

Healthwatch Enter & View Queens Hospital Outpatient Departments

ACTION LOG FOR MATTERS ARISING FROM HEALTHWATCH ENTER AND VIEW INSPECTIONS
May 2016

Meeting Date	Item No.	Action	Lead	Target closure date	Current position	Status
01/10/2015	1	Capacity & demand to be undertaken by each speciality	Divisions	September 2016	<ul style="list-style-type: none"> Specialty service reviews undertaken Additional clinician support identified to meet current demand 	Completed
01/10/2015	2	Clinical storage review	Matron Wood	September 2016	Additional Shelving installed to accommodate reduced clinical storage. The department in scope for Trust Omnicell storage roll-out.	Completed
01/10/2015	3	Review appointments system	E Russell, Service Manager, B Paul & IT	December 2016	<ul style="list-style-type: none"> Patient administration consultation and system review completed, Implementation should be completed by May 2017. Processes reviewed and improving. Waiting times have reduced 	Completed
01/10/2015	4	A diagnostic result should be reviewed by an appropriate clinician to ensure treatment is prioritised with no avoidable delays.	Divisions	September 2016	The results are communicated to patients either by follow-up appointment, advice letter or telephone clinic conversation when treatment if required and next steps are discussed.	Completed

Other identified improvements/updates relevant to the report include:

- Additional seating for Team two has been purchased and we are awaiting a quote for installation
- Patient pagers are now in place in Team two to alleviate overcrowding pressures in waiting areas.
- We have adapted a special waiting area for children in the eye clinic including the purchase of wall activity toys
- When identified, location errors in appointment letters are corrected to ensure accuracy when inviting patients to attend OPD clinics