



Enter and View Visit Report

Monday 13 August 2010

Agnes Armstrong, Michael Dalton, David Kellett

Service Visited

Clozapine Clinic (North Durham)
Tees Esk and Wear Valley NHS Foundation Trust
Lanchester Road Hospital
Durham
DH1 5RD

Date of Visit: Monday 2 August 2010



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Clozapine Clinic, Lanchester Road Hospital, Durham

1. Purpose of Visit

- 1.1 The service relocated from its well established central location in the County Hospital to the new Lanchester Road Hospital on 17 December 2009. The Enter and View representatives were particularly keen to establish how the change had impacted on service users. However, the visit was also designed to collect the views relating to overall user satisfaction as well as other broader indicators linked to quality.
- 1.2 The Enter and View representatives had previously visited the Clozapine Clinic at the County Hospital. That visit was informal and served the purpose of raising awareness of one of the critical components of providing community mental health services to residents of County Durham.
- 1.3 For information purposes for those unfamiliar with mental health services Clozapine is a drug which has powerful antipsychotic effects. It is prescribed to patients with a diagnosis of schizophrenia, which affects about 1% of the population. Although it has powerful antipsychotic effects, it also has some serious side effects for some users. Hence the mandatory requirement in relation to prescribing and monitoring. The drug has been licensed since 1990.

2. Limitations of Visit

The representatives focussed their attention on the overall quality of the services from an operational point of view. Obviously, no judgement was made in relation to the clinical effectiveness of this service.

Method

3. Data Collection

The information contained in this report was collected by

- Semi Structured interviews with service users and carers (Appendix 1)
- Semi structured interview with staff (Appendix 2, Appendix 3)
- Observational check list (Appendix 4)
- Pre visit pack relating to the service. This included:
 - Leaflet on the new service
 - Information users receive when attending the clinic for the first time
 - Complaints Leaflet
 - Trust's Complaint Procedure
 - A very informative brief from Dr Mark Jones
- Appendix 5 is a satisfaction survey which will be circulated to all the service users. However, this report does not include the findings of the survey.

4. Sample

- 4.1 The North Durham clinic has 45 service users from Durham and a further 20 from Chester le Street area. The report collected views of 5 users, 2 carers and 4 staff.
- 4.2 The aggregated information represents the view of those who contributed. It is impossible to be certain that the information from the user sample can be generalized to the overall perceptions of users. However, the group have very similar challenges in life and it may be reasonable to assume that this sample is representative

of others too. There is one clear exception to this and that is related to transport and outlined in the report.

5. Collation and Report development

The completed questionnaires were handed to one Enter and View representative for collation and development of the first draft report. It has then been refined with the contribution of the other two representatives. Finally, the Service was asked for comments in relation to matters of accuracy.

Findings

6.0 User Questionnaires (incorporating carers' views)

6.1 All respondents had a fair insight into why they attend the clinic, and although generally they would prefer not to come they accept monitoring is necessary. Only one respondent expressed anxiety about having blood taken.

All liked the environment the new hospital provided and the continuity of care by the same clinic staff. The staff scored highly in all domains from the users perspective. All looked forward to seeing the staff, though two respondents could not recall their names (though the staff were wearing clear name badges).

6.2 Some comments worthy of note by users:

- Bernie is as good as gold. She bucks me up
- First rate treatment
- All the staff are very nice and polite

6.3 All felt well informed in relation to the Clozapine monitoring process

6.4 Lack of privacy was not a problem

6.5 The opening times 9:00 – 4:30 Monday and Thursday were acceptable to the users. Comments made highlighting that some users appreciated having some flexibility as to the time of their appointment. This flexibility was demonstrated during the visit as someone had forgotten about their appointment and after a reminder by clinic staff the person was accommodated later in the morning

