

**healthwatch**

**Plymouth**

Knowledgeable today,

Powerful tomorrow.



**Plymouth Hospitals NHS  
Trust**

**Outpatient Consultation**



## **BACKGROUND**

Healthwatch is the consumer champion for health and social care in England. We give children, young people and adults a powerful voice to influence and challenge how services are provided in the city by making sure their views and experiences are heard by those who run, plan and regulate local health and social care services.

In 2012 the Health and Social Care Act set out that each local authority should establish a local Healthwatch. In 2013, Plymouth City Council undertook a competitive tender process and awarded the contract to an established local organisation called Colebrook (SW) Ltd.

Experienced in public and patient involvement, Colebrook launched Healthwatch Plymouth in April 2013, ensuring independence through its governance structures and a memorandum of understanding between those working in and delivering the services, and the organisation itself.

During its first year, Healthwatch Plymouth established its office, systems, governance and footprint in the city, collecting thousands of local views through a strong engagement process. It also launched the first of its annual grants programmes to support consultation within lesser heard communities in the city.

The second year of Healthwatch has seen much greater focus on specific issues affecting local people, something that our growing database of experiences allowed us to identify. One such issue that was reported widely in the media and was often raised in conversation with the public was that of increasing waiting times for an outpatient appointment.

## **HEALTHWATCH PLYMOUTH AND PLYMOUTH HOSPITALS NHS TRUST**

Healthwatch Plymouth has worked collaboratively with Plymouth Hospitals NHS Trust since its inception in April 2013. Building on foundations set by Plymouth LINK (Local Involvement Network), Healthwatch Plymouth continues to champion involvement of local people in design, quality assurance and decision making processes within the Trust.

Healthwatch Plymouth provides formal representation to the Safety and Quality Committee having the opportunity to comment upon future Trust policy. Formal representation is also provided to the Patient Experience Committee, giving the representative the opportunity to represent the patient voice at an operational level. The Patient Experience Committee is also responsible for policy approval and decision making.

During the course of the year Healthwatch Plymouth provides representation to the PLACE (Patient Led Assessment of the Care Environment) Working Group and partakes in many assessments of the care environment.

Finally, Healthwatch Plymouth has held a twice monthly presence in the Main Reception area of Derriford hospital engaging with the public and taking feedback of their experiences, concerns and praise for hospital services. However, the Trust has reduced the number of monthly sessions we are now able to hold on site, from 2015 onwards due to the demand on space in hospital public areas.

## DERRIFORD OUTPATIENTS SERVICE USER CONSULTATION

During 2014, local and national media carried several reports regarding delays in appointment times at outpatient clinics, and in particular follow up appointments with a consultant after an initial consultation.

We were aware that discussion had taken place at various Overview and Scrutiny Committees across the peninsula, and were very keen to gather a snap shot of patient views at the point of treatment.

We approached Plymouth Hospitals NHS Trust with our intended plan, and were grateful for the facilitation that they provided.

Healthwatch Plymouth conducted a consultation at Derriford Outpatient Clinics from 29 September to 10 October 2014. The aim was to consult with Service Users and their carers, by use of a questionnaire, about their experiences when booking first appointments following referral and any follow up appointments required. Individuals were also able to give additional feedback about the service they had received. A copy of the questionnaire can be found at Annex A.

Over the course of the two weeks Healthwatch Plymouth Staff and Volunteers consulted with 1158 members of the public and gained feedback from 799 Service Users (equating to a 68.9% response rate) in various outpatient clinics. The areas visited over the course of the consultation can be seen in the activity log below.

	<b>Monday 29/9</b>	<b>Tuesday 30/9</b>	<b>Wednesday 1/10</b>	<b>Thursday 2/10</b>	<b>Friday 3/10</b>
<b>morning</b>	Main Outpatients	Main Outpatients	REI	Orthopaedic - L7	Fracture - L7
<b>afternoon</b>	Main Outpatients	Main Outpatients	REI	Gynaecology	Dermatology

	<b>Monday 6/10</b>	<b>Tuesday 7/10</b>	<b>Wednesday 8/10</b>	<b>Thursday 9/10</b>	<b>Friday 10/10</b>
<b>morning</b>	Chestnut - L7	REI	Childrens OP - L12	Main OP/Chest	Oncology OP - L2
<b>afternoon</b>	Main OP/Chest	REI	Childrens OP - L12	Main OP/Chest	Main OP/Chest

Not all departments were expecting our presence, and on occasion this did cause

some uncertainty. A mixed response to the survey was received from front line staff. A special mention must go to the REI who were very positive about the project and we took up the invitation to talk at their team meeting.

The survey itself asked 7 questions:

- Department or Speciality being visited
- Any problems experienced when booking first appointment
- How much choice was offered when making first appointment
- Length of wait for first appointment
- If a follow up appointment was required, what was the length of wait
- What method of contact would be preferred for a follow up appointment
- In the Service Users opinion, did the condition worsen whilst waiting for an appointment

Service Users were also given an opportunity to comment further on their experiences.

The table below gives a breakdown by Department of all Service Users responding to the survey.

Department	Number of people	Department	Number of people
Cardiology	20	Hepatology	26
Chest Clinic	38	Hormones	1
Chestnut Unit	30	Lipid Clinic	3
Children's Outpatients	60	Main Outpatients	33
Cholesterol	1	Nephrology	3
Colorectal	16	Neurosurgery	42
Dental	1	Oncology	64
Dermatology	33	Orthopaedics	38
Diabetes	8	Plastic surgery	41
Dietician	1	Radiology	1
Endocrinology	5	REI	174
ENT	6	Respiratory	1
Fracture Clinic	19	Renal	26
Gastroenterology	27	Rheumatology	7
General Surgery	1	Rupture Clinic	1
Gynaecology	28	Spinal Clinic	1
Haematology	26	Upper GI Unit	11
		Vascular surgery	6
			<b>799</b>

