



Rochdale Infirmary
Urgent Treatment Centre
Enter and View Report

REVISIT – March 2024

Introduction

About Healthwatch Rochdale

Healthwatch Rochdale is the local independent health and social care champion for the Rochdale borough. We are here to listen to local people's experiences of using health and social care services and we use those experiences to help improve services locally and nationally.

About Enter and View

Healthwatch Rochdale is part of the Healthwatch network which was established by the Health and Social Care Act 2012, with the right to 'Enter and View' places that deliver health and care. The right to 'Enter and View' is a statutory power for Healthwatch.

The objective of an 'Enter and View' visit is to understand the experiences of patients, collect their views and make observations of the site.

As part of an Enter & View visit Healthwatch Rochdale:

- Collect the views and lived experiences of people at the point of service delivery (users, carers and relatives).
- Observe the nature and quality of services being delivered.
- Write up a report which may include recommendations or praise for good practice.
- Share findings & reports with providers, regulators, local authority, NHS commissioners and quality assurers, the public, Healthwatch England and other relevant partners.
- Use insights and recommendations to shape health & care decisions that are being made locally.

Our Enter and View policy is available to view at

<https://healthwatchrochdale.org.uk/news/2023-01-18/our-policies>

You may also wish to look at The Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013 available to view at

http://www.legislation.gov.uk/uksi/2013/351/pdfs/uksi_20130351_en.pdf

Acknowledgements

Healthwatch Rochdale would like to thank Rochdale Infirmary Urgent Care management and staff members, patients and all those who took the time to speak to us on the day.

Disclaimer

Please note that this report relates only to the service observed at the time of the revisit. This report is not a representative portrayal of the experience of all patients and is only an account of the views of those who met with the Enter and View team at the time of the revisit.

Enter and View revisits are not inspections but are an opportunity for patients to share their views on the care they are receiving and to see the impact of recommendations made from the first visit. It is not the role of Healthwatch Rochdale to see evidence of policies, procedures, care plans or any other written evidence.

Enter and View Visit Information

Service address	Whitehall Street, Rochdale, Lancashire, OL12 0NB
Service Provider	Northern Care Alliance NHS Foundation Trust
Type of service	NHS Hospital
Date and time of Enter and View revisit	Tuesday 19 th March 2024 1.00pm – 2:30pm First visit: Thursday 2 nd March 2023, 10:00am – 12:30pm
Authorised Enter and View Representatives	Margaret Parker, Melanie Tunney, and Naomi Burke.

Care Quality Commission rating

The Care Quality Commission (CQC) monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety. The CQC publish their findings, including performance ratings to help people choose care. To read the inspection report please visit <https://www.cqc.org.uk/location/RM316>

Visit Background & Purpose

The visit was a planned revisit with the provider being notified in advance and given a two-week time frame of when the visit would take place.

You can read the initial Enter and View report here:

<https://www.healthwatchrochdale.org.uk/report/2023-05-16/read-about-our-enter-and-view-visit-rochdale-infirmary-urgent-treatment-centre>

Methodology

Authorised Representative observed the department through the eyes of a patient and their observations are shared, some staff observations are included to give context of this snapshot review of the services as observed on the day alongside patient comments.

Enter and View representatives on this visit were:

- Naomi Burke
- Margaret Parker
- Melanie Tunney

On arrival the receptionist was very friendly and helpful. Unfortunately, both senior staff members were on annual leave, and staff apologised for this. All staff were warm and welcoming and interested in what Healthwatch Rochdale was doing on this revisit.

On the visit we:

- spoke with **nine** patients (three were called for treatment before full questionnaires were completed with them)
- spoke informally with staff members
- observed all areas

We arrived at 1.00pm and there were 6 patients waiting. We left at 2.30pm and there were 14 patients waiting. We spoke with a mixed range of people by age, gender and ethnicity.

Following the visit there was no opportunity to do a debrief as senior staff were on annual leave, we must note that no concerns were observed or raised on our visit.

The Representatives advised that we would be sending a report with recommendations which require a response within twenty working days in line with the following legislation.

<http://www.legislation.gov.uk/uksi/2012/3094/regulation/44/made>



What is working well?

