

Burnley General Hospital Blood Clinic

Monday 2nd December 2024

10:00am – 12:00pm



Disclaimer: This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and patients who met members of the Enter and View team on that date.

Contact Details

Address

Fairhurst Building
Burnley General Hospital
Casterton Avenue
Burnley

Hospital Contact:

Andrea Cottam – Lead Nurse
Melissa Almond – Senior Patient Experience Facilitator

Date and Time of our Visit:

Monday 2nd December 2024
10:00am – 12:00pm

Healthwatch Lancashire Authorised Representatives:

Steve Walmsley (Engagement Team Leader)
Linda Brackley (Healthwatch Lancashire Volunteer)

Front image: Fairhurst Building at Burnley General Hospital where the blood clinic is located

Introduction

Healthwatch Lancashire is the independent public voice for health and social care in Lancashire and exists to make services work for the people who use them. We believe that the best way to do this is by providing the people of Lancashire with opportunities to share their views and experiences.

Healthwatch Lancashire has statutory powers to listen, act, challenge and gather feedback to improve local services and promote excellence throughout the NHS and social care services.

To help achieve this Healthwatch have a statutory power to 'Enter and View' health and social care services that are publicly funded. The purpose of an Enter and View is to listen to people who access those services and observe service delivery.

Following the Enter and View visit a report is compiled identifying aspects of good surgery within the service visited along with any recommendations for any possible areas of improvement.

As we are an independent organisation, we do not make judgements or express personal opinions but rely on feedback received and objective observations of the environment. The report is sent to the service provider providing an opportunity to respond to any recommendations and comments before being published on the Healthwatch Lancashire website at:

www.healthwatchlancashire.co.uk

The report is available to members of the public along with the Care Quality Commission (CQC), Healthwatch England and any other relevant organisations. Where appropriate Healthwatch Lancashire may arrange a revisit to monitor the progress of improvements and celebrate any further successes.

Why blood clinics?

Healthwatch Lancashire are carrying out visits to blood clinics in order to find out how the services are delivered across the county. Each visit will be held in the winter period to learn how services are coping with winter pressures by speaking to patients and staff.

Acknowledgements

Healthwatch Lancashire would like to thank patients, staff and management for making us feel welcome and for taking the time to speak to us during the visit.

What did we do?

Healthwatch Lancashire Enter and View Representatives made an announced visit to Burnley General Hospital Blood Clinic on the 2nd December 2024 and received feedback from:



Introductory meeting with manager

At the beginning of the enter and view visit, Healthwatch Lancashire met with the Department Management team to discuss the background of the blood clinic and to view the facilities.

One to one discussions with patients

Healthwatch Lancashire spoke with patients using the blood clinic about their experiences, their reasons for visiting the clinic and how they felt about the service.

Discussions with members of staff

Healthwatch Lancashire Representatives spoke with members of staff about their experiences of delivering services. Questions centred around support for people using the service and any improvements staff felt could be made.

Observations

Observations were made throughout the visit. This included interactions between staff and people using the service, accessibility measures in and around the building and the condition and cleanliness of the facilities.

Summary



Healthwatch Lancashire representatives made an announced visit to the Blood Clinic at Burnley General Hospital on Monday the 2nd of December 2024 to find out more about the services provided at the clinic, and to speak with patients about their experiences.

Several patients that Healthwatch Lancashire Representatives spoke with had attended a clinical appointment prior to getting their blood tested. They would then get their blood sample taken at the clinic after their appointment. Several patients complimented the co-location of these services, as it meant that they could get tests done quickly and easily in the same place as their clinical appointment.

Most patients spoken with were happy with the support that staff gave them and felt that staff were approachable. One patient complimented staff for reassuring them throughout their test.

Staff felt that they had a positive working relationship with each other and the patients, which helped them manage busier periods. Some concerns were raised about signage for the department, as it was felt that patients were not always sitting in the right areas.

Blood Clinic Overview

Location



Burnley Blood clinic is located in the outpatients department of the Fairhurst building at Burnley General hospital. The clinic is co-located with other specialist outpatient services.

Services available

The blood clinic caters for patients using services at the hospital, such as oncology, urology and outpatient services. Patients can only attend the blood clinic if they are using hospital services. Walk-in appointments are not available.