## First Appointments

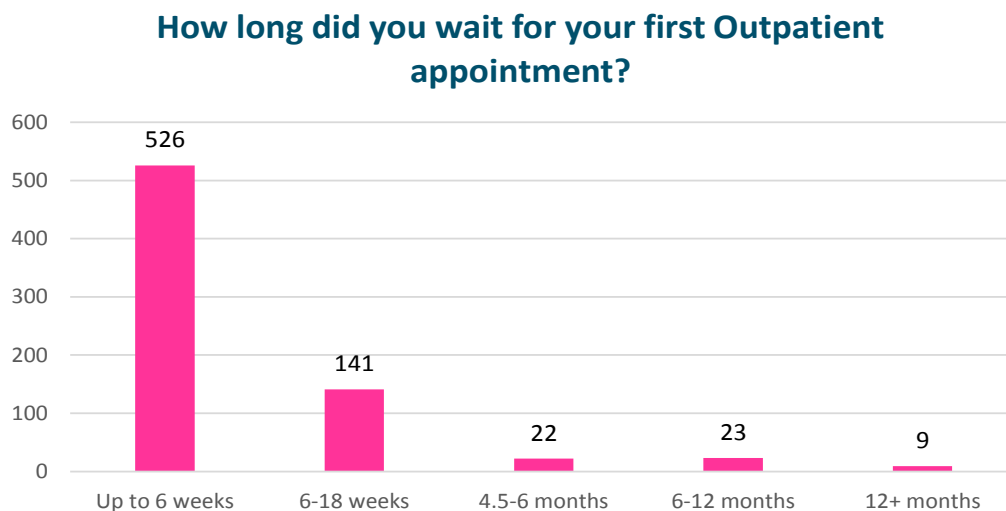
Of the 799 Service Users surveyed, 721 gave feedback about first appointment experience of which 300 were genuine first appointments (i.e. 421 were there for follow up appointments, but also commented on their first appointment experience). The length of wait recorded is based on the individual's experience from time of referral from their GP to attendance at the clinic. It therefore is not a statistical analysis of the official measurement of wait from when the Trust received the referral letter or from when the first appointment is booked<sup>1</sup>.

The following Table shows length of wait for first appointment for all Service Users whilst the subsequent table shows numbers of Service Users against departments.

Of those Service Users who waited greater than 6 months (32 in total), the comments received are mainly about:

*'Continual cancellation of appointments'*

*'Lost in the booking system'* with no appointment given until chased up by individual or individual's GP



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<sup>1</sup> NHS Choices Waiting Time Guide.

### Waiting Time for First Appointment

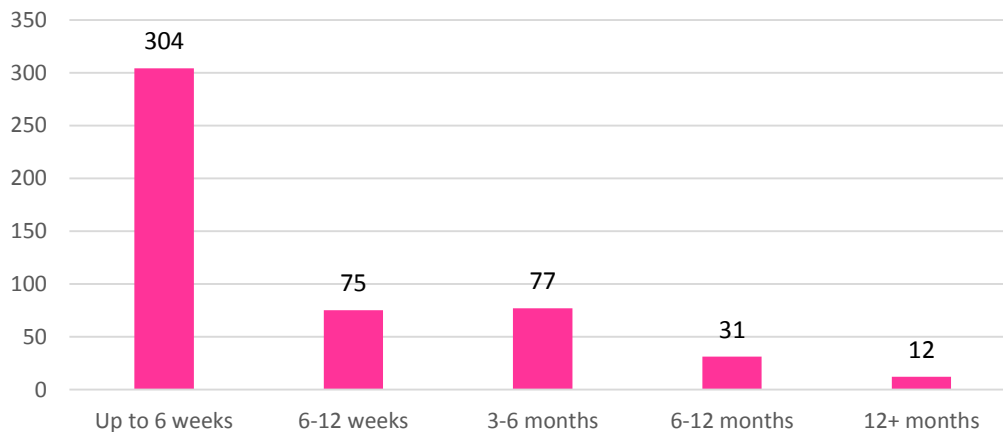
Department	up to 6 weeks	6-18 weeks	4.5-6 months	6-12 months	12+ months	Total	Percentage seen within 6 weeks	Percentage seen within 18 weeks
Cardiology	12	6	1	0	1	20	60	90
Chest Clinic	19	5	1	0	0	25	74	97
Chestnut Unit	18	7	0	0	0	25	72	100
Children's Outpatients	44	9	1	0	1	55	80	96
Colorectal	14	1	0	0	1	16	87	94
Dental	0	1	0	0	0	1	0	100
Dermatology	24	6	0	0	0	30	80	100
Diabetes	5	0	0	0	0	5	100	
Dietician	1	0	0	0	0	1	100	
Endocrinology	1	3	0	0	0	4	25	100
ENT	4	1	0	0	0	5	80	100
Fracture Clinic	13	1	1	0	0	15	87	93
Gastroenterology	20	5	0	2	0	27	74	93
General Surgery	1	0	0	0	0	1	100	
Gynaecology	19	8	0	1	0	28	68	96
Haematology	19	4	0	0	0	23	83	100
Hepatology	18	2	0	0	0	20	90	100
Hormones	0	1	0	0	0	1	0	100
Lipid Clinic	2	1	0	0	0	3	66	100
Main Outpatients	21	7	5	0	0	33	63	87
Nephrology	3	0	0	0	0	3	100	
Neurosurgery	25	5	1	5	1	37	67	81
Oncology	56	1	0	0	0	57	98	100
Orthopaedics	19	10	3	2	0	34	56	85
Plastic surgery	30	8	1	1	0	40	75	95
Radiology	0	1	0	0	0	1	0	100
REI	108	33	7	11	4	163	66	80
Respiratory	1	0	0	0	0	1	100	
Renal	17	3	1	0	0	21	81	95
Rheumatology	2	5	0	0	0	7	29	100
Rupture Clinic	0	1	0	0	0	1	0	100
Spinal Clinic	0	1	0	0	0	1	0	100
Upper GI Unit	7	3	0	1	0	11	64	91
Vascular surgery	3	2	0	0	1	6	50	83
						<b>721</b>		

## Follow Up Appointments

Of the 499 Service Users consulted over follow up appointments, the associated length of wait is shown in the Table below. Whilst the majority of Service Users were seen within 6 weeks, Healthwatch Plymouth did consult with individuals who have been in their outpatient pathway for several months (or years in a small number of cases) and their length of wait for a follow up was often determined by their condition and the review/treatment frequency requirements. Whilst most patients accepted this, this group of Service Users are the most likely to feel they are *'lost in the system'* and consequently have to chase up an appointment either through the clinic or their GP.