Comparison of 2023 and 2024 visits

2023	2024
The department was clean and tidy with hand sanitisation available	The department was clean and tidy with hand sanitisation available
Separate pathways in place for patients referred by NHS 111 or for eye issues	n/a
Separate waiting room and triage for children	Separate waiting room and triage for children
Mental health room and 2 sensory rooms for children	Mental health room and the two sensory rooms for children were in place as in prior visit
Clear information on waiting times and how to make a complaint	Clear information on waiting times and how to make a complaint
Staff wore name badges and appeared friendly and approachable	Staff appeared friendly and approachable Not all staff wore name badges
Plenty of wheelchairs available	Plenty of wheelchairs available



What isn't working well?

Comparison of 2023 and 2024 visits

2023	2024
Patients attending The Urgent Treatment Centre incorrectly because it was more convenient, or they couldn't get a GP appointment	Four out of six patients were recommended to attend UTC by their GP practice as no appointments
Information only available in English	Information only available in English
No toys or activity equipment available in the children's waiting room	No toys or activity equipment available in the children's waiting room, but toys were observed in treatment bays
Not easy to locate wheelchairs on arrival.	Easier to locate wheelchairs and recommended signage in place

Results of revisit

Patients



Reasons for using this service

We asked patients if they had attended another service before attending The Urgent Treatment Centre (UTC) in Rochdale.

- **Three** patients contacted their GP.
- **One** patient contacted their GP and midwife.
- **Two patients** contacted NHS 111.
- **Three patients** were called in for treatment before completing our questionnaire.

Four patients that contacted their GP first had come to the UTC because they could not get a GP appointment. This is higher than the first visit in 2023.

Patient feedback:

Lived experiences captured on the day around reasons for using this service:



"Initially contacted III and was advised to go to UTC."

"Midwife advised me to contact my GP but there were no appointments. My sister has used this service before, and she said I would be seen."

"Deliberately timed my visit to a quieter time as I have mental health problems and avoid crowded places. I attended previously in the evening and was a struggle as it was so crowded and there was a long waiting time."

"GP receptionist advised me to attend as no appointments left."



Waiting Times

All **six** patients said they had seen the sign about waiting times. No one was informed of waiting times by a member of staff. On the first visit in March 2023, almost all patients we spoke to had been informed around their waiting times.

There was some confusion about waiting times, was it pre or post expected time from triage?



Therefore, we recommend:

- **To update messaging to say expected wait time is after triage, to measure patients' expectation of the service.**

Patients said the most important things at their visit were:

- Length of wait – four patients
- Being kept informed – two patients
- Quality of service – one patient
- Being kept safe – one patient
- Staff experience/knowledge – one patient

“Keen to get things sorted out and then get on with things.”

“Long waiting times raise my anxiety, especially if it’s too crowded. Prefer to sit away from people.”



Patients told us their main concerns whilst waiting were:

- Getting treatment – all six patients

“Worried about getting a diagnosis and treatment from the staff today.”



Experiences

How did patients rate their experience at the UTC?

- Excellent – one patient
- Good – three patients
- OK – two patients

What would improve your experience at the Urgent Treatment Centre? Patient & Carer Feedback



“Waiting times.” (Two patients commented on this)

“More staff – only one on reception and it was difficult waiting in the queue with chest pain. More triage rooms to push people through to treatment.”

“Nothing in particular. Previously attended Oldham Hospital with my wife who has advanced dementia and waited for over 42 hours.”

“Difficult to improve as the NHS is a bit stretched.”

“Concerned that not many staff evident in the UTC area. Only one person in reception and I haven’t seen any staff in the waiting area.”

“Waiting area too small and seating area is cramped and crowded.”

What has been good about using the Urgent Treatment Centre?

 *“Direct availability of the UTC to the community – it is a valuable service.”*

“Fast triage and understand I have to wait. Am reassured I’ll get some support as unable to access a GP appointment.”

“It’s been fine, I have been notified what’s going on and people let me know what is happening next and that I need to wait.”

“Reassuring I have got someone to help me.”

Observations

Waiting Room Observations

The department comprised a reception area, in the waiting room. This was a small area with rows of fixed seating to make best use of the tight space available. There was a separate waiting room and triage system for children. Waiting times were displayed in both waiting areas on a large digital board in English. Despite being busy, the environment was calm.

The waiting room was well maintained, with clean walls, floors and skirting. The chairs were clean. The bays were tidy and all areas well labelled. The corridors and treatment areas were kept clear and uncluttered. The waiting areas were mostly clear and uncluttered. There was no rubbish

evident and storage for dirty laundry was in a corridor but not in anyone's way. It was commented that the music in the children's waiting area was annoying and repetitive.