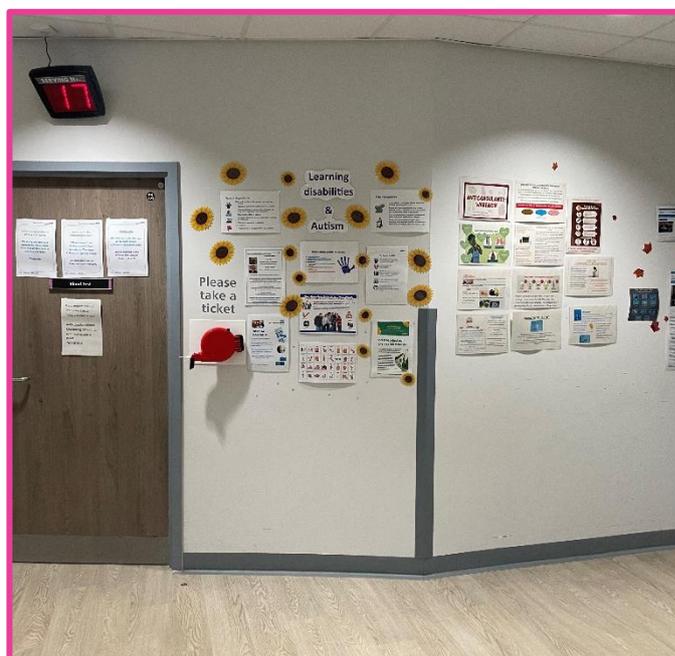
Enter and View observations

External Environment

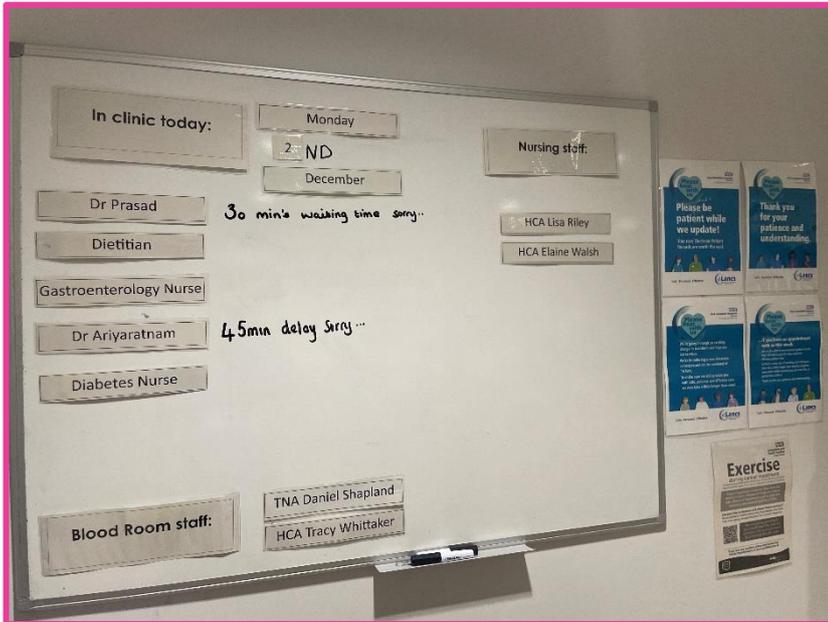
The Fairhurst building is located in Area 4 of the main hospital building (see appendix 1). The Fairhurst building is a new area of the hospital and has level access from the car park to the main entrance. Disabled parking is available near the entrance. At the time of the visit the car park area was busy, but some parking spaces remained available.

Internal Environment

The main waiting area is shared between different clinics and is split into two main areas, with a reception desk located in the centre. The desk has a lowered section to aid people using wheelchairs to speak with staff. There are two private rooms off the main waiting area for patients to hold confidential discussions with staff if needed. There is a refreshment kiosk for patients to use whilst they wait for appointments.



The blood clinic is located at the rear of the waiting areas and is identified by a sign on the door of the blood room which was at eye level but in a large format (recommendation 3). Notices about blood related conditions were observed around the clinic to inform patients about anticoagulants such as Warfarin, Dementia support, staffing. One board in the clinic waiting area explained that there was a 45-minute delay for clinical appointments, but there was nothing on the blood clinic boards for tests. (recommendation 1).



Dementia friendly features were observed in the waiting areas with dementia friendly features such as clocks displaying the day, date and time, matte flooring and seating which catered for people's needs with a variety of armrests and different sizes. There was adequate space for people using wheelchairs, pushchairs and trolleys to move freely around the area.

