

**Details of visit**

**Service address:**  
**Service Provider:**  
**Date:**  
**Authorised  
Representatives:**

**See list at the end of report**

**St Marys Hospital**  
**IW NHS Trust**  
**February/March 2017**  
**Pam Fenna, Rose Wiltshire, John Phillips, Denise  
Parker, Karen Turner, Maurice Dix, John  
Bowker, Nikki Stewart, Rita Platts, Lesley  
Palmer, Joanna Smith, Claire Tillman, Philippa  
Daley.**

## Acknowledgements

Healthwatch Isle of Wight would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

## Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.



## What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.



## Purpose of the visit

This visit was arranged as a follow up to the visits that were undertaken in 2015 to look at the complaints procedure.

## Methodology

The visits took place partially unannounced. The IW NHS Trust requested that Healthwatch Isle of Wight revisit the same areas before as they would like to see what effect their training and renewed literature has had. The trust were given a 3 week period in which the visits would take place but no specific times or dates.

The visits framework contained 2 sections.

Section 1 looked at the accessibility. The walls, leaflet stands, desks, tables were observed to see whether information was available informing people of the complaints procedure.

Section 2 focused on staff knowledge of the complaints procedure. Staff members were approached and asked questions related to making complaints and their comments recorded. When asking how to make a complaint, the volunteers did not offer an insight into what they would like to complain about. They either informed the staff member that they were from Healthwatch or stated they would prefer not to discuss their issue at this time. This was to ensure that 'false' complaints/concerns were not raised within the NHS Trust as this would be a waste of their time and resources.

The IW NHS Trust provided full support and cooperation to Healthwatch Isle of Wight.



## Results of Visit

### Accessibility

#### **Complaints Procedure Posters**

Throughout the 22 areas that were visited 11 were displaying posters relating to complaints. A total of 16 posters were displayed throughout the 11 areas. All of the posters displayed were the same and were specifically related to making a complaint.

The panel reported that the posters were written using easy to understand language that clearly explains the complaints process and that was large enough to read with ease.

Independent advocacy was mentioned on the posters but no explanation into advocacy was provided.

Timescales for complaints handling did not appear on any of the posters, meaning people are not aware of when to expect responses to their complaints.

#### **PALS posters**

Throughout the 22 areas visited 16 were displaying PALS posters. A total of 19 posters were displayed throughout the 16 areas. All the posters displayed were the same but did not specifically mention complaints handling.

The majority of the panel reported that the PALS posters did not provide enough information to explain what PALS is or what they do.

#### **Complaints Procedure Leaflets**

On the 22 areas that were visited 20 were displaying leaflets relating to complaints. Most areas had an adequate supply of leaflets available with a few areas only having 1 or 2

The leaflets available in Laidlaw were the only ones to differ from those found in the other areas and were due for review in January 2014 and therefore were unlikely to contain the correct information. This issue was highlighted also in the previous enter and view report undertaken in 2015.

Exact timescales for complaints resolution were not available within the leaflets, however it does state that an initial contact will be made within 3 working days to agree a mutual timescale. The size of the text in the leaflets was generally felt to be appropriate.

The leaflets do not mention being available in other formats such as braille, large print or other languages.

#### **PALS leaflets**

In the 22 areas visited 14 were displaying PALS leaflets. There were adequate supplies within these 14 areas. The majority of the panel were unsure what PALS is, or what they do based upon the information provided within the leaflets. Complaints were not specifically mentioned but concerns were. Leaflets were available in other languages upon request.



## Staff Conversations

During the visits conversations were held with 29 staff members 22 staff members indicated that complaints were listened to there and then by senior staff within teams. The remaining 7 staff members indicated that PALS are the people that deal with complaints or if not PALS it would be the complaints team and were given leaflets.

This was a particularly disappointing response when received within Laidlaw as the leaflet that was subsequently provided was due for review in January 2014.

All the staff were found to be polite, however not all were keen to encourage the volunteers to share their experience. The majority of staff were also very confident in their response when asked 'how can I make a complaint'.

All of the staff members said that complaints could be made on behalf of relatives but 5 said complaints could not be made on behalf of strangers (some of them went into detail about how consent may need to be sought for both relatives and strangers, but were confident that an initial concern could be recorded).



## Recommendations

Healthwatch Isle of Wight Recommends the following:

1. Posters and leaflets should clearly state all the information a person would need to make a complaint, (including potential timescales involved)
2. All staff should be trained in the handling of complaints and a consistent message given to all service users.
3. PALS leaflets and posters should be redesigned to provide a fuller explanation of what the service provides.
4. Independent advocacy should be widely advertised throughout the hospital and included on hospital designed posters and leaflets to ensure service user choice.
5. Complaints literature (posters and leaflets) should be available at every department in the hospital and should be clearly visible to the public.

## List of areas visited within St Marys Hospital

Whippingham Ward	-	16/02/2017
Eye Department	-	23/02/2017
Day surgery	-	23/02/2017
Urgent Care Centre	-	16/02/2017
A&E	-	16/02/2017
Fracture Clinic	-	15/02/2017
Rehab Unit	-	28/02/2017
Stroke Unit	-	28/02/2017
St Helens Ward	-	02/03/2017
Colwell Ward	-	16/02/2017
Cardiac Care	-	02/03/2017
Maxillofacial Clinic	-	
Outpatient Clinic	-	
Endoscopy	-	
ENT/Audiology	-	
Luccombe Ward	-	
Alverstone Ward	-	
Pathology	-	
PALS office	-	
Shackleton	-	
Laidlaw	-	
Maternity	-	
Seven Acres Reception area	-	
Sevenacres Osbourne Ward	-	
Childrens Ward	-	