It was warm in the treatment area but felt a little cooler in the waiting areas. It was noted that two of the rooms in the children's treatment area maintained specific heating temperatures, at 23°C and at 17°C. Sign on the doors stated that these rooms were for children with sensory needs.



The Representatives observed all areas being used by staff, patients and visitors. They felt that the waiting room was cramped and further observed that new patients found it difficult to maintain privacy and confidentiality at the reception area due to the way that the reception is placed.

Signage

Some signs were confusing and not in appropriate places for example arrows pointing to areas where there are no buttons to press. (pictured)

Fire Escape notices were also only in English, and it was hard to map the route in case of a fire as the main signs had no emergency lighting.



Therefore, we recommend:

- **Fire Escape notices in other languages and emergency lighting installed above main exit signs.**

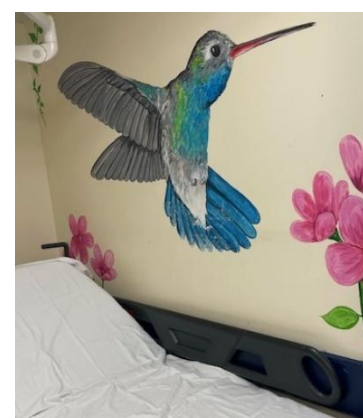
Accessibility and Wheelchair Availability

The department was accessible for those with mobility issues with a sloped entrance and wide entrance door and on one level with wide corridors. There was easy and direct access to X-ray and the main hospital facilities. There was a very cramped waiting room with fixed seating so the space for moving wheelchairs around was more restricted in the waiting area.

Some wheelchairs were available in the entrance foyer. Due to a lack of space, most were stored in a corridor area at the back of triage near the adult treatment area. On this visit we observed two wheelchairs being returned to the entrance area and directly available. In addition, our recommendation on notices had been actioned with laminated A4 notices (in English only) outside the triage room on the access route to the reception area and on a notice board in the small vestibule at the entrance leading to the UTC. However, it was thought that a more obvious place in the entrance could be used to help patients.

Children's Waiting Area

There was a TV, but this was not on and there were no toys in the Children's Waiting Area, although there were colourful paintings both in the waiting area and children's treatment cubicles (pictured).



Provision of play equipment was a recommendation from the previous visit. However, it was observed on this visit that here was a container on the floor near the staff desks in the children's area, with various children's toys, although these were limited and outdated (pictured) and three toys were in a cubicle where a family with a young child was being treated.

At the last visit, the equipment was broken in the dedicated rooms for children with additional needs, but the sensory equipment could not be observed on this visit as the doors to the rooms were closed and it was not possible to confirm the current situation with a senior staff member during the visit. The posters in this area were not child friendly as the text was too small and hard to read, including posters that included surveys for parents being small and not noticeable.



Therefore, we recommend:

- **Children's waiting area:**
 - **To have appropriate toys**
 - **To have child-friendly posters and signage**
 - **For children's TV programmes to be shown on the TV screen in there**

Patient Facilities

There is a signpost to the café and three snack/drinks machines are available for a fee, though one was not working and the one outside the main entrance needed repair (pictured). The indoor machines were both card payment only. Water was available from a water dispenser with disposable cups.



There was a universal portal point phone/device charging stand, this also was a payable service.



There was a pay phone in the waiting area and information near this for local taxi services alongside a very prominent sign (in English) that calls from that phone calls are monitored.

Patients with long waits were concerned about missing their turn if they went up to the café.

"We've been waiting for three hours with nothing to drink. Scared to go to the café in case we miss our call..."

Toilets were well maintained and clean. Toilets were also accessible with handrails and were wheelchair friendly.

Therefore, we recommend:

- **Clear signs to the Café, with opening times.**

Quality and patient safety

Overall Safety

Security cameras were in place and other security measures such as secure doors and lockable toilets. Fire procedures were evident and escape routes indicated. However, these were only in English and if the lights failed there was no visible fire exit sign as it was not illuminated from above.

There were posters also advising where patients can go to for advice around their safety (pictured).

Observations were also made on notice boards for IPC status (cleaning needed based on level of high frequency touch points) the UTC Cleanliness Rating (which was rated as 5 stars) and "Who is Who" staff identification board.



