

## Report on COPD/Respiratory Community Clinics by Healthwatch Wirral

23<sup>rd</sup> September 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 Eastham and St Cath's clinics for COPD/Respiratory conditions.

### Methodology

Healthwatch attended Eastham and St Caths COPD/Respiratory clinics on 21<sup>st</sup> and 23<sup>rd</sup> September 2016, respectively.

Between the two clinics there were 10 patients and we spoke with 9 of those patients over the 2 sites and were able to spend quality time allowing them to tell us about their experience and journey. Patient's conditions varied from those who are newly diagnosed 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 at Reception 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.

It is important to note that the patients we spoke to at Eastham were all patients who had been diagnosed for some time. All of the patients we spoke with at St Caths had not attended this clinic previously.

We spoke with patients before and after their appointment and one patient we rang following 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.

The Eastham Clinic is run in the same area as the Walk In Centre and patients were all mixed together. One patient asked why someone had been called in before them.

Attendees to the Clinic at St Caths were greeted and looked after well.

We spent some time talking to Liz Chidlow and Jo Seaborne to explain who we were and what we were doing.

### Observations, Learning, and Recommendations

Reception staff at Eastham would benefit from some training on how to meet and greet patients and visitors so that the individual's experience is a good one from the outset. It may also be beneficial if seating was slightly segregated so that Walk In Centre Patients are separate.

St Caths staff were extremely helpful and pleasant to patients and visitors although signage for the COPD/Respiratory could be better as it is in the Wirral Heart Support Centre.

We were told that there had been few DNAs (did not attend) and that patients valued it because of the time spent with them. This is reaffirmed by the views recorded from patients. This also marries up with the information received by HW, separately, that patients value the time spent with them to digest information and ask questions about their condition.

Nearly all patients talked about the amount of clinics/appointments they had had to attend both in terms of different sites and the distance travelled for appointments - several mentioned that they did not drive. The sites mentioned were GP, St Caths, VCH (Victoria Central Hospital), Clatterbridge, Aintree and Bangor.

It was apparent from conversations with those patients that the less “formal” approach to their condition helped their anxiety. During discussions with each patient we also asked if they felt that the knowledge they obtained, and the opportunity to ask questions about their condition, felt like they were **self-caring and managing their condition better**. 100% said they did.

### 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?

#### Eastham Clinic

- No change everything is great - I never feel rushed
- Jo is amazing - no changes - they are able to spend time with me. I was referred from Clatterbridge.
- Took too long to refer me to this service which has been so valuable to me - would be much more beneficial if some of the services were in the same place so I don't have to travel. I go to GP, APH, and Aintree Hospital for Meds. I've been to VCH, St Caths. Aintree Hospital referred me -why couldn't GP have done it earlier?
- No changes - fine

#### St Caths

- GP referral but not much information about my condition before this appointment. I feel so much better and understand my condition better. Appointments have been made for me at St Caths as it's more convenient for me to get to and at a time I can make - I can't make the VCH physio as I work. Liz is even going to give me a follow up call!
- Specialist at Clatterbridge referred me to this clinic. I've had so much travel with this I'm shattered - could do with having everything in one place. No complaints about any of my care though it's been excellent and staff are great. I will be ringing Liz from now on for advice as she was brilliant.
- Terrible trouble trying to get through to GP for advice so this service is really important to me. Liz was fantastic she spent the time telling me about my condition and now I understand it I feel better - I will ring her for advice in the future. I would still go to A&E though at the weekends because there is no service. This seems an ideal service for me but my next appointment is not until November - could it be more often - **maybe drop in?**

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

a. 100% would recommend this service to Friends and Family

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

95% GP

5% APH

**For noting, all of the patients said that they would now use this clinic.**

## Acknowledgements

HW would like to take this opportunity to thank all of the staff at both sites for their cooperation and help when we attended the Eastham and St Caths Clinics. We would like to especially thank Jo Seaborne and Liz Chidlow for the time spent talking to HW and for directing patients to us.

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