## How long did you wait for your follow-up appointment?



### HEALTHWATCH PLYMOUTH RECOMMENDATION 1:

Where clinical need merits longer frequency between follow up appointments (frequency greater than 6 months), a call up diary system should be implemented for Service Users who remain on the care pathway, to ensure that patients and their families feel informed. This will highlight at an early stage where an administration error may have arisen.

### Choice of appointment time

Service Users were also asked about whether they felt they had any choice over the date and time of their appointment. Many patients we spoke to had not been offered any choice in location or time of appointment, and were not aware they could have a choice in where their treatment was carried out.

General analysis of comments made about choice of appointment time and date indicates that most recipients accepted the date and time in the appointment letter as it suited their personal plan and therefore some of the 'none' numbers fall into this category. Other reasons for recording 'none' include:

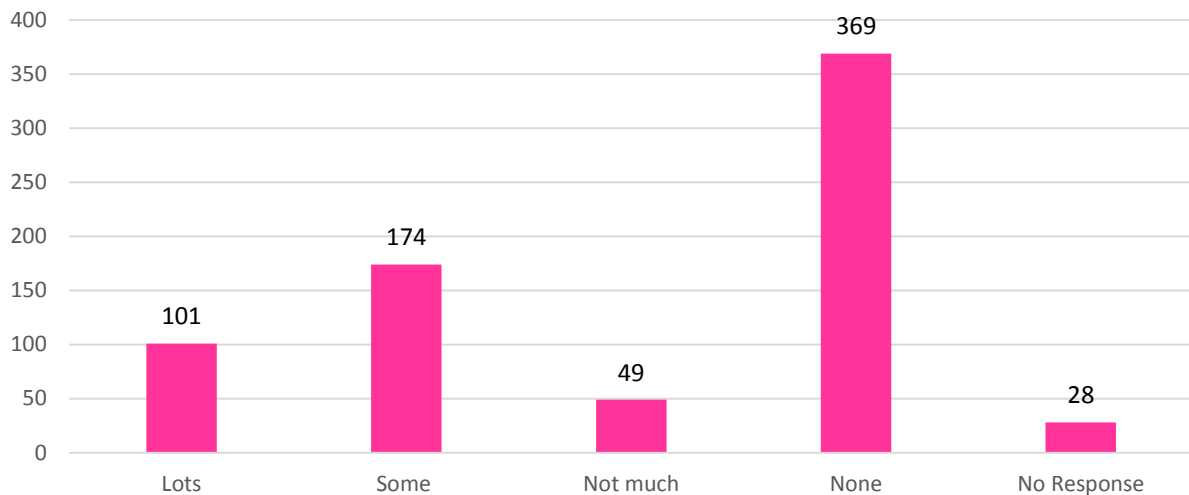
*'This was an urgent referral'*

*'Offered a cancelled appointment at short notice'*

*'Original appointment cancelled by Outpatient Clinic and alternate appointment made'*



## Choice when making first appointment



## Problems encountered with Booking Appointments

The vast majority of Service Users did not consider that they had encountered any problem with the booking of their appointments. Of those that did encounter problems, 64 Service Users commented on issues arranging their first appointment; the major themes are:

- Inconsistent standard of Communication. Issues include:
  - Poor communication between Departments to ensure any required tests are conducted prior to consultant's appointment.
  - Changes to/Cancellations of appointment not received by the Service User.
- Non receipt of appointment letters (where issued), causing confusion for service Users.
- Lateness of hospital transport causing patient to miss allotted appointment time.
- Staff attitudes at clinic reception point.

When analysing the comments across Departments, there is evidence that different booking processes are in place; some services have a booking team whilst others utilise consultant secretarial staff. It is also evident that in some areas the needs of the patient are considered (age, distance to travel, method of travel, disability and procedure attending for) whilst in others they are not. Whilst it is accepted that not all needs of the patient can be met 100% of the time, effort expended in trying to accommodate the individual leaves a lasting positive impression of how the service is viewed by the Service User. A standard process across all departments when engaging with Service Users would be more beneficial in providing a positive patient experience.

Communication of changes to or cancellation of appointments also features within Service User feedback. The service assumption would appear to be one of once

the change/cancellation has been ‘communicated’ to the individual then that is the end of the process and there is no further checking to ensure that the change of information has actually been received, particularly when communication is by letter or text. It is only when the individual arrives for an original scheduled appointment that has changed/been cancelled that it becomes evident that the change information did not reach the individual.

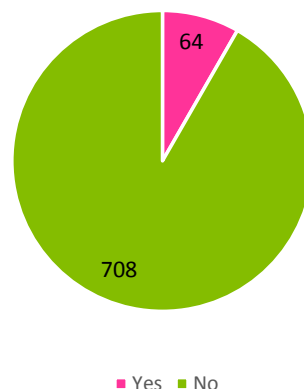
A standard booking procedure should be considered for all clinics and acute services. Where identified by treatment type or service, patient expectations should be managed by informing of any potential issues that could affect their appointment on the day i.e. if coming to the REI for injection to the eye(s) then the individual needs to be aware that this procedure may get cancelled at short notice due to emergency requirements and/or availability of trained staff and treatment room.

All comments made about Hospital Patient Transport were negative and surrounded booking, lateness and access to Service User property.

Generally feedback regarding staff was positive. Where negative comments were made it was about attitudes of reception/booking staff when things went wrong; staff were seen as ‘unhelpful’.

A breakdown of comments made by Service Users about appointment issues can be found at Annex B, ordered by Department and whether the comment is about first appointment or follow on services.

### Problems with booking first appointment



### HEALTHWATCH PLYMOUTH RECOMMENDATION 2:

PHNT should consider a central appointment booking cell for all outpatient departments. The benefits of this are:

- Single Point of Contact for Service Users and GPs/third party referrals.