Name badges

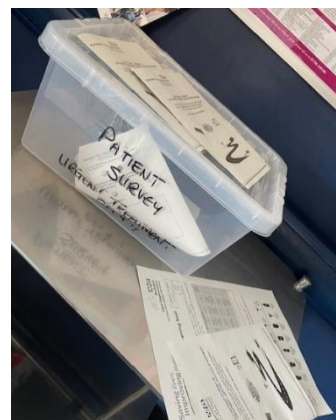
Although all staff were wearing NHS lanyards, not all were wearing name badges. No Triage staff had name badges. There were no 'Hello my name is' badges evident at the time of the visit. We questioned around the "My name is" badge and was told that it was not mandatory to wear them, and this particular member of staff had never had one. A clinical staff member commented that he believed 'if you introduced yourself well you don't need a name badge...'

Therefore, we recommend:

- **Staff to wear name badges as well as NHS ID Lanyards so patients can identify staff more easily**

Patient feedback

Most patients were given a questionnaire about the department's services and an alcohol intake assessment questionnaire. It was observed that a few of the patients left these behind in the fixed seating area. There was also a patient survey feedback box for paper copies in the entranceway. (pictured)



We saw Patient Advisory Liaison Service (PALS) posters in the waiting area though these were not particularly prominent. The alcohol service posters were in four languages, though the English version was the furthest away. There was a very detailed poster explaining the process for raising issues. This was not easily accessible or in plain English. In the treatment areas there were large signs encouraging any concerns to be brought to the attention of a staff member and other posters with a variety of ways to send feedback.

Also observed a display board near the staffroom which contained thank you cards and a board in treatment area with "Compliments" on such as awards, reports and good experiences.

Staff Interactions with Patients

The receptionist was welcoming and patient towards service users and asking for lots of information in a calm manner. We saw very few staff around in the waiting area; therefore we did not observe staff interactions in the waiting area.

All the beds were occupied in the clinical areas and staff appeared to be caring and friendly to the patients.

In the treatment cubicle areas, there were many more staff around supporting patients, inputting on computers and in the side-rooms discussing patients and updating records.

Infection control, hand sanitisers and face masks

Face masks are not mandatory to wear now, although some were available in main entrance.

There were hand sanitiser stations throughout the UTC, but some were empty (Pictured)

There were stations observed throughout the UTC with disposable gloves, in a range of sizes, and disposable aprons in place.



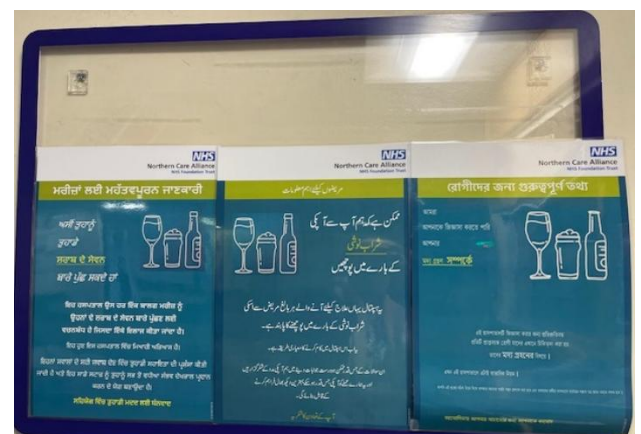
Patient Information and Noticeboards

Little change from our initial Enter and View visit. Although there were specific noticeboards around there was no apparent order, the boards were messy, and it was difficult to read the information supplied. There was information on measles but none on the new Pharmacy First service. We observed posters with QR codes to specific NHS leaflets for breaks, falls, etc.

Therefore, we recommend:

- **Review, tidy up and thematically categorise Patient Information and Noticeboards**
 - **Work with patient group to see through patient eyes.**
 - **Member of staff responsible for noticeboard maintenance.**

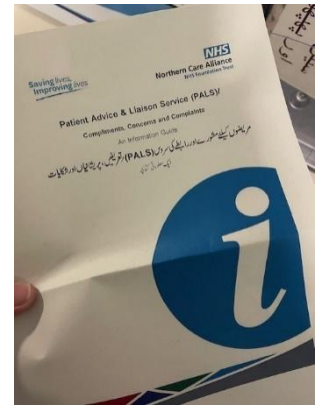
Improvements were still required with signage and leaflets. All main signage was in English with no evidence of consistent translation of common signs in different languages such entrance, exit, triage etc.





