, 2015, a formal guidance document which all health and social care organisations have a legal duty to follow by July 31, 2016.

- 2. Increased promotion of community clinics (Ayres Road, Firsway Practice) to increase public awareness of their availability to all Trafford residents**
- 3. Hard and electronic copies of patient information regarding Blood Service to be revised to ensure consistency / accuracy regarding service opening hours. Explore possibility of promoting community blood service clinics alongside hospital based services.**
- 4. Updates to the responses to Healthwatch Trafford recommendations made in the “Getting it Right for Deaf people” report (May 2015) required for report update (February 2016) - See Appendix 2 for responses**
- 5. Possibility of installing free patient Wifi in hospital (second floor Renal Dialysis area in particular) to be explored.**

Methodology

Drop-ins

Healthwatch Trafford drop-ins at Altrincham Hospital took place over mornings and afternoons (2015). Patients, carers and visitors were asked about their experiences of the hospital by Healthwatch staff and volunteers from a stand in the hospital restaurant.

Using our Patient Feedback form, patients, carers and family members were asked to rate the service overall using the scale below. It was optional for them to rate specific aspects of the service such as cleanliness and staff attitudes (also using the scale below). They were also asked to comment on what had been positive about the care and treatment received and what could be better. The patient feedback form can be found in Appendix 1.

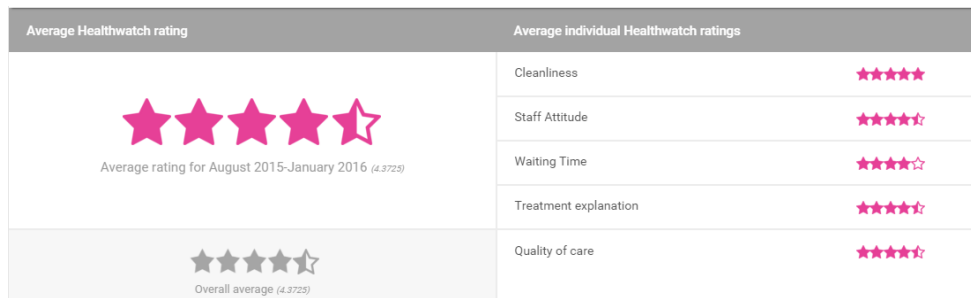


The patient feedback form was the only tool used to gather quantitative and qualitative data at the drop-ins. The form was available in accessible formats such as large font for people with visual impairments, additional languages (such as Polish and Urdu) and Easy Read format. Written or verbal consent was sought from individuals to publish their patient experiences on the Healthwatch Trafford website.

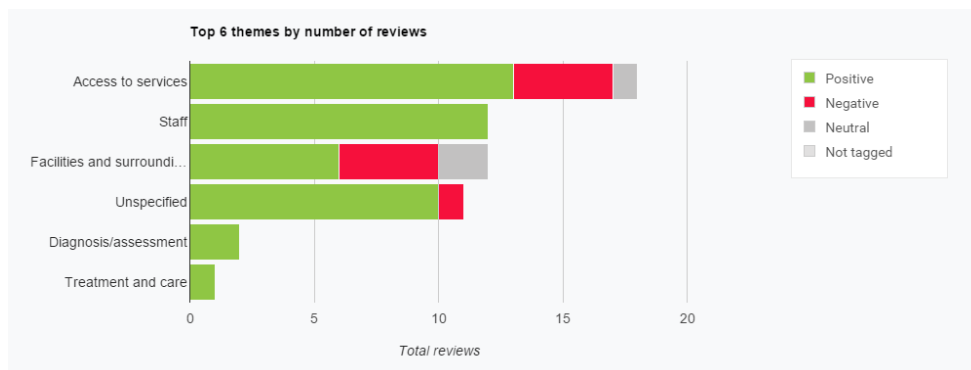
Results

Data analysis was carried out manually using Microsoft Excel and electronically using the informatics platform of the Healthwatch Trafford website.