- 6.6 The respondents were aware who to approach if they had a problem with the service, but four were unclear of how to make a complaint.
- 6.7 The waiting time in the clinic is generally less than 10 minutes
- 6.8 Other relevant comments by Service Users/Carers
- The taxi service to and from the residential home is good.
 - There is not enough parking for visitors near the clinic
 - It is good having the pharmacy so close to the clinic
 - There are no news papers or magazines in the waiting area
 - Prefer to come to the new hospital as it is more accessible by car (x3 respondents)
(Note: - the sample are not representative of the larger group who travel on public transport)
 - Could get a free drink at the County Hospital. It costs 99p at the new hospital

7. Staff Questionnaire

- 7.1 This questionnaire focussed on the staff as process owners and the resources available to them to enable them to deliver a quality service. There was an emphasis on the pros and cons of the move from the County Hospital to the Lanchester Road Hospital

Unlike the users' responses, there was a wider variation in response to questions, though there was common agreement to most of the questions around how to further improve operational aspects of the service to users.

7.2 Staff Comments identified

- Many users no longer have a drink when they come to the clinic because it costs 99p for a cup of coffee from the Coffee Shop
- The Coffee Shop can be busy at times; especially around staff breaks
- The waiting area for the Clozapine Clinic is behind a controlled entry door beyond the Coffee Shop and toilets
- Because of the often complex needs of the service user, there are time when reassurance and support from staff is essential. There is no easy way now to offer a hot drink to someone who is anxious. Access to the shared staff kitchen can be difficult. The Coffee Shop closes at 3:00PM and incurs cost.
- The controlled entrance door is very heavy (this was observed by the representatives and commented on by users too)
- The entrance door is controlled by the receptionist. However, the visibility of this area is poor for the receptionist. Even the clinic staff have to rely on the receptionist to let them in and out of this controlled area.
- The clinic is well managed by two nurses. However, if one is unavailable, there is no backup arrangement. This causes difficulties when there is a need to respond to concerns presented on the day.
- Although the team is very well supported by Dr Jones Associate Specialist (Specialist Doctor), his allocated time is equivalent to one half day each week. There are times when a new prescription is required and getting it completed by a doctor is difficult.
- All users who attend the clinic need to have a blood sample tested. The clinic does not have a correctly designed chair for this purpose

- Investing in Staff

All the team members seen felt competent in their specific role. However, some said they did not have a current personal development plan. There was quite a variation in views regarding feeling valued and involved in service improvements.

- There is no rest room in the new hospital where the staff can be completely away from patient/public during their breaks

7.3 Communication in relation to team briefing seemed to be problematic for staff that work part time or are engaged in running the clinic at times when briefing occurs. Those staff are aware of a Trust bulletin which is circulated.

7.4 With regard to risk, it was observed the staff were wearing alarm activating devices. However, this had not been tested in the new hospital. The Enter and View representatives did not view the written procedure in relation to this system.

8. Other Relevant Information from staff questionnaire

- Staff recognize that service users appreciate the close proximity of the pharmacy to the clinic.
- The familiarity of the old buildings is a miss, although the green spaces are very pleasant
- The location of the clinic reduces the opportunity for service users to socialize during their visit. This is something which was encouraged at the former location.
- The journey to the Lanchester Road Hospital is extremely difficult for many using public transport. Most need to catch two buses and wait for connections which adds to the journey time

- The free shuttle service doesn't meet the transport needs of these users as it doesn't go into the city.
- Some users now need to bring a carer due to the complexity of access. This has increased their costs significantly. Others pay for a car driver to transport them, which again has increased the cost of travel.
- The A690 is a very busy road and can be dangerous for pedestrians. This danger will be significantly increased if trying to cross and not being fully alert.
- The bus service does not access the site
- The pathway from the drop off point from Sacriston was recently heavily overgrown.
- The hospital site is very exposed to the elements and would benefit from planting of more trees and also some sheltered areas where people could sit
- Holistic care for people with serious and enduring mental health problems in a decentralised service requires continuity and effective joined up communications
- Because the new location is relatively isolated, the informal yet important communication with staff have diminished
- The results from the Pathology Laboratory in the University Hospital of North Durham are delivered in paper format. This takes too long.

9. Observations made by the Enter and View Representatives

- 9.1 The focus of this part of the visit was related to the environment and access.
- 9.2 There was close agreement in observations made.