- Ability to co-ordinate any multiple appointments for individual prior to seeing a consultant is enhanced.
- Wherever possible it would ensure Service Users needs are accommodated when booking appointments.
- Management of patient expectation by informing individuals of potential issues affecting their treatment on the day.
- Reduced reliance on medical secretaries to organise appointments releasing them to undertake primary role of support to clinicians.
- Greater ability to co-ordinate communications via various means (letter, text, phone, e-mail).
- Simpler process to co-ordinate changes to or cancellation of appointments.
- Better placed to co-ordinate any hospital transport requirements to reduce late or non-attendance.

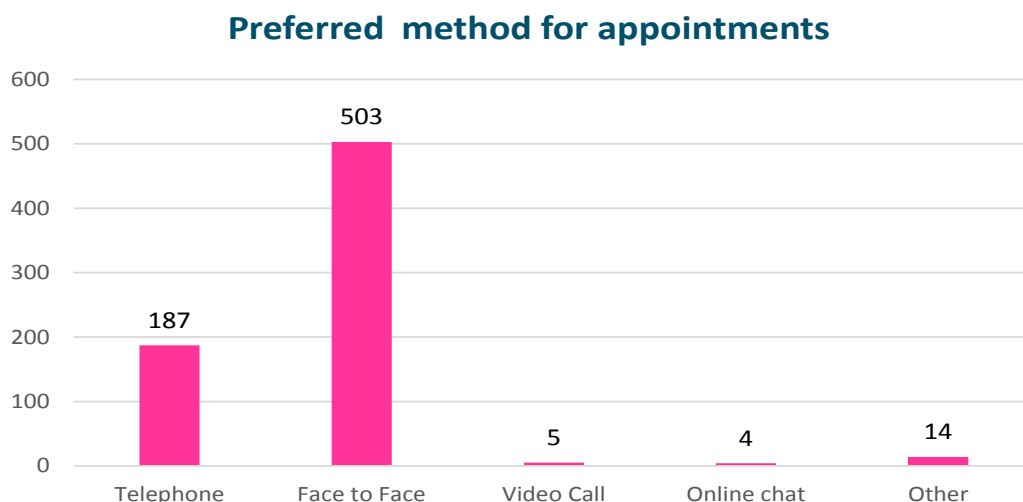
### HEALTHWATCH PLYMOUTH RECOMMENDATION 3:

Where possible the appropriate utilisation of GP services to undertake pre-appointment test should be considered to reduce the number of hospital visits (i.e. blood tests).

### Methods of delivery of Follow Up Appointments

As part of the consultation, Service Users were asked how they would like to see a follow up appointment conducted. The results are broken down in the table below. Whilst the majority (70%) preferred face to face contact, a quarter of those asked considered a telephone option as being viable, particularly if it was to impart test results where no follow up or treatment was required. Equally of the 9 individuals who elected to go the ‘video call’ or ‘online chat’ route, 6 were over the age of 56 with the remaining individuals aged 29-33. ‘Other’ methods predominately included letter or text, or via their GP.

Comments received about the need to attend for an appointment when it was only to deliver test results, show a willingness from individuals to change the way in which follow up consultation is delivered.



#### HEALTHWATCH PLYMOUTH RECOMMENDATION 4:

Where it may be more appropriate, consideration to be made over whether a Service User needs to physically attend a clinic onsite, particularly when another form of consultation may be more suitable.

#### Analysis of data by Post Code

Of the 799 responses from Service Users, 735 gave locality data. The breakdown of this is as follows:

Plymouth Post Code	445
Cornwall Post Code	146
Devon Postcode	141
Other Postcode	3

In terms of reported problems with appointment bookings there is minimal difference between Cornwall and Devon postcodes (9.5% vice 9.2%). When compared against Plymouth, then both Cornwall and Devon report a higher number of issues (Plymouth equates to 7%). Analysis of the comments shows no discernible trend that affects Cornwall or Devon service users when compared against Plymouth

#### Additional Service User Feedback Analysis

Healthwatch Plymouth received 565 additional feedback comments on the services received. Of these 305 were positive and the following are themes taken from these comments:

- Standard of treatment and care generally commented upon as good
- Staff attitudes (dignity & respect, honesty, supportiveness)
- Improvement of services noted by those who have been attending outpatient clinics over a long period
- Despite distance to travel, some Cornwall Service Users saw Derriford as more preferable to Treliske

Of the remaining comments 162 were negative and 98 were mixed. The major themes identified from negative and mixed comments are Communication and

Waiting Time in clinics. However there were 17 identified themes from these comments and a full breakdown can be found at Annex C.

## Consultation Costs

Healthwatch Plymouth has carried out a cost analysis of delivering this consultation, looking at Staff time in hours/£, Volunteer time in hours and travel (including parking charges, mileage and public transport). A breakdown of costs associated in delivering this consultation can be found at Annex D.

## Summary

The experience of Outpatient bookings reported by Service Users is generally positive, however there are variable levels of service between departments. The major theme running throughout the survey was inconsistent communication between department/clinics and Service Users during the booking process. Once engaged with a department or clinic, the experience is generally good with treatment and Staff attitudes being favourably commented upon.

## Summary of Healthwatch Plymouth Recommendations

The following recommendations are made:

1. Where clinical need merits longer frequency between follow up appointments (frequency greater than 6 months), a call up diary system should be implemented for Service Users who remain on the care pathway, to ensure that patients and their families feel informed. This will highlight at an early stage where an administration error may have arisen.

2. PHNT should consider a central appointment booking cell for all outpatient departments. The benefits of this are:

- Single Point of Contact for Service Users and GPs/third party referrals.
- Ability to co-ordinate any multiple appointments for individual prior to seeing a consultant is enhanced.
- Wherever possible it would ensure Service Users needs are accommodated when booking appointments.
- Management of patient expectation by informing individuals of potential issues affecting their treatment on the day.
- Reduced reliance on medical secretaries to organise appointments releasing them to undertake primary role of support to clinicians.
- Greater ability to co-ordinate communications via various means (letter, text, phone, e-mail).
- Simpler process to co-ordinate changes to or cancellation of appointments.