Quantitative results



The image above is taken directly from the informatics platform of the Healthwatch Trafford website and indicates that over August 2015 - January 2016, the hospital received an **overall** average rating of 4.5 stars from patients, indicating very good / excellent service. In addition, specific areas of Altrincham Hospital rated between 4 - 4.5 stars are also shown above.



Qualitative results

In addition to the star rating system, patients and visitors were asked to give general comments on what was good about the service received and what, if anything, could be improved. Overall, 60% of comments were analysed through the website infomatics system as positive, 29% as negative and 14% as neutral.

Positive comments

Staff attitudes

"I'm grateful they've stayed open and the admin and nursing staff have always been superb."

"Very prompt. This procedure was uncomfortable but professionally done. Doctor very informative. Good care given"

"Reception staff are very efficient and helpful. I originally first attended in early September with suspected wrist fracture. I wore a half cast for 2 weeks, then a full cast at 2 weeks. At my clinic appointment I was informed that there was no 'fracture', but had support splint as wrist still painful and movement restricted. Wrist reasonably okay now, but still suffer some pain and fine motor skills are impaired."

"Reception - very welcoming."

Minor Injuries

"Extremely helpful nursing staff! Parking hard & after 2 hour wait in Minor Injuries had to move car. On triage, admin staff didn't know if x-ray needed and this prolonged the wait. No waiting time notice given. Scheduling could be improved and new admin procedures may help! Need one desk for clinic booking in and one for minor injuries. At present they are mixed up so people have to wait unnecessarily."

"Excellent service in Minor Injuries. I arrived at the hospital at 11.40 a.m. today with my elderly mother. We only waited for approximately 10 mins before we were called in for treatment by a very pleasant male nurse. The whole procedure took just half an hour. Very professional staff and the atmosphere was very calm. Excellent service."

"Felt like home. Overall everything is like 5 star hotel."

"Excellent overall."



Blood Service

"Arrived at 4:15pm, didn't wait too long, quite quick."

"If you need bloods from a GP or Nurse, you have to come here. The queues at the old Altrincham Hospital were ridiculous. At the new hospital I came at the end of the clinic so didn't wait long."

"If you're fasting for a blood test, it would be better if there was a ticket machine downstairs (where you have to wait if you arrive early), before going up to the appointment. When you get upstairs to the Blood Service the girls are dead good."

“Very good each time”

“Blood service excellent today.”

“I've never had any trouble with waiting times in the Blood Service. It's improving from the old hospital.”

“In out and twice in two months. Pleasant staff. Quick service.”

“There was no waiting time today (Friday) and it's a better environment than the old Altrincham hospital.”

X Ray and Ultrasound Services

“Excellent overall”

“Went for an ultrasound appointment at 10.45 and was out by 11.50am.”

“X-ray very good. All explained so I knew what was going on.”

“X-ray process - very efficient.”

Warfarin Clinic

“I come often to the clinic. Today everything was on time and went ok...The waiting times at the Warfarin Clinic have improved at this new hospital.”

General feedback

“Came on first day it was open and the 3rd day. It's been open a month now. It's getting better, it's a fantastic service. Almost perfect!”

“I had a letter from Altrincham Hospital about my appointment. I called the number on the letter to book a car parking space. The number turned out to be for Trafford General. Someone at Trafford General gave me the number for Altrincham. I got the car parking space, no problems.”

“Very helpful.”

“Very efficient - no queue”

“Easy, straightforward system. The atmosphere is calm and the staff are welcoming and pleasant. Very professional service.”

“Excellent. Seen very quickly and staff pleasant and helpful.”

“No problems. All excellent.”

“Everything was good. Waiting time 10 minutes (2pm).”

“All fine. Happy with service.”

“Excellent. Very quick and efficient. Did not wait long”

“Very good”

“From the moment I came in, everyone was helpful, welcoming and friendly! I felt I was listened to and that's SO important.”

“Very new facility - impressed with what I saw.”

“Overall excellent. Very good”

“Very good. No waiting.”

