

## Walkabout Review Sheet

<b>Name</b>	Eddie Bloomfield NED Jenny Rivett Public Governor for Ipswich Louise Palmer Staff Governor for Ipswich Luke Mussett Engagement Officer
<b>Date</b>	20 May 2019
<b>Visited</b>	Physiotherapy Department Ipswich Hospital
<b>General appearance of the area</b>	A large area containing a gym, self contained hydrotherapy unit, space for curtained cubicles to treat patients and a small office and waiting area. All clean and tidy with plenty of space to move in. We noted however that the main gym area did not have a ceiling at present. Apparently it has been down for a year. The department has about 30 staff and deals with up to 150 patients per day.
<b>Feedback from Patients/Visitors</b>	We were able to speak to a number of patients having treatment and in the waiting area. The feedback was very positive. One young female patient felt that having had a very mixed experience in orthopaedics she was now being given much clearer advice about her condition and the treatment plan. Patients in the waiting area included one that had to wait a year for her referral to come through. Another was being treated for a fractured knee and feeling real benefit. Another was being treated for an injured shoulder and was equally positive about her treatment. It was mentioned that evening and weekend appointments would be helpful as the Department currently only offers Monday to Friday 08.30 to 4.30 pm.
<b>Feedback from staff</b>	We met Jenny Ward the team leader who job shares that role with two colleagues. Jenny was upbeat, enthusiastic and positive about the role of the department. It was clear that staff wellbeing is a high priority. Jenny had already done some preparatory work for the forthcoming CQC inspection. She also talked about some of the challenges associated with the hospital's corporate processes. A member of staff had indicated in February that they would be leaving in May. The necessary form was completed and submitted for approval to recruit at that time. By the time of the departure approval had still not been received. An application for a staff member to attend a training course was submitted three months in advance. Approval arrived two days after the course took place. These were considerable frustrations. We also met with about 10 staff during their afternoon admin session. This is often used to problem solve and is a good opportunity for the team to discuss issues. The morale was good but there was a strong sense of disappointment on the topic of Time Matters. The team had invested considerably in the Time Matters week but had since had little feedback. The team would like to offer services outside the current standard hours. They would also like to move to a paperless notes system. They reported training and development as being good.
<b>General feel of the area</b>	It was clear this was a positive, motivated and close knit team doing good work for a large number of people. The atmosphere of the department was very good and particularly demonstrated by Jenny the team leader.
<b>Any additional information</b>	None.

<b>Feedback from the Physio team</b>	<p>They are keen to offer an in-house physiotherapy service for staff as offered at Colchester and are currently writing a business case for this. Evidence demonstrates 40% of staff sickness absence in the NHS is due to MSK conditions and a physio service would aid early return to work.</p> <p>Nobody should wait a year for physiotherapy and the team leads have received no complaint to investigate at any point around this. They can only assume that this particular patient may have been talking about their whole journey from primary care physio which patients can self-refer to, through to secondary care services Trauma and Orthopaedics / Rheumatology for a consultant opinion and then perhaps a wait for surgery before seeing secondary care physios for post-op physio. Their current waits are 1-2 weeks for urgent patients and 4-6 weeks for routine patients and have been like this for some time.</p> <p>They are currently exploring viability of offering an extended hours service for patients, this obviously has associated staffing implications for the service.</p>
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