- Better placed to co-ordinate any hospital transport requirements to reduce late or non-attendance.
3. Where possible the appropriate utilisation of GP services to undertake pre-appointment test should be considered to reduce the number of hospital visits (i.e. blood tests).
  4. Where it may be more appropriate, consideration to be made over whether a Service User needs to physically attend a clinic onsite, particularly when another form of consultation may be more suitable.

Date of Collection:

Please take a few minutes to complete the survey below about your experience(s) of the Outpatient Department at Plymouth Hospital NHS Trust (PHNT, Derriford).

1. What department or speciality was your outpatient appointment related to?

2. Did you experience any problems when booking your first outpatient appointment?

Yes  No

3. How much choice did you have when making your first outpatient appointment?

Lots

Some

Not much

None

Comments?

4. How long did you wait for your first Outpatient appointment?

Up to 6 wks  6-18 wks  4½-6 mths  6-12 mths  12+ mths

5. If you needed a follow-up appointment how long did you wait?

Up to 6 wks  6-12 wks  3-6 mths  6-12 mths  12+ mths



6. If possible, how would you like your follow up appointment to be carried out?

Telephone  Face to Face  Video Call  Online chat

Other: \_\_\_\_\_

7. In your opinion, did your symptoms or conditions get worse while you were waiting for your appointment?

Yes  No

8. Is there anything else you would like to tell Healthwatch?

E.g. about the care you received.

**For trend use only**

Full postcode/neighbourhood: \_\_\_\_\_

What is your age? \_\_\_\_\_

Feedback collected by (initials): \_\_\_\_\_

## ANNEX B - RECORDED COMMENTS ON PROBLEMS ASSOCIATED WITH APPOINTMENT BOOKINGS

Department		Comments from Service Users  (Blue Font = Positive, Red Font = Negative comment)
Rheumatology	First Appointment	I had a GP appointment and was referred to the hospital. I then did not hear anything for 3 months so I chased it up and there was no record of it. I then was given another appointment and am waiting to amend this. I am struggling in my driving and working life as I am in pain and cannot use my hands so much.
Rheumatology	First Appointment	In May I went to see my GP concerning my hip which the consultant was aware of. A locum referred me to the hospital. My referral was left on my doctor's desk for a month when I chased it up. It was then that I was told that my referral was sent to the wrong person
Rheumatology	Follow up Appointment	I am a direct access patient so I ring up if I need to be seen. I don't have any problem with getting appointments
ENT	First Appointment	I came to hospital on Friday for an endoscopy and then appointment made the previous week with ENT and appointment before. Just now waiting and unsure where the letter is coming from so having to wait
ENT	First Appointment	No letter- I had to ring up as I need to book time off work. I would have preferred to have the letter to refer to. Not liking the waiting when I get here
Colorectal	First Appointment	I had an operation in 2012. I had lots of infections and was really ill. The food was disgusting. Even my GP had problems setting up my first outpatient appointment. I slipped through the net (and it was bowel cancer). In the end I rang the chief executive

Plastic surgery	First Appointment	My treatment when attending clinics was always first rate. I was treated with the utmost care and attention and fully informed as to what was happening
Plastic surgery	First Appointment	This is the second referral. When I had the first one I asked if I would like Tavistock, I said no it's too far. I didn't hear anything for a couple of months so I rang up to be told I wasn't on the list. I had to get re-referred. I did this. The doctor was disgusted and it's still taken another 6 months
Plastic surgery	Follow up Appointment	To me it is all satisfactory. They ring me up to give me an appointment and ring me up a couple of days before to remind one of my appointments
Neurosurgery	First Appointment	I wanted to choose my own consultant (I was advised by my GP to choose a specific one) fax sent, lost, letter lost in post, appointment booker was rude. I booked again and they were not rude.
Neurosurgery	First Appointment	Delay seems to have occurred as I wanted to see a certain consultant. He had told me I needed the operation in 2011 and said that I needed to ring if I changed my mind and the operation would be arranged. When I rang and spoke to his secretary she said it could not be done that way and I had to go through the system. Despite chasing this took 7 months
Neurosurgery	First Appointment	I was lost in the system for nearly 2 years after I changed address. Very quick once I chased it up

Neurosurgery	Follow up Appointment	We have travelled up from the far end of Cornwall. I had a date for the first Outpatient appointment. I had a text to confirm then we had a letter in the post changing the time
Neurosurgery	Follow up Appointment	My appointments have been cancelled 6 times! I turned up for one and had not been telephoned or informed it had been cancelled. I've missed 5 appointments with the epilepsy nurse and one with the doctor
REI	First Appointment	Appointments can be cancelled last minute. Waited 10 months for Outpatients appointment, also should have had cataract appointments. ASL in Cornwall had to get involved before being offered appointment. Parking very expensive - limited disabled spaces
REI	First Appointment	Contact lens was left in too long because of the wait because of mix up of appointment. Some query on efficiency. Muddle on ongoing appointments. Have had to phone 4 different people to get an appointment. Confusion between consultants/doctors/receptionists/secretaries. Some people might have suffered because they don't want to cause a fuss. Actual quality of care is excellent
REI	First Appointment	Cannot get large print information or large print feedback form in the REI unit. Wrote letter to complain about this- response came back in regular size print
REI	First Appointment	REI- notes lost twice. Got details of which eye to put drops in/injection twice. Forgot to call patient on one occasion. Supposed to have the injection every 4 weeks, on one occasion it was 7 weeks. Not efficient.
REI	First Appointment	I received a letter for my first appointment. When I turned up I was informed it couldn't happen originally as other tests were needed but not booked in. Appointment did happen after with encouragement!