Dialysis Service

“I have been going for dialysis three times a week since May 2015 after previously travelling to Manchester Royal Infirmary. This has made a tremendous difference to my quality of life. I now don't need to use ambulance transport as my wife can drop me off and collect me. The only thing that would be better for me would be WiFi in the dialysis department. You are usually there a minimum of 5 hours and it would help take the boredom away. I notice there is now free WiFi at some departments at the MRI.”

Eye Clinic

“Staff were really good. Waited about 5 minutes”

“I've hardly had any waiting and been very satisfied overall.”

Minor Injuries

“Good efficient care. All staff are good, and care is good.”

“Excellent speedy service. Attended for treatment in minor injury clinic for pain and swelling in knee. Was seen within half an hour by very knowledgeable nurse for x-ray.”

“Quick / efficient / helpful. My daughter had a fall, twisted her knee. It was painful to walk on.”

“Quick and easily directed. Very organised with where I was going. Directed around very quickly and easily. Was quick to see me and describe what she thought had happened to my injury. Staff were very polite and nice.”

“Treatment & explanation was good.”

“Good staff attitude.”

Physiotherapy

“Superb. Bit of a wait from when my GP made the referral (couple of months).”

“Been to physiotherapist for hand. Twice a week for a long term condition.”

“Great”

Audiology

“First visit to Audiology and I went in to my appointment 10 minutes before I was supposed to be seen. Didn't have to wait at all!”

Orthopaedics

“Appointment was very good, quick, given referral & seen immediately. Given supports.”

“Told half an hour wait at the beginning but was shorter. Nice clean seats in waiting areas, fantastic.”

Negative feedback

Availability of refreshments

“Nowhere to get a hot drink in the hospital. If you're here for 5 hours it's not much fun. A cup of tea could improve the experience.”

“My only complaint is that there was no vending machines or place to get a drink.”

“Bit disappointed with lack of vending machines / drinks. Spent £5.50 down the road on 2 coffees. The hospital could make money if they if they provided drinks and making money should be a priority. They need to look at fundraising.”

“Lack of eating facilities was a disappointment.”

Warfarin Clinic

“...It's a nurse led clinic, they give results straight away on a Wednesday, (but not on other days), because they only have the machine that pricks your finger available on a Wednesday. They take blood intravenously and send out letters on Monday and Friday.

A while ago, before going on holiday we didn't get our results in time. So I carried on having the same levels of Warfarin. By the time we got back, my INR level was too high. It was all mixed up.

Been told the machine is too expensive to have every day, but surely it costs more to send out a letter than the machine they have on a Wednesday?”

Parking

“No sense to build a new hospital without parking.”

“Some issues with parking, especially for disabled and elderly.”

“It's a waste of time coming to the hospital in a car. We had to get a taxi. There's no parking.”

“... poor parking facilities”

“Had to park at the Fitness care park which I have to pay for. Along with being disabled and suffering dizzy spells so can't walk far!”

Staff

“Security at the car park NOT very welcoming.”

Blood Service

“When you go the Blood Service the signage is still small to tell you where the ticket machine is. Could do with being bigger on doors as you go in for the Pathology lab.”

“When I went a couple of weeks back, the service was chaotic. It seemed disorganised that day.”

“The flyer with the Blood Service Opening times needs to be updated. Staff don't see anyone after 15:15 so if you go at 15:30 when the flyer says the service runs to, you get turned away.”

“I've used the Blood Service in the past. Long enough wait for that.”

“Maybe consider some evening times or Saturday morning Blood Service for people who can't get out of work.”

Minor Injuries

“Poor customer care at an ill prepared hospital. Visited with my 93 year old father who had trapped his finger in a car door. He was in pain and shock. The hospital was unable to provide a blanket and did not treat the shock. Instead they stuck a plaster on his finger and left us waiting in a very cold corridor (waiting area 2) for an X-ray. Whoever heard of a hospital without blankets and so uncaring as to not treat pain or shock on arrival. Total disgrace.”

“The waiting time was quite long.”

“Quite a long waiting time.”