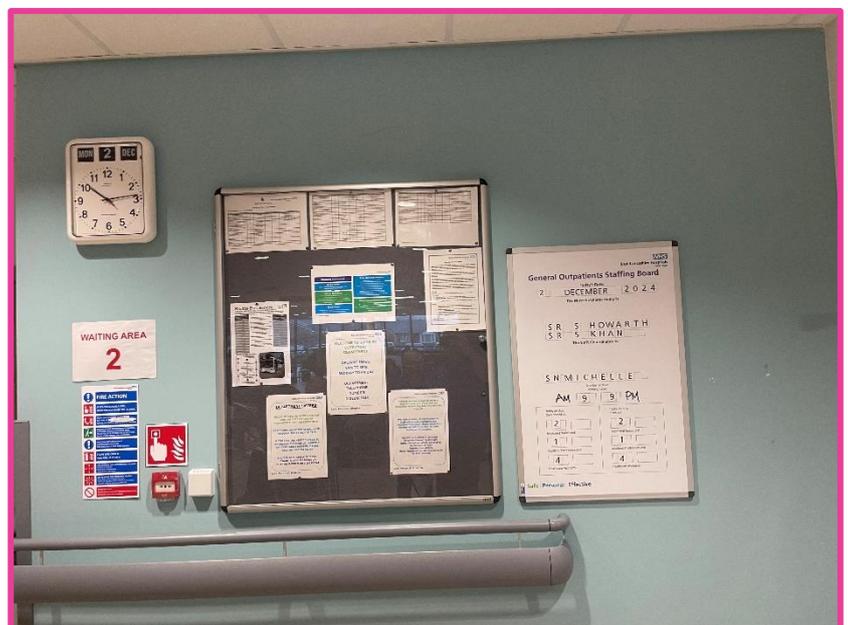
Observations



During the visit staff were observed calling patients for their blood tests. The clinic employs a ticket system which provides patients a numbered ticket that identifies where they are in the queue. A digital display is in use which alerts patients when it was their turn to have their blood taken. Staff also call out the ticket number to patients, which meant that patients were alerted in more than one way when it was their turn.

Staff on the reception desk were polite and courteous to patients attending different clinics and ensured that patients knew where they needed to wait. They updated patients about delays, when they enquired at the desk. The staff communicated information to patients in a clear manner and were knowledgeable about options for interpreting that patients could access.

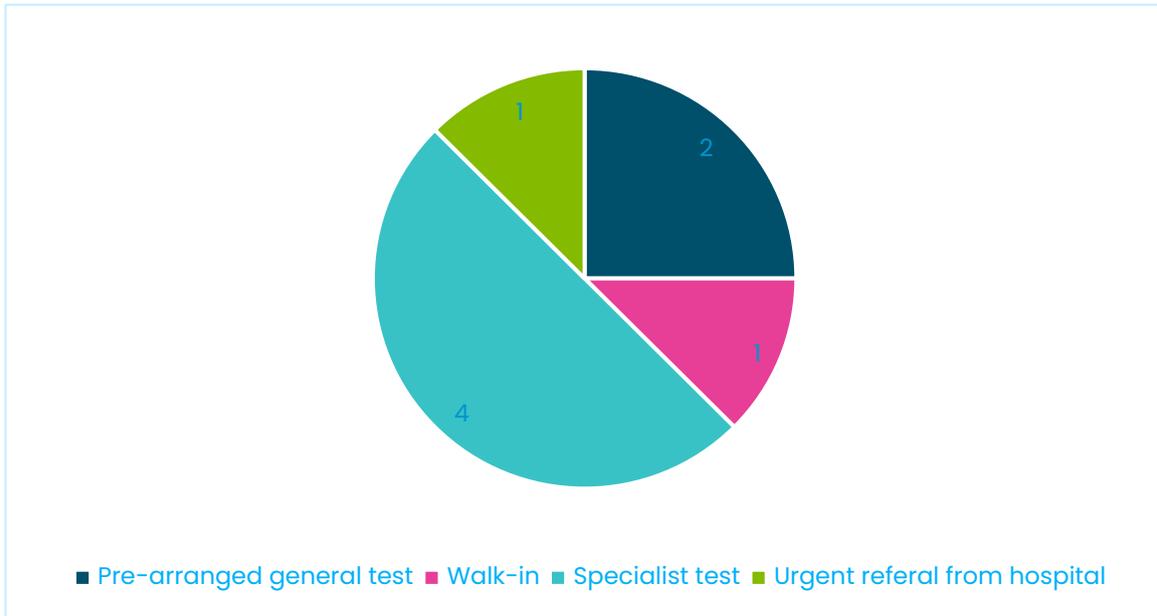
They gave clear directions to patients in order to help them sit in the most appropriate section of the waiting area for their appointment. Staff on the reception desk were responsive to any issues that occurred during the visit, ensuring that any issues such as spillages were dealt with quickly. (recommendation 2).