REI	First Appointment	They don't give you the appointment date, patient has to keep phoning the REI. It is up to the REI to give appointments and not leave it to the patient
REI	First Appointment	Since the operation in May I have not seen anyone from REI. I am clueless as to whether the operation has been successful. They are so abrupt on the desk in REI and always blame the bookings team. I worry about people who can't stick up for themselves. They booked my appointment then they changed it and argued with me at the desk saying that I should have received a letter. I took time off work for this appointment and she just shrugged and said, "nothing I can do, the consultant is not here"
REI	Follow up Appointment	Appointment was 2pm- still waiting at 3pm. Have been transferred from Torbay, no notes transferred. Consultant wasn't aware of the appointment
REI	Follow up Appointment	Follow-up appointment slow to come through. I have to chase them
REI	Follow up Appointment	Very impressed with the speed the appointments came through. No unnecessary appointments. Can change appointment times if necessary
REI	Follow up Appointment	Appointment with GP recently and they had no record of my eye condition! Always have to change the appointment sent so ideally it would be better if they arranged the next appointment with you while you are attending. All the letters to keep changing the appointment are a waste of money

REI	Follow up Appointment	Four appointments cancelled in a matter of 3 months. They forgot to send me my follow-up appointment and I had to ring up
REI	Follow up Appointment	I always have to chase appointments- unable to book at reception- letters do not arrive- have to ring up to fix appointments. Phone up for emergency appointments but letter does not arrive in time- the condition has then cleared. Was good service, but starting to slip?
REI	Follow up Appointment	Getting on the treatment list was a battle. Recently they have not been sending me a letter and I have had to phone. The office have told us that they are not to send letters. I have to have face to face because I have a scan and consultation. Very happy with the treatment received here
REI	Follow up Appointment	Patient enquired about the first appointment and was told the appointment was lost in the system. The GP made another referral and waited 6 more months
REI	Follow up Appointment	Not able to make an appointment at the desk when leaving- have to wait for letter
REI	Follow up Appointment	Appointments are much more reliable since moving to Derriford

Dermatology	First Appointment	Hospital doesn't seem to let my GP know what's going on. My GP didn't even know I'd had a biopsy. Find care generally good
Dermatology	Follow up Appointment	Really accommodating with times of appointment. Very friendly. Make my son feel comfortable, they are all female and he's 17, so they put him at ease
Chestnut Unit	First Appointment	GP had to keep putting on pressure. Patient still waiting for another appointment since August 2014
Chestnut Unit	First Appointment	Error in appointment. I was booked into wrong clinic.
Chestnut Unit	Follow up Appointment	I came in to see the consultant about a planned procedure but he said I needed to see the nurse first so sent me home. I wanted to hear from the Chestnut Clinic appointments about my upcoming procedure/consultation and heard nothing for weeks. I called them up and they said they weren't expecting me to need a booking but made me one and said they would confirm by letter. Letter never arrived, so I called again and was told that they didn't have an appointment for me. By now I had waited 6 months. I am then told that because they are booked up I have to wait another month for an appointment. However, I was lucky to get contacted a few days later with a cancellation. During this time I got a phone call to book a follow-up appointment when as yet I hadn't had the procedure. This was a negative blip this year but in the 5 years I have been coming now I have overall received good care
Chestnut Unit	Follow up Appointment	Fell out of the system. Had trouble getting back into it again. Problems on several occasions. 6 or 7 weeks before you can get hold of somebody for information, If you do get hold of a secretary- no one gets back to you as promised. When you ring up, cannot get anyone to answer the phone. Discharge issue- discharged from oncology so assumption was I had been discharged from urology
Children's Outpatients	Follow up Appointment	All appointments are made instantaneously due to long term health condition. We receive immediate appointments when required



Children's Outpatients	Follow up Appointment	There were no problems when booking the first appointment here. However, it was forgotten and was not on the list she should have been on so appointment is 6 months late. This isn't the first time this has happened. They are very good but affected by budget cuts and overstretched
Children's Outpatients	Follow up Appointment	Was offered appointment for 3pm- this conflicts with my school run. Called and left message but did not receive any call back, therefore missed appointment. Derriford got back in touch after 1 or 2 months to reschedule. Rescheduled appointment this time for 2pm which suits me better
Children's Outpatients	Follow up Appointment	Appointments should be routine - last appointment was in February so appointment should have been in April. I wasn't sent a letter so I chased this but only got through to answer machines. I received a letter saying if no contact made within 2 weeks will be taken off list!
Main Outpatients	First Appointment	Intensive care team was wonderful. My appointment after the Intensive Care was very bad indeed. On 17th September I received an appointment dated 9/10/2014, on 23rd September I received a letter stating I had been removed from a waiting list. My Mother phoned to ask why her daughter was removed from the waiting list. She was told that her daughter did not turn up for a previous appointment. No letter has been received from the department
Main Outpatients	First Appointment	I needed to chase for an appointment
Main Outpatients	Follow up Appointment	I have 5 different Outpatient appointments today and the bookings department have synced them all to be today so that is convenient for me! I am very pleased!
Chest clinic	First Appointment	I recently changed address. The doctor used new address for referral but outpatients used old address (now updated on system)

Gastroenterology	First Appointment	Got lost in the system (possibly due to GP change)
Gastroenterology	Follow up Appointment	I was sent to the wrong place the first time. Had to change consultant- was referred initially by the hospital to the wrong consultant
Gastroenterology	Follow up Appointment	I was told my first follow-up appointment would be 6 months' time. I heard nothing after 12 months and waited and waited. When I rang up I had to wait a month for an appointment. I was then told I needed another follow-up appointment which they would generate after 6 weeks. I rang up to chase it up and they said I couldn't get an appointment until October. I waited 12 weeks for this important appointment. It's a hassle getting the appointment for both me and my husband and I have had to do a lot of chasing. I have been getting very frustrated and wondering if they weren't bothering with us because of our age
Fracture Clinic	First Appointment	Went to see them in April - they sent me an appointment in June which was the first date of my wife's chemo. I rang them and said I can do any other day, they said 3 weeks which fell on my wife's second chemo. I went in and saw them face to face. I then got a letter after saying I had been struck off list as I failed to accept appointments and that if I wanted to reconsider I would have to go back to my GP. Some weeks later I was advised to go to PALS and this resulted in my being put back on this list without having to go back to GP. Treatment when I received it was wonderful
Oncology	First Appointment	Doctor I had seen said if I have any problems come here. We turned up and another doctor was very rude and said we needed an appointment
Oncology	First Appointment	We were telephoned on the Monday and told to come in and see a doctor 4:30 on the Wednesday. We came in and they weren't expecting us and told us that it was 4:30 on the Thursday. Same happened again a few weeks later. The appointment was written down on our appointment card for 9am and when we came in they said it was 1pm. By then we were mid-chemo and my mum's 82 so we had to go home then come back