X Ray

“Excessive waiting times, poor management of waiting patients. A suggestion: would it be possible to have a display screen of the next, say, five people to be called through? This would eliminate at least an hour a day of wasted time. It is remarkably inefficient to have a staff member come through the doors, call a name which is not always easily heard and then wait for the patient to get themselves through the doors. A screen would keep people alert so they could be ready to go. It would also mean you'd know if you'd got time to go to the loo, when you've been waiting an hour but aren't in case you miss your turn.

My personal grievance: The appointment time shown on my letter was 1.45. On my previous appointment at the fracture unit I was told that I would need an X-ray in advance of seeing the doctor, so I got there early, and mentioned this to the receptionist. When my name was eventually called, at 2.15 I was then told to go back to reception with a bit of paper to book in for the x-ray! After another half an hour or so I got the X-ray. Then another half an hour wait to the doctor. All in all, about two hours at the hospital, for a total consultation time of about 5 minutes.

I'm fortunate to have an understanding employer; this length of wait could cost others their pay. This is intended as constructive criticism to hopefully improve efficiency for all.”
(November 2015)

Physiotherapy

“Although she [daughter] was quickly seen, x-rayed and recommended a physio, NHS physio has waiting times of approx. 6 weeks. No option but to pay privately which is not satisfactory.”

General

“Pfffft - could be improved. Had to wait 20+ minutes over appointment time.”

“It's very warm on the 3rd floor in Physiotherapy. Not much air conditioning.”

Audiology

“I'm not satisfied with the length of time I've waited and appointments being altered”

Signage

“Could do with more signs inside the hospital. First time I came, I booked at reception on ground floor and when I got upstairs I was told I should've booked in on that level. Signs could be better for the lift. I keep getting lost

Appendix 1: Patient feedback form

Service feedback form

Service Name & location (eg. Trafford Health Centre, Davyhulme)

Rate this service provider overall

Cleanliness

Staff Attitude

Waiting Time

Treatment explanation

Quality of care

Quality of food

healthwatch Trafford healthwatch Manchester

Summary of your experience (45 characters max)

Tell us more about your experience*

Where do you live? (Town & borough eg. Sale, Trafford)

About you

Name

Leave feedback anonymously? Yes

Email* (Your email will be kept private and you will not be sent any marketing material)

I accept the Terms and conditions: Yes

Subscribe to the newsletter? Yes No

Can these views go on the [healthwatch Trafford website](#)?
Yes, with my name Yes, without my name No

Only your overall rating, comment and name (if disclosed) will be visible online.

Front of A4 document (above) and back (below).

Service feedback form

healthwatch Trafford healthwatch Manchester

Tell us about your experience continued...

Only your overall rating, comment and name (if disclosed) will be visible c

Appendix 2: Responses to recommendations made in Getting it right for Deaf people in Trafford report (March 2016)

ALL services to offer SMS text messaging service for Deaf patients to book appointments & collect test results

Service responses / actions

CMFT HOSPITALS:

Central Manchester Foundation Trust (CMFT) are working towards compliance with the Accessible Information Standards, (required legislation to be in place by July 31 2016). The Standards define a specific, consistent approach to identifying, recording, flagging up, sharing and meeting the communication and support needs of individual patients. (February 2016)

GP PRACTICES:

Trafford Clinical Commissioning Group (CCG) are exploring 2 way messaging systems to enable patients to cancel GP Service appointments (one way text messaging services currently operate in the majority of practices). (November 2015)

ALL services to provide Deaf Awareness training for medical and administrative staff, provided by a local Deaf charity with expertise and knowledge of the local Deaf community, such as Genie Networks

Service responses / actions

CMFT HOSPITALS:

CMFT are in discussion with local organisation, Genie Networks, to develop a wider Deaf Awareness training programme within the Trust. (February 2016)

GP PRACTICES:

Trafford CCG enabled members of the Trafford Deaf Partnership and Healthwatch Trafford to deliver deaf awareness sessions to: all Trafford GP Practice Managers (April 2015) and 18 GPs / health practitioners over September - October 2015. (November 2015)

ALL services to send patients confirmation of BSL Interpreter booking with name of the interpreter booked, health service name, appointment time and date before the appointment

Service responses / actions

CMFT HOSPITALS:

Once a BSL interpretation job is booked by the hospital, a letter of confirmation is then sent, with the name of the interpreter, to the requesting hospital department. It is currently up to the individual department to inform the patient of this if

requested. The process for this notification will be included as part of the implementation of the Accessible Information Standard.