There were some improvements to literature in more languages e.g. choosing alcohol services (pictured) and complaints advice (PALS), additionally Northern Care Alliance leaflets and Rochdale Borough Housing leaflets were available in a range of languages. (pictured)

We did not have the opportunity to check if there were any in braille, large print or easy access versions.



We did observe a patient whose first language was not English, having difficulties communicating with staff around her treatment that day, pharmacy/medication, discharge and a follow up appointment.

Therefore, we recommend:

- **Information on how patients can access translators e.g. language line for the UTC visit**



Patient experience

Privacy & Patient Dignity

The layout of the waiting area means there is no separation or privacy for the patients “booking in” at reception. All patients were providing their personal information in very close proximity to the seating/waiting area. It is a very cramped waiting room. There is a separate private room for triage.

Therefore, we recommend:

- **A review of the waiting room space.**

In the treatment areas, there are private rooms with doors and walls that offered privacy. There were also cubicles with curtains, which staff were closing around patients. It was possible to hear discussions in the next cubicle or standing outside the area.

The main triage room had a separate door, as did the children's triage room with a sign asking for people to knock first.

In most instances there were attempts by staff to protect patient's dignity by closing doors and curtains when entering treatment rooms and cubicles. However, some curtains were left open when staff were not in with patients.

This may have been for safety and observation; however no senior staff members were available to ask why. The children's area had gowns available if needed.



Staff and patient interaction was confined to calling patients for triage and treatment, there did not appear to be specific checks by staff on the waiting area.



Throughout the UTC there were laminated posters displayed around photos and videos to respect privacy and dignity (pictured).

Summary

What was working well:

- ✓ Staff warm, welcoming and caring towards the patients
- ✓ Although the Waiting area was busy, the environment was calm
- ✓ Easy access to wheelchairs
- ✓ Clean, tidy and uncluttered environments in the treatment areas and corridors

What could be improved:

- ✗ Privacy - Difficult to maintain patient privacy in the waiting and curtained cubicle areas
- ✗ Signs - Lack of signage in alternative languages
- ✗ Children's Waiting Area – toys, books, posters
- ✗ Notice Boards – People waiting for long times, information easier presented more likely to engage (Information, Advice, Signposting)

Review of the 2023 Agreed Action Plan

Following the first Enter and View visit in 2023 and the Healthwatch Rochdale recommendations, the Senior Management Team (SMT) agreed an Action Plan. The table below shows the actions to date with the evidence we observed based on the recommendations. (March 2024).

Action ref no	Recommendation	Action required	Lead Person (Job Title)	Target Date for Completion	Progress notes	Evidence of completion by HWR E & V Reps
1	Information and/or signage to be available in other languages in accordance with the needs of Rochdale borough residents	Signage to be reviewed across the site and proposal discussed at patient experience group	G Fogarty Lead Nurse	September 2023	Rochdale system estates manager Mark Bond will lead on a T&F group to ensure an NCA wide approach to this action.	Some leaflets were available in a number of languages but wall signage and posters predominantly in English.
2	Fixed play equipment that can be sanitised and wiped down to be available in the children's waiting area	Fixed play equipment to be sourced and fixed in the children's waiting room. To discuss with IPC and Estates	G Fogarty Lead Nurse	June 2023	Equipment being sourced, email to IPC to ensure there are no IPC restrictions. IPC advice is that a cleaning regime has to be in place which the UTC are happy to action	No evidence observed at revisit in the family waiting area, although noted one box of toys being utilised in the treatment areas.

3	A notice to be displayed in the entrance notifying location of wheelchairs and how they can be accessed for those who may need one on arrival	Signage indicating the location of wheelchairs to be created and displayed at the front door	G Fogarty Lead Nurse		Complete 2/04/2023	Observed Notice
4	Alternatives in Primary Care for patients so they don't have to attend UTC.	Continue to work with system partners on Urgent & Emergency Care in primary care.	P Cunningham, Directorate Manager	June 2023	PCN hub appointments for urgent on the day GP available at Whitehall St and Phoenix Centre. Share report at UEC Programme Board.	Difficult to deliver as patients advised by GP practice to attend UTC when no appointments are available.

