



# Enter and View Report

*The Diabetes Clinic - Sandwell  
General Hospital  
Announced Visit  
23<sup>rd</sup> May 2023*



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## What is Enter and View

Part of Healthwatch Sandwell remit is to carry out Enter and View visits. Healthwatch Sandwell Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act (2012) allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrist and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation so that we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Sandwell Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Sandwell Safeguarding Policy, the service manager will be informed, and the visit will end. The local authority Safeguarding Team will also be informed.

## Provider details



*The Diabetes Clinic at Sandwell General Hospital*

Name: The Diabetes Clinic  
Address of Service : Sandwell General Hospital, Lyndon, West Bromwich,  
West Midlands, B71 4HJ

Chief Executive: Richard Beeken

Name of Matron on duty : Natalie Whitton

Service type:

The Diabetes clinic gives patients the chance to meet a range of different members of staff who have specialised and have years of experience looking after people with diabetes who can check that they are as healthy as possible and give them highly specialised advice on how to look after their diabetes. Most referrals come via the GP.

The clinic staff check how diabetes is being managed, help with any difficulties, and pre-empt any possible future health problems. They'll also help patients to learn how to look after their diabetes and anything else they might need to know about. The clinic staff provide patients with basic instruction on injection technique, looking after your insulin, blood glucose meter and pen and blood glucose testing.

Treatments include:

- Optimising glycaemic control (using insulin to help control blood sugar levels)
- Managing cardiovascular risk (how the heart rate and exercise can help)
- Insulin pump therapy (an alternative to insulin injections)
- Renal (kidney) disease
- Patient assessment and advice on medication

Website: <https://www.swbh.nhs.uk/>

 0121 507 3063 or 0121 553 1831 (main switchboard)

## Acknowledgments

Healthwatch Sandwell would like to thank Natalie Whitton (Matron), her staff team and the visitors to the clinic for their co-operation during the visit.

## Disclaimer

Please note that this report is related to findings and observations made during our visit made on 23<sup>rd</sup> May 2023. The report does not claim to represent the views of all visitors, only of those who contributed within the restricted time available.

## Authorised Representatives

Anita Andrews, Ann Marie Hunt, Stephanie Thomas and Sophie Shuttlewood conducted the visit.

## Purpose of the report:

This report will provide an overview of the services at the Diabetes Clinic and will provide patient experience feedback. Where appropriate, recommendations will be made based on the findings of this Enter and View visit and it is anticipated that these recommendations will contribute to improving service delivery within the clinic and in turn improve the service experience for patients.

## Who we share the report with

This report and its findings will be shared with Healthwatch Sandwell Advisory Board, Sandwell MBC, Sandwell And West Birmingham NHS Trust, the Integrated Care System and Healthwatch England. The report will also be published on the Healthwatch Sandwell website: ([www.healthwatchesandwell.co.uk](http://www.healthwatchesandwell.co.uk))

## Healthwatch Sandwell details

Address: Walker Grange, Central Avenue, Tipton. DY4 9RZ  
Website: <https://www.healthwatchesandwell.co.uk/>  
Phone: 0121 569 7211  
Social media: <https://www.facebook.com/HWatchSandwell>  
Instagram: [www.instagram.com/healthwatchesandwell](http://www.instagram.com/healthwatchesandwell)  
Twitter: @HWSandwell

## Healthwatch principles

Healthwatch Sandwell's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

1. **A healthy environment:** Right to live in an environment that promotes positive health and wellbeing
2. **Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patients reaching crisis
3. **Access:** Right to access services on an equal basis with others without fear of discrimination or harassment, when I need them in a way that works for me and my family
4. **A safe, dignified and quality services:** Right to high quality, safe, confidential services that treat me with dignity, compassion and respect
5. **Information and education:** Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system

6. **Choice:** Right to choose from a range of high quality services, products and providers within health and social care
7. **Being listened to:** Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received
8. **Being involved:** To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

## Purpose of the visit

The purpose of the visit was to observe the environment and explore first-hand with patients their experiences of using the Diabetes Clinic. This was achieved by observation and talking to patients and staff.