GP PRACTICES:

Park Medical Practice, (Timperley), contacted Healthwatch Trafford seeking information on BSL Interpreter Agencies and were signposted to Genie Networks and Manchester Deaf Centre. (2015)

Primrose Avenue Surgery, (Urmston), contacted Healthwatch Trafford stating “it would be great if the CCG could provide a best practice guide to work from and tell us the procedure for booking interpreters.” Healthwatch Trafford passed this request on to Trafford CCG Communications and Engagement Team. (April 2015)

Trafford CCG have worked with NHS England and Primary Care leads across Greater Manchester to determine the process for booking BSL interpreters for GP patients in Trafford. A report has been written that is due to be presented at a CCG co-commissioning meeting in March 2016 to discuss how best to move forward to improve current GP Practice arrangements for booking interpreters. (February 2016)

ALL services to discuss communication needs of individual Deaf patients (i.e. BSL, SSE or Deaf Blind Interpreter required), including preferred choice of interpreter and preferred gender

Service responses / actions

CMFT HOSPITALS:

Currently when a booking is made, if the person booking is aware of a preferred sex of interpreter, or a named interpreter, this can be included in the booking request. This process will be much improved as part of the implementation of the Accessible Information Standard - Specifically assessing patient communication needs, recording those needs, flagging needs and responding to needs. (February 2016)

GP PRACTICES:

Conway Road Medical Practice (Sale, Trafford) committed to writing a protocol for deaf and hard of hearing patients (Sept 2015).

ALL services to flag up patient's communication needs on patient records to ensure all communication with them by medical, administrative staff and Interpreters is appropriate and effective

Service responses / actions

CMFT HOSPITALS:

This will be addressed on a CMFT wide basis under the Accessible Communication Standards where a Communication needs assessment and development of individualised plans to fulfil these needs is included within this work. (February 2016)

GP PRACTICES:

Conway Road Medical Centre, Sale. All known deaf or hard of hearing patients now have markers on their records. Clinicians go into waiting room to collect these patients. Receptionist will identify patients to clinicians to avoid embarrassment / delay when collecting patients for appointment. (May 2015)

ALL service commissioners to liaise with Trafford Deaf Partnership or Genie Networks before commissioning BSL Interpreter services and take their recommendations into account

Service responses / actions

CMFT HOSPITALS:

As a result of collaboration with Healthwatch Trafford, the Head of Patient Services attended a Trafford Deaf Partnership meeting, (Jan 2016), comprised of diverse members of the Deaf community and local organisations. At this meeting, the Head of Patient Services agreed to consult with local Deaf people and local BSL Interpreters to learn more about how BSL interpreter agencies can effectively meet patient needs (February - March 2016). The contract for BSL agencies is due for renewal in November 2016 and CMFT will take the patient experiences and views expressed in this consultation into account when writing the new service specification for BSL Interpreter agencies to adhere to.

GP PRACTICES:

Trafford CCG have worked with NHS England and Primary Care leads across Greater Manchester to determine the process for booking BSL interpreters for GP patients in Trafford. A report has been written that is due to be presented at a CCG co-commissioning meeting in March 2016 to discuss how best to move forward to improve current GP Practice arrangements for booking interpreters. (February 2015)

ALL services to build accessible complaints processes for BSL Interpreter Services into commissioning process

Service responses / actions

CMFT HOSPITALS:

Currently BSL interpretation is available for anyone wishing to access PALS or the formal complaint process within CMFT. The complaints process is currently being reviewed within CMFT in line with the 'My Expectations' standards. The views and needs of people who are deaf will be taken into account as part of this review - Head of Patient Services to continue working with Trafford Deaf Partnership to progress this. Access to PALS and Complaints will also be part of the implementation of the accessible information standards. In addition a new easy-read version of the CMFT PALS leaflet has recently been published and circulated to the Trafford Deaf Partnership.

