

Visit Date: 24th October 2016. **Time:** 14.00pm – 16.00pm **Service name:** Physiotherapy, CMH

Summary

Healthwatch Brent made a visit to the Physiotherapy Clinic at Central Middlesex Hospital to engage with patients and to hear their views on the service that they are receiving. On the day I spoke to eight patients. Two of whom did not speak English and did not have interpreters with them. One patient said that they were too busy to speak to me. Five patients provided feedback.

Patient experience with the service:

- Treatment plan: patients are aware of their treatment plan, feel supported, and improvement measures are taken into consideration when suggested by patients. Patients learn about their treatment progress at the appointment session.
- Service information: Physio gives patients verbal information as well as leaflets
- Patient involvement: Patients report to have one-to-one in-depth consultations about their care
- What to expect in appointments: Mixed patient experience is highlighted. Some patients know what to expect of the service, including planning for future appointments, and are kept informed and up to date about the service. Other patients would like to have More information to be provided when sending confirmation booking. On patients first appointment they were not sure what to expect.
- Flexible appointments: One patient was told by a different department at Central Middlesex Hospital to go to Physiotherapy department and see if they could book a future appointment. The Physio department had a free slot and was able to see them on the day.

Case studies: interpreters

On the day I approached two patients who did not speak English. I heard one physio say that they had to send the patient home as they did not speak English. I asked the receptionist what had happened and she told me that they have booked the patient another appointment on a different day and that she will arrange to have an interpreter for them.

The second patient was taken in by a physio and I was told by the receptionist that the interpreter was running late.

A third patient that could not speak English had their daughter with them as their carer to translate.

What patients say is:

“Very good service. Receptionist really helps to bring the service together”

“Reception is brilliant as first point of contact. All staff are fantastic”

“Service has been clear, fast and has helped me”

“Information has been provided about the Physio School and why it would be important to attend”

“So far so good, better than expected. Staff have all been good”

“Staff have included me with discussions around my care. They have explained what I need to do to improve my condition”

SERVICE RESPONSE

The clinical director of adult therapies, has discussed this report with her staff. They have been reminded to check whether patients need interpreters before the sessions and to ensure that they are booked if so.

The team thought the idea of a special hydrotherapy session for elderly patients was an excellent one and will explore introducing one.