

Report on Diabetes Community & Podiatry Clinics by Healthwatch Wirral

12<sup>th</sup> December 2016

## Purpose

The purpose of this report is to provide FFT (Friends & Family Tests) results and feedback to Commissioners of the experience and views of the patients who attend the following clinics.

### Podiatry Clinics

Clatterbridge and Arrowe Park sites

### GP, Consultant and Diabetes Specialist Nurse Clinics

St Georges Practice

### GP and DSN clinics

The Orchard Surgery Bromborough

## Methodology

Healthwatch attended the Podiatry clinics at Clatterbridge on the 14<sup>th</sup> of November and at Arrowe Park hospital on the 15<sup>th</sup> and 23<sup>rd</sup> of November.

The Clinics held at St Georges Practice were visited on the 16<sup>th</sup> of November.

The clinics held at the Orchard Surgery were visited on the 17<sup>th</sup>, 22<sup>nd</sup> and 29<sup>th</sup> of November.

Over the 4 sites and 7 dates we spoke with 53 patients and were able to spend quality time allowing them to tell us about their experience and journey. Patient's conditions varied from those who have been diagnosed within the past 12 months to those who had a longer diagnosis. We designed a questionnaire with only 3 questions to encourage discussion and maximise the opportunity.

We introduced ourselves and the purpose of our questions and sat in the waiting area. We found a quiet space to talk to patients but patients were willing to talk and share their information if necessary.

We spoke with patients before and after their appointment. We told the patients that the information they provided would be shared with the Commissioner anonymously and that this would enable their experience, and views, to influence how the service is designed, and delivered.

## Observations, Learning, and Recommendations

There were a significant number of 'did not attends' at the Orchard Surgery clinic. Some patients were not contactable as the clinic did not have a telephone number for them and on contacting the patients GP practices they also did not have a telephone number listed for them. This meant clinic staff spent time trying to track down records etc. It might be preferable to have clients who are being booked into clinics required to leave contact numbers. To maximise appointments can texting reminders be added to the Community Service?

Access to blood tests prior to appointment appears to be problematic. Patients reported they cannot always get their blood test done before their allotted appointments.

Podiatry patients attending the Arrowe Park clinic commented on the narrowness of the waiting area. This can be a problem if they are attending with sore/ulcerated/bandaged feet and people are trying to edge past them or they are in a wheelchair which means they have to sit at the end of the corridor.

Patients appeared to value the time spent with them and staff also commented that patients made them aware that the time spent is a key part of their support

## The three questions:-

1. If we could change one thing about the care, or treatment, for your condition e.g. from pre diagnosis to today - what would it be?

### Podiatry Clinics - sample comments

- Nothing - excellent care!
- Would change nothing, excellent care given by the clinic. My only complaint would be that the parking at the hospital is not good as there are not enough disabled bays.
- Nothing - Services is good. I never have to wait long to see a podiatrist.
- Lots of information from the staff who are very helpful and friendly. Have been diagnosed for a number of years and have seen the way the service for diabetes patients has changed and it's for the better. I see the DSN's more regularly now and this helps me to keep on top of my condition.

### St Georges sample comments

- Appointments not always prompt but I realise that it only takes one patient to be in over the allocated time which causes a delay for people booked in after. Would like to be informed if there are more clinics like this as although Wallasey is convenient as I drive, if I had to take public transport it would not be convenient. However, attending here is better than attending the hospital.
- I am looked after well by Doctors and nurses. No changes required as the service is very good and I am always treated well.
- I am going to ask if I can attend the hospital as it is nearer (I have to get 3 buses to St Georges).

### The Orchard sample comments

- I was referred feel very looked after and am given time to air concerns
- Awkward to get to as I live in Greasby but being able to come to clinic is much better than having to go to hospital. I also feel as though I am allocated more time at the clinic and this has meant I have received more information and advice about my diabetes than I ever received at the hospital

- I was referred by my GP to the Orchard and have been seeing the DSN who is a tonic. I don't feel I had a very good experience at my own practice.

**2. How likely are you to recommend this service to friends and family if they needed similar care or treatment?**

Podiatry Clinics

81% Extremely Likely

15% Likely

4% Unlikely

St Georges

67% Extremely Likely

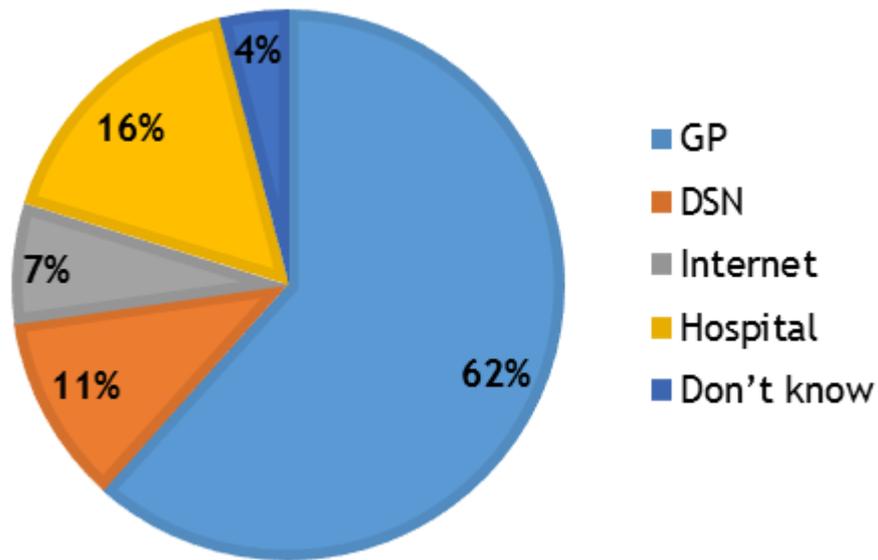
25% Likely

8% Don't Know

The Orchard

100% Extremely Likely

3. If you hadn't come to this clinic where would you have gone for support/information?



### Acknowledgements

HW would like to take this opportunity to thank all of the staff at all sites for their cooperation and help.

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