- 9.3. The new hospital scored well and although the space is more restricted for the Clozapine Clinic, it didn't appear to compromise effective service delivery. The general ambiance is pleasing and there is comfortable seating.
- 9.4 There was no magazines etc to read for anyone waiting, nor was there any other form of entertainment to help pass time e.g. television, radio, "piped" music.
- 9.5 Access is a concern from both a risk and inconvenience point of view for those using public transport. There is a risk to vulnerable adults crossing the busy A690. Catching two buses to get to the hospital has proved difficult for many and added time to their travelling. There is also a considerable walk from the bus stop on the A690 to the new hospital

10. Conclusion

- 10.1 It is evident that this well established service demonstrates high standards that the Trust can justifiably feel proud. The main asset is the staff team who have established and maintained the high standards. Although the process of monitoring users taking Clozapine is very prescriptive, the staff have managed to build in flexibility to accommodate individual preferences. The representatives were impressed by a genuine sense of care towards service users, many of whom the staff have known for years.
- 10.2 The new hospital environment is proving to be very popular, that's not to say some don't miss the familiar surroundings of the County Hospital.
- 10.3 Access for drivers is better than it was, though parking can be difficult. Having an onsite pharmacy enables easy access to medication.
- 10.4 To support the continuous quality improvement of this service, the representatives are keen to put forward the below comments and observations to service managers to enable them to address potential future improvements. Some of these many require collaboration with external agencies. The list should in no way give the impression that this service falls short of being valued or meeting its main objectives.
- Transport arrangements are very difficult for many.
 - Crossing the busy A690 for vulnerable adults is risky
 - Herbaceous growth onto footpaths from the Sacriston access requires a routine maintenance agreement
 - The public transport does not access the site

- Some users find the long walk from the A690 to the clinic a problem
- The controlled door into the Clozapine Clinic is very heavy
- Clinic staff do not have an electronic key to open controlled entrance
- Visibility of the controlled entrance is poor from the reception
- There was no magazines etc for users waiting
- Access to tea/coffee by staff for users cannot be done without cost/difficulty.
- There is potential inefficiency in the system in relation to medication needing to be forwarded to patients as at times there is no doctor available to complete a revised prescription.
- There isn't an appropriately designed chair for those requiring a blood test.
- The call system to summon help for staff hasn't been tested in the new environment
- The staff seen appeared to be well informed regarding their work. However, there was evidence to suggest they would value more involvement in service development, recognition of their achievements, updated personal development plans and face to face briefings with senior management.
- Unlike most work environments staff do not have access to a private area within the new hospital to take breaks
- Managing the clinic appointments and dealing with contingencies when there is a nurse absent can prove to be difficult
- Improved IT linkage to clinical documents pertinent to users care.
- Provision of shelters and seating in public areas

11. Recommendations

11.1 We would recommend that the Trust managers consider the above points with view to taking appropriate remedial action. Some of the challenges will require dialogue with other services e.g. Durham County Council, and bus company. There are some internal issues that can be resolved without significant cost and demonstrate “quick wins”. With regard urgency the risk posed to users crossing the busy A690 should be the first priority for consideration.

12. Acknowledgements

12.1 The Enter and View representatives wish to thank all those involved in setting up and participating in this visit. The culture of being open to scrutiny and working cooperatively with others is to the benefit of all stakeholders.

Appendices

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**Enter and View Visit to:
Clozapine Clinic, Lanchester Road
Monday 2 August 2010**

Service and Carers User Questions

Do you like coming to the clinic?

Yes

No

Don't Know

Can you tell me why you come?

Do you worry about getting blood taken and having an injection?

Yes

No

Don't Know

When you come what happens?

Is there plenty things here to occupy you while you wait?

Yes

No

Don't Know

Do you like the waiting area? Are the other areas okay?

Yes

No

Don't Know

Yes

No

Don't Know

Can you think of anything which would make coming here better for you?

When you come do you generally have to wait a long time?

Yes

No

Don't Know

Is getting here a problem for you?

Yes

No

Don't Know

Does it cost you money to come here?

Yes

No

Don't Know

Do you receive drinks and a meal when you are here?