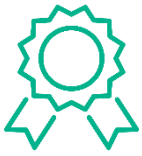
Recommendations

The findings in this report are based on our observations on the date of the revisit and the information that people told us.

We were pleased to see that our recommendations had made impact by....

- ✓ **More leaflets in additional languages than on previous visit.**
- ✓ **Wheelchairs easier to locate due to designated signage.**





2023 Recommendations – We Said, You Did...

1. Information and/or signage to be available in other languages in accordance with the needs of Rochdale borough residents – we observed an increase in materials, although still limited.
2. A notice to be displayed in the entrance notifying location of wheelchairs and how they can be accessed for those who may need one on arrival.



2023 Recommendations – We Said...Still Needs to Be Done...

1. **Not fully actioned.** Information and/or signage to be available in other languages in accordance with the needs of Rochdale Borough residents.
2. **Not actioned.** Fixed play equipment that can be sanitised and wiped down to be available in the children's waiting area.

2024 NEW Recommendations

Still to action from the 2023 visit

1. Information and/or signage to be available in other languages in accordance with the needs of Rochdale Borough residents.
2. Fixed play equipment that can be sanitised and wiped down to be available in the children's waiting area.

From the 2024 visit

3. Staff to wear name badges as well as NHS ID lanyards so patients can identify staff more easily.
4. Children's waiting area:
 - to have appropriate toys
 - Child-friendly posters and signage
 - Children's TV programmes to be shown on TV screen
5. Update messaging to say expected wait time is **after** triage to measure patient expectations of the service.

6. Clear signs to the café, with opening times.
7. Review of the waiting room space.
8. Information on how patients can access translators e.g. language line for their UTC visit.
9. Review, tidy up and thematically categorise Patient Information and Noticeboards
 - work with patient group to see through patient eyes.
 - Member of staff responsible for noticeboard maintenance.
10. Fire escape notices in other languages and emergency lighting installed above main exit signs.

Response from Provider

The next page is a response received from Zeph Curwen, Interim Deputy Director of Operations, Rochdale Care Organisation with a follow up action plan based on our recommendations received October 2024.

If calling please ask for:

Zeph Curwen

Directors Office
Rochdale Infirmary
Whitehall Street
Rochdale
OL12 0NB
01706 906115

21st Oct 2024

E-mail: zeph.curwen@nca.nhs.uk

Dear Healthwatch Rochdale

Thank you for the Enter and View report you sent following the Healthwatch visit to the Urgent Treatment Centre on Tuesday 19th March 2024. The Healthwatch Enter and View visits are a valuable source of independent patient feedback, and we hope we have used the feedback positively to improve the experience of our service users.

We have attached the action plan outlining the actions and timescales relating to the recommendations set out in the report, and the action plan has been agreed by the Division, and by the Care Organisation Directors, as part of the governance process for the report. The action plan is being monitored by the Patient Experience Committee in conjunction with the Integrated Care Division Quality meetings, who will include a quarterly progress report to the Rochdale Quality Group Meeting for assurance until the action plan is fully complete.

Please contact any of the team if you require further information or update and thank you again for your feedback and my apologies for the delay in getting this response back to you.

Yours sincerely

Zeph Curwen

Interim Deputy Director of Operations

|



Action Plan – Healthwatch-Enter & View Urgent Treatment Centre -Revisit March 2024

Action Ref No.	Healthwatch enter and view re-visit March 2024- UTC	Action plan owner Name and Job Title	Gillian Fogarty Lead Nurse UTC		Action plan review date	31.7.2024	
Action ref. no.	Recommendation	Action required	Lead Person (Job Title)	Target Date for Completion	Progress notes	Date of Actual Completion	Evidence of completion
1	Information and/or signage to be available in other languages in accordance with the needs of Rochdale Borough residents.	Create patient information in other languages	G Fogarty Lead Nurse	24/7/23	Some patient information available in other languages on paper and QR code	24/7/23	Leaflets were made available in different languages last year. Currently no NCA plans to update signage with other languages yet.
2	Fixed play equipment that can be sanitised and wiped down to be available in the children's waiting area	Explore if fixed toys are an option.	G Fogarty Lead Nurse	24/7/23	Due to infection prevention standards we are unable to provide fixed toys in the waiting room. Toys are available in the treatment area/cubicles, with a process in place to decontaminate toys in between use	24/7/23	
3	Staff to wear name badges as well as NHS ID lanyards so patients can identify staff more easily.	Remind staff to wear name badge. NCA policy does not allow the wearing of lanyards in clinical areas	G Fogarty Lead Nurse	Ongoing	There is a rolling programme within the dept to issue staff with 'Hello my name is' badges. Staff are reminded to wear their name badge when on duty.	2/4/23	