## What we did

Our Authorised Representatives facilitated the visit and spoke to 9 patients, both male and female of mixed ethnicities and observed the environment on 23<sup>rd</sup> May 2023.

A pre-set of questions were asked that covered:

- Patient experience of the service including booking appointments, care by staff, accessibility to the building and information and any suggestions to improve the service.
- How staff meet individual needs of patients including the communication needs of patients who have impairments, handling anti-social behaviour from patients / relatives, how to support patients who want to raise a complaint / concern about the service and suggestions to improve the service.

Observations were made of the environment both externally and internally, that included:

- Signposting, accessibility, lighting, refreshments, cleanliness, parking and transport links.

## Findings:

### A healthy Environment

#### External

The entrance to the clinic was signposted from entering the site from Hallam Street. There is a rail and ramp to make the clinic accessible for wheelchair users.

The Diabetes clinic is situated outside the centre of the town, in an outbuilding within the hospital grounds, off Hallam Street West Bromwich. The venue does have its own car park which is accessed via a barrier. There is a bus stop within 150 m of the venue. The nearest mainline station is Sandwell & Dudley.

Sandwell and West Birmingham NHS Trust is completely non-smoking throughout. Although it supports vaping in the grounds, but not in their buildings or entrances. Vaping is allowed outside, and a small number of smoking shelters will be converted into vaping shelters. These shelters are monitored by CCTV to ensure they are not used for smoking.



### **Internal**

The waiting area had a comfortable seating area which include plants, notice boards with relevant information and leaflet holders. The clinic had a good supply of information from Diabetes UK.

There were 2 gender neutral WCS in the waiting area with a reception and a booking in station for patients. Adjacent to the waiting area there was a corridor which houses clinics, secretaries, consultation rooms, staff toilets, kitchen and stores.

Prior to our visit a poster was sent to the clinic to advertise the visit, this was displayed in the waiting area during the visit.

On the day of the visit, the clinic was welcoming, clean and the décor well maintained. Covid 19 precautions are in place, signs on the floor for social distancing, sanitising hand gel dispensers at the entrance etc.

We were informed that there was no loop system. There were no obvious hazards or health and safety risks. There were no facilities within the clinic to purchase refreshments but during the visit, staff offered patients drinks.

There was a colour TV (no subtitles on during the visit) on for the patients to watch while waiting for their appointment. Above the TV the Patient Advice and Liaison Service (PALS) complaint teams notice was displayed, that described how patients can access the PALS team.

The opening times which are displayed externally are:

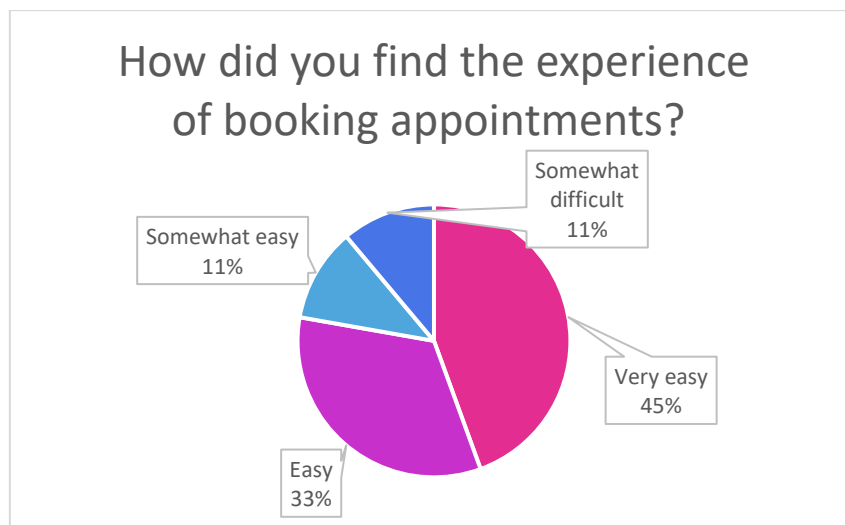
Opening Times for the clinic are Monday - Saturday 08:00 - 17:00.