GP PRACTICES:

Trafford CCG Patient experience & Customer Care team promote text relay services on correspondence for patients.

All GP contracts from the CCG require complaints procedure requirements to be accessible (in accordance with national equality legislation) & ask providers to work in accordance with national best practice guidance.

Trafford CCG Patient Experience & Customer Care Team will highlight new accessible information section in new toolkit for commissioners on handling complaints & provider contracts for 2016/17. This will also be highlighted to the CCG Equality and Diversity HR Lead and Quality team.

ALL services to use plain English in letters and information sent out to Deaf patients

Service responses / actions

CMFT HOSPITALS:

Trafford General Hospital Outpatient Quality Standards work stream is reviewing all patient letters (November 2015). An Information Group approves all patient leaflets.

ACTIONS:

This will be discussed at a Trust Information Group and the recommendation is being put forward for consideration to the Trust OPD Standards Working Group (November 2015)

All CMFT hospitals will work towards this recommendation as part of the implementation of the Accessible Information Standard

GP PRACTICES:

Trafford CCG are sharing a new national complaints handling toolkit with GP Practices, (however, because the CCG do not commission all GP services this won't necessarily cover all providers that Trafford patients access services through). The accessible information standard is covered in this.

ALL services to offer on-line BSL Interpreter Services in emergency situations or short notice appointments e.g Sign Translate.

Service responses / actions

CMFT HOSPITALS:

Wider role out of emergency on-line BSL interpretation to be included as part of the implementation of the Accessible Information Standard.

GP PRACTICES:

ALL services to raise staff awareness around the impact of appointment delays on BSL interpreter availability (Interpreter may have to leave before the patient is seen) and put processes into place to ensure Deaf patients are seen on time

Service responses / actions

CMFT HOSPITALS:

Trafford General Hospital: the recommendation will be discussed by Clinical Effectiveness & Patient Experience Lead (Trafford Division) with Outpatient operational managers to review their processes for prioritising patients requiring an interpreter. (September 2015)

CMFT wide: awareness to be raised across the trust regarding the need to ensure there are no undue delays to appointments where an interpreter is in attendance. (February 2016)

GP PRACTICES:

Trafford CCG supported Healthwatch Trafford and members of the Trafford Deaf Partnership to deliver 3 deaf awareness sessions to GP Practice Managers, GPs and other health practitioners (April - November 2015).

Hospital Patient Advice and Liaison Services (PALS) processes to be reviewed to ensure accessibility for Deaf people and that information & promotional materials are available in plain English format

Service responses / actions

CMFT HOSPITALS:

See recommendation 7 re Accessible Information Standards. Plans in development to move the PALS office to a much more easily accessed location within Manchester Royal Infirmary (scheduled for June 2016).

New PALS leaflets, including an easy-read version have now been published. (February 2016)

GP PRACTICES:

Trafford CCG Patient experience & Customer Care team promote text relay services on correspondence for patients.

All GP contracts from the CCG require complaints procedure requirements to be accessible (in accordance with national equality legislation) & ask providers to work in accordance with national best practice guidance.

Trafford CCG Patient Experience & Customer Care Team will highlight new accessible information section in new toolkit for commissioners on handling complaints & provider contracts for 2016/17. This will also be highlighted to the CCG Equality and Diversity HR Lead and Quality team.

All health services should promote and raise awareness of the emergency SMS text service to Deaf patients

Service responses / actions

CMFT HOSPITALS:

This will be included as part of the implementation of the Accessible Information Standards across CMFT hospitals.

GP PRACTICES:

Trafford CCG will share details of the SMS emergency text messaging system with GP Practices (November 2015).



**Your
voice
counts!**

If you require this publication in an alternative format, please contact us



0300 999 0303



07480 615 478



info@healthwatchtrafford.co.uk



[@healthwatchtraf](https://twitter.com/healthwatchtraf)



Healthwatchtrafford.co.uk



Floor 5, Sale Point

126-150 Washway Road

Sale, M33 6AG

healthwatch
Trafford

Companies House Reg No. 08466421.
Registered in England and Wales