Oncology	Follow up Appointment	All been adequate. A few times we've had appointments sent in the post when we arrive at oncology they are not in the system
Oncology	Follow up Appointment	I got lost in the system because I cancelled an appointment. I had been in hospital and had been unwell. They recorded me as DNA. I was then told I had gone off the system and had to go back to the GP for a referral. This had a huge impact on my health and I am still receiving treatment
Oncology	Follow up Appointment	Had to wait for appointment after exploratory op. I had to chase over a period of weeks. Top marks for all the staff. So many ways to book in at reception it is very confusing, especially on first appointments
Upper GI Unit	Follow up Appointment	Survived bowel cancer (25% survival rate) and can honestly say that the first appointment, surgery and follow-up appointments have been brilliant. However, the follow-up appointments are never received so I have to contact the hospital
Renal	Follow up Appointment	Three month appointments but never given notification about the dates - always have to book the appointment myself
Haematology	Follow up Appointment	Would be good if all departments worked together- cohesion
Orthopaedics	Follow up Appointment	I have been attending this department for quite a while. Got lost in the system and no follow-up. Attended casualty - information given that no longer on archive. Appointment followed up last April - informed that I would be contacted in 6 months. Letter arrived to invite to attend appointment 18 months overdue.

Cardiology	Follow up Appointment	When trying to contact the department the phone is not answered. Several messages left but no reply
Cardiology	Follow up Appointment	I am in a wheelchair and need hospital transport. A large ambulance cannot get down the lane to my house. They keep sending the wrong size vehicle.
Hepatology	Follow up Appointment	I am confused about why I have been called in for a "follow-up appointment" as I have not been to this department before and have not recently seen a GP or anyone who might have referred me. It turned out to be a follow-up from a previous visit regarding a hernia which has not given any more trouble. This could have been done over the telephone
Vascular surgery	Follow up Appointment	Transport- got a lift today but it is usually really difficult to order hospital cars
Diabetes	Follow up Appointment	Patient transport late for pick-ups. Should have been 7:20 for appointment at 9:00. I was late by 25 minutes. My daughter is concerned at late arrival.

## ANNEX C - TABLE OF RECORDED COMMENTS AGAINST SENTIMENT THEMES

Department	Number of people	Sentiments			Negative & Mixed Sentiment Themes (see number code at end of table)																	
		Positive	Negative	Mixed	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	
Cardiology	20	6	6	2		1		3	2						1			1				
Chest Clinic	38	13	8	4	1	5	1	3	1	1										2	1	
Chestnut Unit	30	12	6	1		4		1									1			2	1	
Children's Outpatients	60	18	6	5		2	3	1	1					1		1						
Cholesterol	1	0	0	0																		
Colorectal	16	9	2	0		1											1					
Dental	1	0	1	0					1													
Dermatology	33	18	0	6		2		2								1						
Diabetes	8	1	4	1		1		1										2			1	
Dietician	1	0	0	0																		
Endocrinology	5	1	1	2		3			1													
ENT	6	1	3	1		2			1												1	
Fracture Clinic	19	12	3	2		3			1		1									1		
Gastroenterology	27	4	6	2	1	4				1		1								2		
General Surgery	1	1	0	0																		
Gynaecology	28	8	2	5		4		1	1	1										1		
Haematology	26	12	4	2				1	2							1				1		
Hepatology	26	9	5	4		4		3	1						1							
Hormones	1	0	1	0					1													
Lipid Clinic	3	2	0	0																		
Main Outpatients	33	16	7	2		2		1	4					1	1					2		
Nephrology	3	2	0	1				1														
Neurosurgery	42	9	14	5		8		5	3						2	1				1	1	1

Oncology	64	25	8	14		5	1	6	3		3		1		1				6		1
Orthopaedics	38	19	9	5	1	1		1	5	1			1						3		1
Plastic surgery	41	19	6	3		2		2	3									1			1
Radiology	1	0	1	0				1									1				
REI	174	63	50	27	3	26	3	14	19	1	1	2	7	2	2	0	0	1	1	2	1
Respiratory	1	0	0	0																	
Renal	26	14	4	1		2		1	3		1										
Rheumatology	7	2	3	1		3															
Rupture Clinic	1	1	0	0																	
Spinal Clinic	1	0	0	0																	
Upper GI Unit	11	4	1	2		2		2													
Vascular surgery	6	4	1	0														1			
<b>Totals</b>	<b>799</b>	305	162	98	6	87	8	50	53	5	6	3	9	4	7	5	3	6	18	8	8
				<b>565</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>

1 = Access to Service/Department	10 = Access to Information
2 = Appointment Issues	11 = Staff attitudes
3 = Timing of Appointment	12 = Inter-Department liaison
4 = Communications	13 = Discharge procedure issues
5 = Waiting Time in Clinic	14 = Hospital Transport
6 = Dignity & Respect, Anxiety, being listened to	15 = Hospital Infrastructure
7 = Diagnostic/X-Ray results	16 = Disabled Parking
8 = Patient Notes	17 = Parking (Non-Disabled)
9 = Treatment processes	

## Selection of Positive comments made by Service Users

I have leukaemia and am frequently at the hospital. The team is honest and supportive. I cannot fault them at all.