## Essential services

Nine Patients were spoken to in the waiting area. **56%** of the patients had type 2 diabetes and **89%** had waited up to 4 weeks for their appointment. **5** Patients were attending for a follow up appointment and **4** for a routine visit.

The patients gave extremely positive feedback about the service. **89%** were happy with the service and rate it as **excellent**, and **89%** were 'very likely' to recommend this service to friends and family.

**45%** Patients found the booking system very easy



**78%** said that all their questions were answered and **11%** somewhat and **11%** unanswered.

Patients described their first impression of the clinic as good and that staff were friendly. One commented that the clinic was running 15 minutes late and that it was difficulty to manoeuvre wheelchairs.

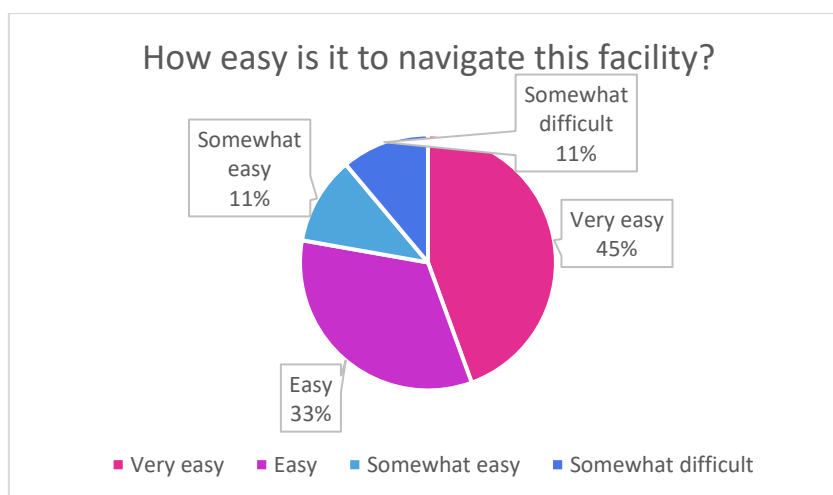
## Access

Accessibility of the building.

The majority of the patients had no problems finding the clinic and had received clear directions, although **2** people said it was a bit out of the way and not easy to spot the signs, however they had rung the clinic for directions.

Some patients found parking difficult, one blue badge holder had to pay for parking. The only suggestion from patients was to improve the parking.





### Safe, dignified and quality services

Patients described staff as excellent, friendly and patient. They were understanding and showed empathy.

**100%** felt they have been listened to around their health needs and described the service as excellent or good.

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*“The staff at this clinic are so helpful...I really appreciate this service”*

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### Information and education

The waiting area has a comfortable seating area which include plants, notice boards with relevant information and leaflet holders. The clinic had a good supply of information from Diabetes UK.

**100%** stated that all the information received about their appointment was clear and easy to understand. **44%** patients were mainly communicated with by letter and preferred this form of communication although some would like email or text too.

Patients were notified about changes to the service by letter, text or telephone. Patients suggested that they would benefit from a reminder letter/text or telephone call.

Patients appreciated the availability of Saturday appointments.

### Choice

**89%** were given a choice which diabetes service to be referred to. But were allocated an appointment so did not have a choice of appointment. Patients did not require the same gender staff as themselves.

## Being listened to

100% felt they have been listened to around their health.

## Comments and complaints.

There was a large sign (above TV) that described how patients can access the PALS team and there was also a wallet that housed a leaflet about making their views known in the waiting area.



However, 56% were unaware of how to raise any issues. Some stated that they didn't know as they had never had a cause to raise any concerns.

Staff described how they support patients who want to raise a complaint/concern about the service, by talking the issue through and then if it can't be resolved signposting to PALS/Purple Points.

100% had not encountered any barriers at this service, but one person commented that there was duplication when booking in at the machine and then receptionists asking to confirm details.

