

Young People's Enter & View Visit to Kingston Hospital Paediatric Wards & Children's Emergency Department

Observations & findings

Healthwatch Kingston upon Thames

17/02/16

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1. Introduction

1.1 About Healthwatch Kingston upon Thames

Healthwatch Kingston upon Thames (from hereon referred to as Healthwatch Kingston) is the local, user-led organisation for involving local people in the design and development of local health and social care services and help improve patient experience. It was established in April 2013 under the Health and Social Care Act 2012, following on from the work of the Local Involvement Network (LINK) for Kingston upon Thames.

It provides reports and updates about local services to Healthwatch England, a body that campaigns on national issues and raises concerns to the NHS and the Department of Health.

Healthwatch Kingston gathers information and feedback from patients and service users about the experiences they have of health and social services, and use this to make improvements and influence the development of those services. It works with health and social care services to make sure that the voice of local people is heard, and it goes out into the community to listen to what people have to say.

In addition, Healthwatch Kingston signposts people to local health and social care services and provides information on how to make a complaint or give feedback about those services.

Healthwatch Kingston is a registered charity (no. 1159377), funded by the Department of Health through the local authority, the Royal Borough of Kingston upon Thames. It is independent, and led by a Board of Trustees, who are local people with a keen interest in improving the health and social care system for local people.

It is supported in its work by Parkwood Healthcare Ltd, which employ the staff and provide HR, finance and office support.

1.2 Enter & View

One of the methods Healthwatch can use is Enter & View, which is a statutory function. This means that Healthwatch can visit any health or social care service in the borough of Kingston upon Thames or any that serves people in the local borough and observe how this service is delivered.

During an Enter & View visit, Healthwatch will talk to patients or service users and members of staff and make observations of the environment to ensure it is safe and clean. After a visit, Healthwatch will prepare a report which will list its findings and any recommendations made.

Where there are serious concerns, such as a health and safety issue or a safeguarding issue, this will be reported immediately to the service provider, the commissioner of the service or a relevant body such as the Care Quality Commission.

Enter & View participants receive full training, based on recommendations from Healthwatch England, and are DBS (Disclosure and Barring Service) checked.

1.3 The Enter & View Team

For this visit, we sent a team of 8 young people (all volunteers aged 14), along with one staff member to visit Kingston Hospital's Paediatric Wards and the Children's Emergency Department. All team members attended a brief training session before attending, which covered issues around confidentiality, awareness of operational issues, procedures and house rules at the Trust, observational skills, teamwork and acting professionally and responsibly. The team members were:

- Jess King, volunteer
- Ivy Ould, volunteer
- Alicia Herrera, volunteer
- Olivia Churchouse, volunteer
- Abbie Morris, volunteer
- Maddy Pitt, volunteer
- Alex Pitt, volunteer
- Amelia Farr, volunteer
- Accompanied by Healthwatch Kingston staff member Jenny Pitt



Above: Volunteers Olivia, Jess and Amelia during their training session before the Enter & View visit, practising interviewing patients about their experience

The visit took place on Wednesday 17th February, 3pm-4pm, and this report reflects the views and observations gathered for this specific date and time only.

2. Methodology

The young people made observations about the Teenagers' Room on the Paediatric Ward and the newly refurbished Children's Emergency Department (see appendix 1 for the observation sheet), and talked to three parents (see appendix 2 for the patient survey).

3. Findings

3.1 Teenagers' Room

The newly refurbished Teenagers' Room is a fantastic addition to the Paediatric Ward. The team thought it was bright, fresh and colourful with the modern bean bags and stools, and the removal of the pool table has created much more space. There was a good range of activities for teenagers who use the room, with a Wii and lots of games, a foldaway table tennis table and a jukebox. Everyone thought the jukebox was really good, especially as the music is so up to date. The décor was colourful and fun, and the team felt it was comfortable and relaxing, especially as this room is used often at the weekends for blood transfusions.