*Haematology - Staff Attitudes*

Staff are very good- really helpful. You ask questions and get good answers. I don't enjoy treatment (injection in eyes) but it's necessary

*REI - Staff Attitudes/Information*

Staff good. Appointments spaced well. Happy with treatment I'm getting. Far more comfortable here than in the old Eye Infirmary

*REI - Staff Attitudes/Appointments/Treatment*

I am positively surprised and very pleased that they are doing this follow-up. Nurses at maternity have also been brilliant and taught me lots. I am very grateful

*Gynaecology - Staff Attitudes/Information*

There are a lot of phone/text reminders. A lot of information given and what I could expect, including timings. Have 3 appointments this week and have been in on time each time. I have received a lot of information I've needed. I can't fault it, it's all good. Everybody is friendly. I think my expectations of NHS are low and increasingly being exceeded

*Dermatology - Communications/Information/Staff Attitudes*

Been great from the moment we were referred via the GP. Staff have been really lovely



*Chestnut Unit - Staff Attitudes*

I get a nurse to see me at home 3 times a week. I attend Mount Gould on a Wednesday to see podiatrist. We don't have any problems. They are marvellous and it all seems to work. The specialist at Derriford, podiatrist at Mount Gould and nurses at home all communicate with each other

*Diabetes - Communication/Inter department Liaison*

Frequently attend this clinic. (I am) happy that you continue to see the same consultant. My consultant is so brilliant. Hospital is brilliant, the food is brilliant and the staff are brilliant- I am so pleased I have written to the hospital

*Chest Clinic - Staff Attitudes*

I'm in my 5th week of radiotherapy- absolutely superb. I was feeling unwell the other day at the department and a specialist was here to see my straight away. I have not been to hospital for the last 40 years but this was fabulous

*Oncology - Staff Attitudes/Treatment*

I can't fault Derriford. From the moment I became part of the system everything has worked really well. All staff have time for you. Brilliant consultant. Always gives me information. Always a smile in this department. Receptionist is brilliant.

*Oncology - Staff Attitudes/Information*

## Selection of Negative and Mixed comments made by Service Users

Long waiting during appointment day. Can't book transport ahead

*Plastic Surgery - Waiting Time & Patient Transport*

I'm grateful for what they are doing, but coming here to be told there is no change is annoying

*Cardiology - Follow up appointment*

I have to see a consultant, then have my injection 1 week later- would be better to have both at once as I have to travel

*REI - co-ordination of appointments*

Did an excellent job with inserting contact lens into my eye. Still tend to make assumptions of age. Talk patronisingly when notice your D.O.B

*REI - Staff Attitudes*

Waiting times too long. Not enough seats. Not always appropriate e.g. patient has tinnitus (not deaf) and consultants speak very loudly. More empathy is needed for older patients

*REI - Waiting Times/Infrastructure/Staff Attitudes*

Seats are the great problem. They are high and there are people with joints pain etc. It causes more pain to sit. They need a mixture of seats- some low, some high. Causing back aches

*Orthopaedics - Infrastructure*

Care provided between Dermatology and Rheumatology department and Hepatology. Each department very good but working together is sometimes tricky. Matron involved to make taking blood easier i.e. not having to walk to each department and then to haematology. Some very good nurses and caring staff here

*Dermatology - Inter Department communication*

I was first referred by GP on August 16th 2014. Today is the first appointment for the 2 months to find out what is wrong with left foot. It took 5-6 weeks to get the x-ray result. It is an ongoing problem. Not at all happy at present.

*Fracture Clinic - Appointment booking/Diagnostic results*

I think blood test/blood pressure could be done with GP and then chat with consultant over the phone and called in if any problems. It would cut out a 120 mile drive and a day off work which is important to me as I am self-employed. I could go to Treliske but prefer not to. It is my choice to come here. It is quiet in outpatients today. I did prefer it when renal had its own outpatient's location- here it's mixed and can take 2 hours on a bad day

*Renal - Follow up appointment/Diagnostic tests*

I am confused about why I have been called in for a "follow-up appointment" as I have not been to this department before and have not recently seen a GP or anyone who might have referred me. It turned out to be a follow-up from a previous visit regarding a hernia which has not given any more trouble. This could have been done over the telephone

*Hepatology - Communication*

Follow-up letter gave an appointment window of every 3 months, but it was every 6 months in reality. Waiting times in Outpatients have been long

*Renal - Appointment bookings/Waiting Times*

Had further symptoms and another emergency appointment in between outpatient appointments. The consultant is very abrupt and rude. Considering it is a face to face appointment he has no manners and did not let my dad ask any question even though he offered. He as good as manhandled my father. I felt he had no sympathy for a patient's anxiety over the stress of their illness. He always has someone present in the consultation and doesn't ask permission. He grunts and uses hand signals to my dad and does not speak with verbal. We just don't want to see him again

*Neurosurgery - Staff Attitudes (Dignity & Respect)*

Being self-employed having an appointment at 2:30 messes up my day. An early or late appointment would be helpful. Last time I called to change it I was told I couldn't. I think it's because it's so busy. I had to cancel twice due to working and I had no choice. I was told that I would be kicked off if I cancel a 3rd time

*Chest Clinic - Appointment timings*

Sometimes problems booking appointments due to attend every 8 weeks but can only book 6 weeks in advance (in REI can book 8 weeks in advance). Sometimes not seen every 8 weeks but cannot change this as not written to for an appointment even though yellow form handed in

*Neurosurgery - Appointment bookings*

I was led to believe that a growth on my face was benign. After 2.5 months I had a meeting with the consultant who said that it was cancer. They assumed that I knew this already but I didn't so it was a massive shock for me and all my family. Staff are pushed to the limits but still the care is good. On the wards they are so busy- this is obviously lack of funding

*Oncology - Communication*

I have seen (in the past) consultants drinking tea/coffee at 9am when there are people waiting for an appointment that started at 9am. Arrived late and then run late. I have learned to ask on arrival about the running times/lateness.

*Orthopaedics - Waiting Time in Clinic*

## ANNEX D - ANALYSIS OF COSTINGS FOR CONSULTATION

	<b>Travel</b>	<b>Car Parking</b>	<b>Additional</b>	<b>Hours</b>
STAFF (inc. Planning, Execution & Report)	£100.20	£151.20	£81.44	200
VOLUNTEERS	£151.10	£10.80	£25.10	135
Approximate Cost	<b>£2,000</b>			