Yes

No

Don't Know

**Enter and View Visit to:
Clozapine Clinic, Lanchester Road
Monday 2 August 2010**

Staff Questions

Can you take us through the process of the patients' experience from coming into the clinic to leaving?

What are the opening times and the clinic times?

What information does a new user receive?

Do you have a current personal development plan?

Yes

No

Don't Know

Are you trained in all aspects of meeting the demands of the job?

Yes

No

Don't Know

How could your job be made easier for you?

Can you think of any ways to make the process more efficient?

Have you got all the resources (staff + non staff + management support+ time) you require to ensure all aspects of the clinic meet high standards?

Yes

No

Don't Know

What makes your job difficult?

How could the clinic become more effective in providing a high quality service?

How would you rate your role for job satisfaction?

Excellent Good Adequate Poor Very Poor

Do you feel valued by the organisation?

Yes No Don't Know

Do you have influence in relation to managing and improving the service?

Yes No Don't Know

Are you aware of the broader needs of the service users that attend the clinic?

Yes No Don't Know

How much contact do you have with carers?

How are carers needs managed?

**What systems does the Trust have to keep you informed?
(Team briefing, service meetings, regular meetings with manager
etc)**

How many users DNA appointments?

**Were the patients involved in the relocation of the service at the
very beginning (& throughout)?**

Yes

No

Don't Know

What problems have you encountered since the change?

**Enter and View Visit to:
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Questions for Staff

What are your feelings about the change in venue? Is it any better?

What has improved with the change in venue?

Is there anything that you miss from the old site?

What do you think of the access to Lanchester Road?

What are the cost implications for service users, due to the change?

As a result of the move have any of the staff left and has this affected the service users?

If people can't get to the site is there anything to address this to ensure that patients are able to attend appointments?

Are any service users brought in via the Patient Transport Service/Ambulance?

Enter and View Representatives Observations of Premises /
Environment for Clozapine Clinic, Lanchester Road
2 August 2010

Please circle the answer that best describes:

Condition and decoration:

Excellent Good Adequate Poor Very Poor

Cleanliness:

Excellent Good Adequate Poor Very Poor

Comfort:

Excellent Good Adequate Poor Very Poor

Warmth:

Excellent Good Adequate Poor Very Poor

Lighting levels:

Excellent Good Adequate Poor Very Poor

Noise levels:

Excellent Good Adequate Poor Very Poor

Privacy:

Excellent Good Adequate Poor Very Poor

Accessibility:

Excellent Good Adequate Poor Very Poor

Transport to site:

Excellent Good Adequate Poor Very Poor

Transport around site:

Excellent Good Adequate Poor Very Poor

Signage outside the buildings:

Excellent Good Adequate Poor Very Poor

Signage inside the buildings:

Excellent Good Adequate Poor Very Poor

(Headed Paper)

2 August 2010

**Patient Observations of Premises / Environment
Clozapine Clinic, Lanchester Road Hospital**

This patient survey is being conducted by County Durham Local Involvement Network (LINK).

County Durham LINK is an independent network of local people and groups that aim to give communities in the county a stronger voice in how their health and social care services are delivered.

There is no personal information gathered in this questionnaire therefore you will remain anonymous. Any information gathered will be shared with Tees, Esk and Wear Valley NHS Foundation Trust, who operate this facility.

A pre paid envelope has been provided to enable you to return this form.

If you have any questions regarding this survey please contact:

County Durham LINK
Pioneering Care Centre
Carers Way
Newton Aycliffe
DL5 4SF

01325 327431

host@pcp.uk.net

Please circle the answer that best describes:

Condition and decoration:

Excellent Good Adequate Poor Very Poor

Cleanliness:

Excellent Good Adequate Poor Very Poor

Comfort:

Excellent Good Adequate Poor Very Poor

Warmth:

Excellent Good Adequate Poor Very Poor

Lighting levels:

Excellent Good Adequate Poor Very Poor

Noise levels:

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Accessibility:

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Transport to site:

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Excellent Good Adequate Poor Very Poor

Signage outside the buildings:

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