The only drawback to the Teenagers' Room is that it is very hot and stuffy, with a few cobwebs on the windows.



Above: our volunteers taking notes and making observations in the Teenagers' Room

3.2 Children's Emergency Department

The team were shown the newly decorated waiting area and were impressed with the quality of the decoration and the murals, a seaside/beach theme. They described it as fresh and simple, ideal for a waiting area. The toys were tidy and the area was clean.

The removal of the middle row of seating has given the area a more spacious feel, but the team did wonder if there would be enough seats when the department is very busy. The TV was on quite loud, and our team thought that at busy times this might need to be turned down. The blue fencing and gate looked old and flimsy, and the ceiling looked a little shabby.



3.3 Patient Feedback

The team talked to three families during their visit and this is a summary of their conversations about their patient experience.

Parent 1: “We have had fabulous treatment, it’s been really good. The staff are good and there is nothing to improve on. Everything is ready for us when we need it. We are told everything that is happening and the staff know all about the medication that’s needed to treat my child. With my child’s condition, they know what to look out for and what to expect. The staff are on hand to explain what is going on and are always available to talk. The food is good, and I would describe the ward as clean and tidy.”



Above: our volunteers Alex, Alicia and Ivy with a parent on the ward.

Parent 2: “We have received good care, the staff are respectful and treat us a number one priority. We’re regularly updated about what is happening next. The food is nutritious but sometimes seems a bit “factory like” and “plasticky”. The ward is homely and the cleanliness is ok; it could be cleaner but I appreciate it’s difficult to clean around sick people.”



Above: Abbie, Maddy and Alex, with patient Miriam (and teddy) aged 6.

Parent 3: “The nurses are nice and helpful, they are always checking that everything is ok. We have been told what is happening next, and we are awaiting test results. So far our treatment has been very good. The food is ok, a nice variety and my child describes it as ‘yummy’. The room we are in is perfect, clean and tidy, and my bed is right next to my child’s. The decoration on the ward and in our room is good and the staff are very friendly.”

4. Recommendations

Overall, the team felt that the Teenagers’ Room and Children’s Emergency Department were greatly improved with the redecoration, and were pleased to see that the action items from their last visit in August 2015 had been implemented (improved lighting, new toys). The three families they spoke to were happy with their patient experience.

There were a number of issues that they felt could be improved and they would like to make the following recommendations:

Teenagers’ Room

- Clean the windows to remove cobwebs
- Provide a fan to reduce temperature and stuffiness

Children’s Emergency Department

- Provide a few more toys in the waiting area
- Turn down the volume a little on the TV
- Consider repainting the blue fence/gate and the ceiling

7. Acknowledgements

Healthwatch Kingston would like to thank all the staff involved who helped to organise our visit. In particular, we wish to thank Senior Sister Hind Thomas.

8. Further details

This report was produced by Healthwatch Kingston upon Thames and will be made available to the public on our website, and hard copies will be made available on request. Parent permission was gained to use the images in this report and for future Healthwatch Kingston Newsletters.

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Appendix 1

Young People's Healthwatch Visit to Kingston Hospital

Teenagers' Room and Children's Emergency Department

	Date: 17th February 2016
What is your first impression of the ward? (Friendly, fun, cold, too hot, smelly, calm, quite, nice staff, clean toilets/bathroom). Give as much information as you can	
Are there enough activities for the patients? What is on offer?	
What is the best thing about this ward?	
What is the worst thing about this ward?	

Appendix 2

Prompts for Patient Interviews

1. Please can you describe the care you have received on the ward and explain how you have been treated?
2. What needs improving, if anything?
3. Do you know what is happening to you next?
4. Do you know when you will be going home?
5. Have the staff explained everything that is going on?
6. What is the food like?
7. How would you describe the tidiness and cleanliness of the ward?
8. Do you have any other comments about your experience here?