## Being involved

Staff promote patient involvement, an example of this was a Well Man meeting, which meets every second week (Tuesday). This was initially started by the Well Being team but is now patient led.

## Staffing and feedback

There is an established team at this service which includes:

Consultant Physicians, Matron, Senior diabetic specialist nurses and Diabetes specialist nurses Diabetes Specialist Dietitians Footcare Team Clinics Co-ordinator Healthcare Assistants and Reception/Support Staff.

We were informed that all staff receive on going staff development, which includes supervision, where training needs are identified and relevant training provided to meet staff's needs.

There is on line training available as well as University based (Non-medical prescribing award (LEVEL 6) and training modules for diabetic courses.

We were informed that one of staff's challenges is handling anti-social behaviour when patients are irate due to waiting. Although it was stated these situations are rare. The staff share these concerns with the clinical team so that they are prepared. The team are able to stay calm and in turn calm the situation down.

Staff described that they enjoy making a difference to patients' lives and they enjoy working in an effective multi-disciplinary team. They receive 'thank you' cards from patients who have appreciated the service. Staff appreciate having their own room and kitchen.

Staff described how they meet the communication needs of patients such as those who are: visually, hearing impaired, learning needs and language needs of people. this is achieved in various ways: a person's needs are flagged on the IT system. So they know in advance what a person needs this includes people who are visually impaired.

The secretaries will book interpreters (BSL and Language interpreters). To support people with a learning disability, staff access the Oliver McGowan Training.<sup>1</sup> They use Health passports too and encourage patients to be accompanied by an advocate/carer.

Staff on duty were committed to patients and we were informed of some of their goals:

- to make the clinic a centre of excellence which provides a safe and specialist diabetic service across all the Sandwell and West Birmingham NHS Trust.
- to improve awareness and a greater understanding of diabetes and this team across the Trust
- to improve working across acute and community settings especially with General Practitioners.
- to link in with other diabetes services in other Trusts, in order to bench mark and audit this service.
- recruit more staff

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<sup>1</sup> The Oliver McGowan Mandatory Training on Learning Disability and Autism is the government's preferred and recommended training for health and social care staff

## Recommendations

The Sandwell and West Birmingham NHS Trust to consider:

1. provide free parking for blue badge holders and additional parking
2. sending postal/text/email reminder communication re: appointments
3. publicise the service with the acute hospital and the community services (the primary care team)
4. provide a loop system for hearing impaired patients and advertise this facility
5. be proactive in informing patients of the comments and complaints process

## Provider feedback

**The Interim Group Director of Nursing from Sandwell and West Birmingham NHS Trust Primary Care Community and Therapies responded :**

