

Victoria Hospital

Blackpool Teaching Hospitals would like to thank Healthwatch Blackpool for visiting our Outpatient Areas. We are very pleased to receive the encouraging feedback we have been given, and value the constructive feedback that has been raised.

The report has been shared with the respective teams at The Blackpool Victoria Hospital and the actions that have been taken are detailed below. Blackpool Victoria Hospital has recently embarked on a redesign of the Outpatient department so comments received and the responses given will be aligned to the actions that are being taken in this redesign.

It is always great to hear when things have gone well and our staff or services have been praised. These positive comments will be shared with the individual teams involved.

Thank you Healthwatch Blackpool for the information you have provided to us.

Area for improvement	Comments
68% of patients received appointment within 4 weeks	We monitor our appointment waiting times very closely. Whenever there is a delay identified to us we do all that we can to try to address this? This may include adding additional outpatient sessions.
36% appointments running late, patients not kept informed	New Information screens are to be fitted throughout OPD as part of OPD redesign; this will help keep patients informed of current wait times. The details of this report have also been discussed at the OPD Staff meeting as has the Importance of keeping our patients informed.
Patients not always given a choice of where to be seen	Where possible patients are given the site of choice however as there are limited clinics held in outlying sites this could increase the waiting times. It was good to read that for many this would have been their first choice anyway.
Lack of information in clinic waiting rooms and no large print information in eye clinic	The department will contact N-Vision to arrange with assistance in reviewing the information that is displayed.
Electronic check in screens need to be situated better and in working order	The Electronic Screens are being updated as part of the Outpatient redesign. The location of these screens is also being reviewed as part of this process.

Area for improvement	Comments
Distance to OPD from main car park is issue, appointment cards / letters need to identify closer car parks to the Department	The travel map is updated on a regular basis and sent out with all first appointments. It is also about to be updated again. When the new main entrance car park opened the Whinpark 2 car park was also made available to service the outpatients department which has 90 spaces. There are also 20 disabled and 6 short stay parking spaces located directly outside outpatients. This area is highlighted on the map sent out.
Appointments cancelled	Wherever possible we try to avoid cancelling or rescheduling appointments. This is an area that Nationally we perform better than average. When unfortunately it is necessary we try to offer the next most convenient appointment.