Patient Feedback

Healthwatch Representatives spoke with **nine** people using the service.

What is the purpose of your visit?



Most patients attended the clinic as part of an appointment they had with a clinic at the outpatients department on the same day. One patient explained that they needed to have tests carried out regularly as part of their treatment and it was convenient to have their appointment and then get their blood test taken as a follow up.

Two patients attended the blood clinic in order to have their blood tested before they received treatment for their condition.

What is your experience using this service?

All nine patients complimented their experience of using the service, explaining that they felt it was convenient for them to access.

“It is convenient I can see my consultant and then get my bloods done at the same time.”

Three patients felt that having the services located close to each other meant that they could get any required tests carried out on the day they were requested, which meant that any tests needed could be done quickly and further actions would not be delayed. The patients attended for specialist tests said that the process was straightforward, and they did not need to worry about checking what would happen with their results as they knew it would be dealt with by the right people.



One patient complimented the way that the staff in the blood room supported them with their tests, as they were afraid of needles and they made sure the process was as relaxed as possible.

One patient complimented the facilities explaining that they had been to other hospitals for similar tests and they had not had a good experience.

“I can’t believe how clean and tidy it is here.”

Have you received information about this visit in a way that was accessible?

Three patients commented that they were made aware of the arrangements for their blood tests and were satisfied that they knew what they needed to do.

“They talked me through what to do step by step.”

One patient, who had been referred to the service, mentioned that they were unaware that the blood clinic was located in the Fairhurst building and had needed to ask the volunteers in the main reception area where to go (recommendation 1).

“They were really helpful and gave me directions to find my way. I am glad they did or I would have got lost.”

They commented that they had received a letter about their tests, but they had left it at home.

How far have you had to travel today?

One patient had travelled from the Blackburn area and had been given a lift and would need to get a taxi home as it would take two buses which they said was not convenient for them. They were happy to get a taxi back.

Other patients had travelled from Burnley and mentioned that their journeys were straightforward. Four patients made reference to the fact that they had to give additional time for their journeys to account for issues parking at the hospital.

What changes could improve your experience?

One patient commented that the system of distributing numbered tickets to patients upon entry to the blood clinic worked well, but they felt more could be done to communicate how long waiting times would be. (recommendation 1)

“I am not bothered that there is a delay as I know things like this happen but it would be good to know how long the average wait might be for my test.”

Staff feedback

Healthwatch received feedback from **three** staff members during the visit.

Healthwatch Lancashire representatives spoke with the management team and patient facing members of staff about their experiences working at the department.

They felt that their workload was managed well, and they were able to deliver a good level of service to patients at the different clinics. They commented that during busier periods they would communicate with clinicians and other staff about how to deal with demand and communicated any delays to patients when they made enquiries.

One member of staff commented that they felt there needed to be better signage in the waiting area to identify where they needed to sit as there had been times when patients waiting for the blood clinic were sat in the wrong area of the department and had missed their ticket number. They mentioned that they would always make sure that the patient received their test, but it was something that caused an issue for people using the service. (Recommendation 3).

Staff were confident supporting patients with additional communication needs, and they were aware that patients who needed interpreters could be supported by booking an interpreter through Cosign. They explained that this was usually carried out by the secretarial team for the department. They were aware of processes that were in place if someone presented at the department needing a translator or video interpreting. They said that it was slightly trickier with blood tests due to timing constraints, if there were delays.

Recommendations

The following recommendations have been formulated based on observations of the environment and feedback gathered from patients and staff.

1. Investigate ways to inform patients about waiting times for blood tests on the noticeboards.
2. Celebrate successes and good practice highlighted in this report and share them at Patient Experience Group (PEG) and divisional level.
3. Add signage in the outpatients area, near the blood clinic, to help patients identify where to sit for their blood tests or other appointments.