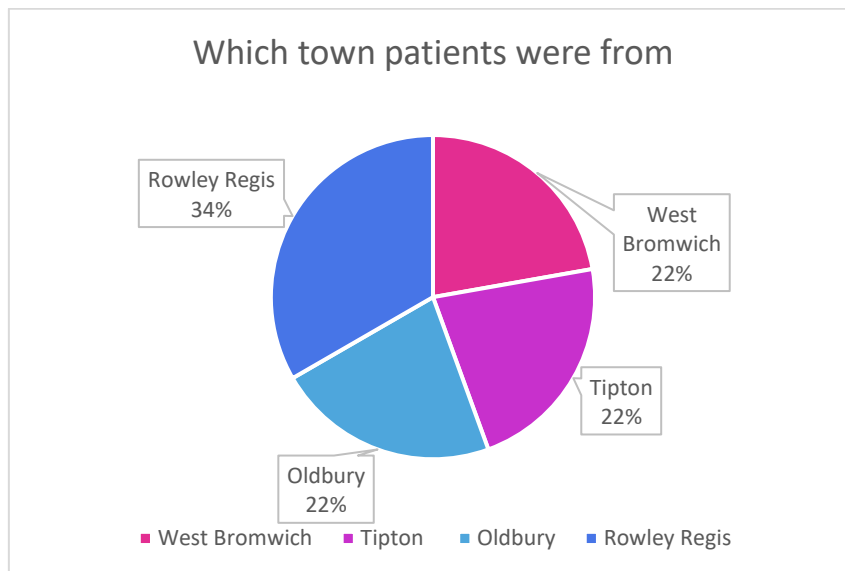
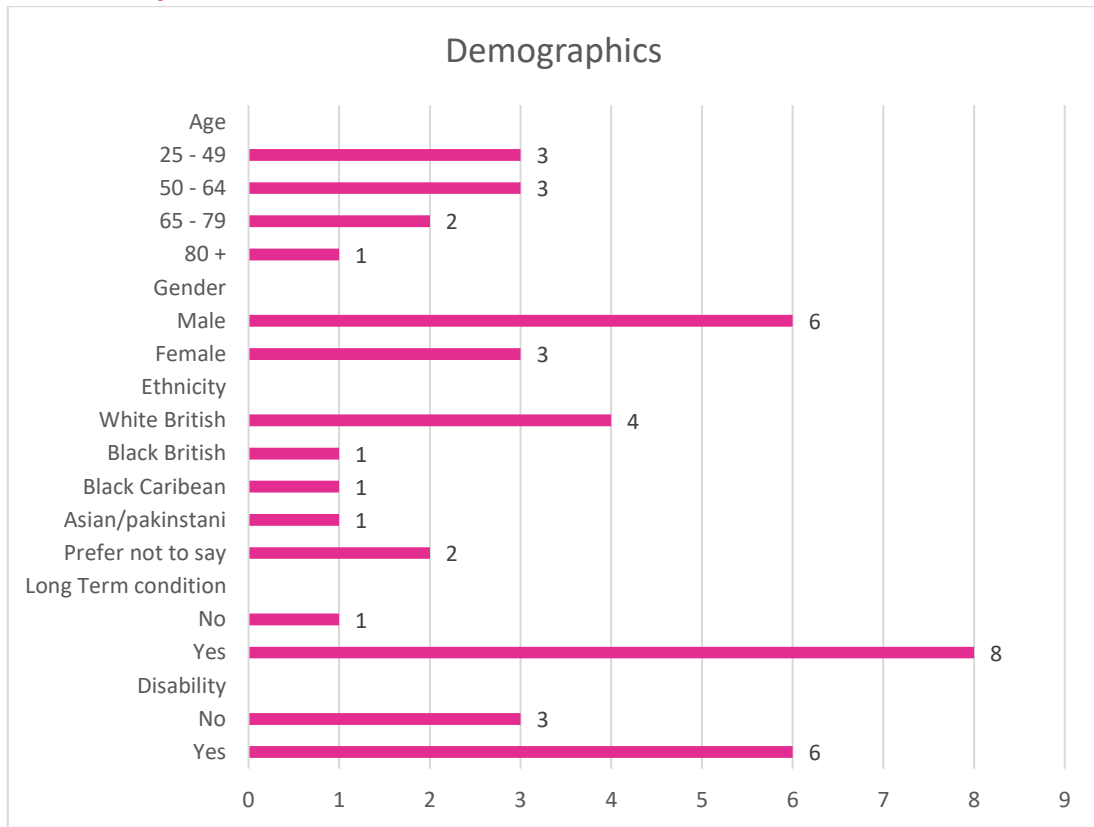
Thank you so much....we received the report positively, thank you for the detail.

We are now focused on addressing the concerns raised, thank you.

**Marian Long**

**Interim Group Director of Nursing**

## Who we spoke to:





Address: Walker Grange, Central Avenue, Tipton. DY4 9RZ  
Website: <https://www.healthwatchsandwell.co.uk/>  
Telephone: 0121 569 7211  
E mail: [info@healthwatchsandwell.co.uk](mailto:info@healthwatchsandwell.co.uk)  
Social media:  
Facebook: <https://www.facebook.com/HWatchSandwell>  
Instagram: [www.instagram.com/healthwatchsandwell](https://www.instagram.com/healthwatchsandwell)  
Twitter: @HWSandwell