

Outpatient Service Redesign

Summary of engagement work and outcomes

This document summarises patient and public engagement in the Outpatient Service Redesign (up to November 2017) and how feedback was used to influence the programme of work.

Engagement Activity	“You Said”	“We listened”
<p>Pain Management:</p> <p>Focus group held November 2016 with patients of the service.</p>	<ul style="list-style-type: none"> - Generally positive about the proposed new pain management service pathway (more emphasis on prevention and self-management). - A helpline for patients may be helpful (pre-referral/not already in service). - You need to consider different methods of reminders (in relation to the pain survey – people may not pick up letters – accessibility standards – use of text messages). - The pain management survey could be simplified, use of faces rather than rating 1 to 5. - GP education is very important (continuity, sympathy, understanding of chronic pain conditions) – very mixed experiences and feeling about primary care. - Active living membership is a good idea - patients here would be okay with paying a small fee and if this was maybe linked to the transport offer being looked at. Would want provision on both sides of the Town. 	<p>The pain management work is ongoing.</p> <p>The questionnaire has been shortened and the language changed slightly.</p> <p>The use of text messaging is increasing across services in the Trust.</p> <p>A programme of GP education has been put in place for the GPs and this will be revisited when the programme is complete.</p> <p>A Transport offer is still being considered but discussions have not been concluded as yet.</p>

	<ul style="list-style-type: none"> - Awareness campaign; GPs and wider around understanding chronic pain. - Transport offer / shuttle bus – suggestion very positively welcomed. Patients struggle to travel across the Borough to different locations. - Support group on the Leigh side would be beneficial 	
<p>Rheumatology :</p> <p>Experience Based Design event June 2016</p>	<p><i>Proposal of having GPs prescribing and monitoring effectiveness of drugs:</i></p> <ul style="list-style-type: none"> - Some patients experience difficulty getting an appointment at their own practice. - Is there enough staff in practices to make this work? - Some practices use Locums and there is a lack of continuity of care. - What if the patient’s condition is not stable? - Would additional phlebotomy services be needed in practices? <p><i>The suggestion of seeing a Specialist Nurse outside the hospital, in a community location:</i></p> <ul style="list-style-type: none"> - What would happen for patients who attend Wrightington from out of the area? - Would it be a more efficient use of time – e.g. would travelling to community locations reduce the amount of appointments they would be able to do? - Would more specialist nurses need to be employed to make this work? - Would this dilute what services are available at the hospital? <p><i>Other:</i></p>	<p>We are working with our primary care colleagues to address the issues. These comments are being addressed in the context of a wider piece of work across all providers of care in Wigan to work closer together and provide greater accessibility to patients. This means that we are now working to ensure that services provided in the community and those provided in hospitals work better together and services support each other to deliver better care to patients.</p> <p>Specific concerns around access to GPs and the use of locum GPs has been passed to the Primary Care Team for their attention.</p> <p>Specialist nurses in the community as an idea is currently on hold following comments from patients that this could be less efficient and cause problems for the services based in the hospital</p> <p>Self-help, peer support and self- management is all in scope for the outpatient project.</p> <p>There has been no discussion about increasing numbers of consultants and nurses. This is not thought necessary.</p>

	<ul style="list-style-type: none"> - Patients are keen on self-help and education sessions for patients would be good (is this in scope?) - Are more Consultants and Nurses needed in the Rheumatology service? - Helpline could be improved (is this in scope?) - Issues with hospital appointment system (is this in scope?) 	<p>Improving the helpline has been discussed as part of the outpatient redesign work</p> <p>Patients refer to the hospital appointment system when there is an issue with long waiting times. This is not in the scope of the outpatient project but is monitored against government targets by the Commissioned Services Team.</p>
<p>Respiratory:</p> <p>Patient experience survey (192 respondents)</p> <p>Attendance at BLF event and Wigan Warblers</p>	<p>Conclusion from survey results.</p> <p>This report identifies a number of key findings when considering access to respiratory services, 81% of the patients responding to the survey found the patient experience of being seen by a GP before being referred to hospital excellent or good.</p> <p>50% had the GP start investigations/medication before referring the patient on to hospital. 65% of the patients conditions did not change during the wait for a hospital appointment, but 28% did answer that they felt worst during the wait.</p> <p>29% of patients waited between 1 - 4 weeks before attending their hospital appointment. 31% of patients waited between 5 - 12 weeks from seeing the GP to attending hospital for an appointment.</p> <p>The majority of patients travelled between 1 - 5 miles to attend the hospital (68%)</p> <p>Once at the hospital clinic 91% of patients rated their experience as excellent or good, with 83% stating they</p>	<p>The initial redesign work has now been replaced by a piece of work being led on by The Healthier Wigan Partnership. The work now being done by The Healthier Wigan Partnership has a broader scope and is taking a 'whole system' view of Respiratory services.</p> <p>The survey results have been shared with the Healthier Wigan Partnership and further engagement work has been done to understand people's experiences. Discussions have included representatives from the Voluntary Community Sector.</p> <p>As part of this ongoing redesign the Healthier Wigan Partnership are recruiting members of the public living with respiratory conditions into a Lived Experience Panel.</p> <p>The redesign of Respiratory services is therefore ongoing.</p>

	<p>were given the right amount of information about the condition.</p> <p>When asked what the best part of the service they received 54% of patients said the care and information.</p> <p>When asked if we could improve one thing, 46% said there was no change needed but the second highest response after was that the waiting time could be improved. (17%)</p> <p>Discussions with Voluntary Community Sector Groups</p> <ul style="list-style-type: none"> - There could be better signposting (particularly from GPs) to voluntary community groups - Some CCGs have Respiratory Champions – is there any plan for this in Wigan? - Could the locality get involved in more national campaigns from British Lung Foundation? 	
<p>Ophthalmology:</p> <p>Patient experience survey (145 respondents)</p>	<p>Conclusion from survey results.</p> <p>This report identifies a number of key findings when considering access to cataract services, 52% of the patients responding to the survey said they were not offered a choice of where they could receive treatment when being referred.</p> <p>97% said their experience of the Cataract Service including surgery and follow up care was good or okay. 3% said they had a bad experience.</p>	<p>It is not clear whether the lack of choice in cataract services provision is from GPs or optometrists. However, the CCG understands that this could be an issue with optometrists which is being discussed in redesign meetings.</p>

	<p>88% attended a follow up appointment at the hospital.</p> <p>21% patients said they would prefer to attend the hospital department as they thought service, staff and/or equipment would be of a higher standard than at the opticians.</p> <p>88% of patients said they would have felt okay or good if they had been asked to attend their opticians for a follow up appointment rather than at the hospital. Some of the comments were based on location or easier parking.</p> <p>When asked if we could improve one thing, 58% said there was no change needed but the second highest response 14% was waiting time could be reduced.</p> <p>When asked if they would like to tell us anything else about their experience 79% of patients gave positive feedback. Many patients commented on service stating this was well organised and efficient. Staff members were praised stating they were professional, caring, polite, kind and helpful.</p>	
<p>Cardiology: Patient experience survey (74 respondents)</p>	<p>Survey in progress</p>	<p>Wigan Borough CCG has noted that some patients have a long distance (10miles +) to travel and continue to strive to commission an equitable spread of services across the Borough. Waiting times again are noted and the CCG will continue to ensure that waiting times are with targets.</p>