Provider response

Recommendation	Action from provider	Timeframe	Comments
Celebrate successes and good practice highlighted in this report and share them at Patient Experience Group (PEG) and divisional level.	Share feedback with team and document Share with divisional PEG to be included in divisional report to Trust PEG	Immediate	Complete Jan 25
Investigate ways to inform patients about waiting times for blood tests on the noticeboards.	Discuss with team members to ensure patients are informed	4/52	Complete Jan 25
Add signage in the outpatients area, near the blood clinic, to help patients identify where to sit for their blood tests or other appointments.	Review signage within the department	6/12	Under review

Questions

Is the report factually accurate?

Did you learn anything new about residents' views and experiences, or anything else, as a result of the Enter and View undertaken by Healthwatch Lancashire?

Any other comments?

Thank you for visiting and providing feedback for us to consider and inform improvements.

The nursing team were delighted with the good practice feedback, this has a massive impact on morale. Thank you !

Appendix 1 – Map of Burnley General Hospital



Area 1	
Level 1	Clinical Skills International Nurse (Only)
Level 2	Andrology DVT Clinic Gynaecology specialist nurse team Main Key Dept Ultrasound Scan Dept Pharmacy Physiotherapy Internal Entrance

Area 2	
Level 3	GAU (Gynaecology Assessments) GPU (Early Pregnancy Unit) Cardiac Rehabilitation Occupational Therapists 2 Occupational Therapy (OT) Rainbow Centre A & B Speech and Language Therapy Dermatology Outpatients Diabetes Clinic Cardiology Department Infection Suite Outpatient Reception Area 7 Orthopaedic Clinic Multi Faith Rooms Respiratory Department Spiritual Care Centre

Area 3	
Level 4	Indian Office The Booking Centre Family Care Division ELCS Administration Office Ear Lasso Breast Screening Service Intravascular Suite ICMU (Pre-Op Assessment Unit) ELCS (Ear Lasso GDM & Assessment Service) Lentils Department Pain Management Services Domestic Services Nursery First Room Security

Area 4	
Level 2	Eye Clinic Eye Day Case Urgent Eye Clinic Orthopaedic Clinic Rehabilitant General Outpatients Oral Surgery Matifacial Clinic MBI - Fairhurst Building outside entrance Physiotherapy Outside Entrance

Area 5 - LWNBC	
Level 2	Renal Day Case & Triage Arterial Ward Birth Centre Central Birth Suite Gynaecology and Breast Care Ward Gynaecology Day Case Unit

Area 6	
Level 1	Women's Health Theatre Department Gynaecology Outpatients 1 & 3 Maternity Ward - Post natal NICU Ultrasound Scan & Antenatal Clinic

Main Switchboard Telephone
01282 425071



Area	Level	Department Listed Alphabetically	Area Level	ICM/GAUG East Lancashire Children's & Adults	Macmillan Information Point	Relief House	6	7	8	9
Area 1	1	Andrology	1	ICM/GAUG East Lancashire Children's & Adults	Macmillan Information Point	Relief House	6	7	8	9
Area 1	2	Andrology	2	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	3	Andrology	3	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	4	Andrology	4	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	5	Andrology	5	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	6	Andrology	6	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	7	Andrology	7	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	8	Andrology	8	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	9	Andrology	9	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	10	Andrology	10	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	11	Andrology	11	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	12	Andrology	12	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	13	Andrology	13	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	14	Andrology	14	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	15	Andrology	15	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	16	Andrology	16	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	17	Andrology	17	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	18	Andrology	18	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
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Area 1	21	Andrology	21	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	22	Andrology	22	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	23	Andrology	23	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	24	Andrology	24	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	25	Andrology	25	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	26	Andrology	26	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	27	Andrology	27	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
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Area 1	29	Andrology	29	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	30	Andrology	30	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	31	Andrology	31	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	32	Andrology	32	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	33	Andrology	33	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
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Area 1	40	Andrology	40	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
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Area 1	48	Andrology	48	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	49	Andrology	49	Andrology B	Macmillan Information Point	Relief House	6	7	8	9
Area 1	50	Andrology	50	Andrology B	Macmillan Information Point	Relief House	6	7	8	9



healthwatch
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