

Quality Assurance Visit Report

Service: Tissue Viability Service

Date: 06/06/2018

Time: 1:00pm

Summary

Healthwatch Newham (HWN) visited this service as part of joint Quality Assurance Visits with Newham Clinical Commissioning Group (CCG).

The Tissue Viability Service focus on non-healing chronic and complex wounds. This includes pressure ulcers, diabetic foot wounds and skin tear. The service operates in three other surgeries which are Appleby Health Centre, Vicarage Lane Health Centre and Centre Manor Park.

One the day of the visit, HWN were able to speak with three service users and obtain feedback through a questionnaire. The lead nurse of the Tissue Viability Service gave us permission prior to speaking with service users.

What is working well?

All users said they were happy with the service and the nurses at the surgeries were very friendly and helpful.

Understanding of the service:

Most users had been using the service for a year and longer. The users understood why they had been referred to the Tissue Viability Service.

Referral process:

A user said that they were referred quickly to the service by their doctor and did not have to wait a long time.

Communication and information:

All users felt that their needs were met by the nurses and they did not have to repeat personal information to the service if they had been referred by their GP.

Understanding of health plan:

All users said that they understood their health plan and were regularly informed about the next steps as they had weekly appointments.

Overall

All users rated the service as excellent and one user said that this is a very good service due to the nurses' support. Another user said that the district nurses could be better as they felt that they were not as punctual and helpful.

Recommendations

We are pleased that users emphasised that they were happy with the service. The visit has not raised any particular concerns. We recognise this was a small number of patients, but note the comment on District Nurses. We also understand that there are challenges in recruitment of District Nurses nationally. However, we have had a few similar comments on District Nurses in our general engagement and would ask if a response could be provided.

Service response

The tissue viability operate 3 leg ulcer clinics out of 3 areas but they also provide care, advice and support to patients and staff throughout the Trusts which includes GP practice, DN treatment

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rooms, patients homes, foot health clinics and nursing homes. We also support the community childrens nursing service for children seen in clinics and at home.

Our service users who were interviewed have informed us that they were pleased they were given the opportunity to meet Healthwatch Newham and were able comment on the leg ulcer service.