Action Ref No.	Healthwatch enter and view re-visit March 2024- UTC	Action plan owner Name and Job Title	Gillian Fogarty Lead Nurse UTC		Action plan review date	31.7.2024	
Action ref. no.	Recommendation	Action required	Lead Person (Job Title)	Target Date for Completion	Progress notes	Date of Actual Completion	Evidence of completion
4	Children's waiting area: to have appropriate toys Child-friendly posters and signage Children's TV programmes to be shown on TV screen.	A process to decontaminate toys in between use. Review walls in waiting area. Allocate task to staff to change TV channel.	G Fogarty Lead Nurse	1/7/24	Com For Infection Prevention purposes we are unable to provide fixed toys in the waiting room. Toys are available in the treatment area/cubicles, with a process in place to decontaminate toys in between use. There is a new wall mounted mural in place created by school children from within the borough. The TV channels are adjusted by staff depending on the age group of children in the waiting room.	19/7/24	
5	Update messaging to say what the expected wait time is after triage to measure patient expectations of the service.	Amend the message on the digital information board to say wait time after triage	G Fogarty Lead Nurse	19/07/2024	Message amended	19/7/24	
6	Clear signs to the café, with opening times.	We do not display this information as we do not encourage patients to leave the	G Fogarty Lead Nurse	19/07/2024	Vending machine in dept	19/7/24	

Action Ref No.	Healthwatch enter and view re-visit March 2024- UTC	Action plan owner Name and Job Title	Gillian Fogarty Lead Nurse UTC		Action plan review date	31.7.2024	
Action ref. no.	Recommendation	Action required	Lead Person (Job Title)	Target Date <small>for Completion</small>	Progress notes	Date of Actual Completion	Evidence of completion
		department when waiting or being seen. We do now have a vending machine that provides cold drinks and snacks. Patients are offered food and drinks where appropriate (if they have an extended stay in UTC)					
7	Review of the waiting room space.	A review of the UTC floor space is currently underway with the site team and Facilities, this includes reviewing the waiting room space	G Fogarty Lead Nurse	Update March 2025	Working group set up to review whole of UTC estates with a view to capital business case in 25/26	ongoing	
8	Information on how patients can access translators e.g., language line for their UTC visit.	Staff in UTC access the Trust Interpreting service in accordance with NCA policy	G Fogarty Lead Nurse	19/07/2024	Complete 19/07/2024	19/7/24	
9	Review, tidy up and thematically categorise Patient Information and Noticeboards work with patient group to see through patient eyes. Member of staff responsible for noticeboard maintenance.	Allocate task to staff. Review if more boards are needed/possible.	G Fogarty Lead Nurse	19/07/2024	Maintenance of notice boards is allocated to a designated staff member to ensure information is current and up to date. Due to wall space unable to allocate a noticeboard to each theme.	19/7/24	

Action Ref No.	Healthwatch enter and view re-visit March 2024- UTC	Action plan owner Name and Job Title	Gillian Fogarty Lead Nurse UTC		Action plan review date	31.7.2024	
Action ref. no.	Recommendation	Action required	Lead Person (Job Title)	Target Date <small>for Completion</small>	Progress notes	Date of Actual Completion	Evidence of completion
10	Fire escape notices in other languages and emergency lighting installed above main exit signs.	Liaise with the Fire Officer re recommendations	G Fogarty Lead Nurse	25/07/2024	NCA Fire Officer has advised that we use internationally recognised images used for Fire escape. Light above main exit-has been fixed	1/8/24	

Contact us



Healthwatch Rochdale
No. 2 The Esplanade
Second Floor, Suite 5
Rochdale
OL16 1AE
Tel 01706 249 575
info@healthwatchrochdale.org.uk
www.healthwatchrochdale.co.uk



© Healthwatch Rochdale LTD 2024.

Registered Company Number: 08429721

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format, please contact us at the address above.



SMALL CHARITIES

Achieved.
Valid Until
April 2024

