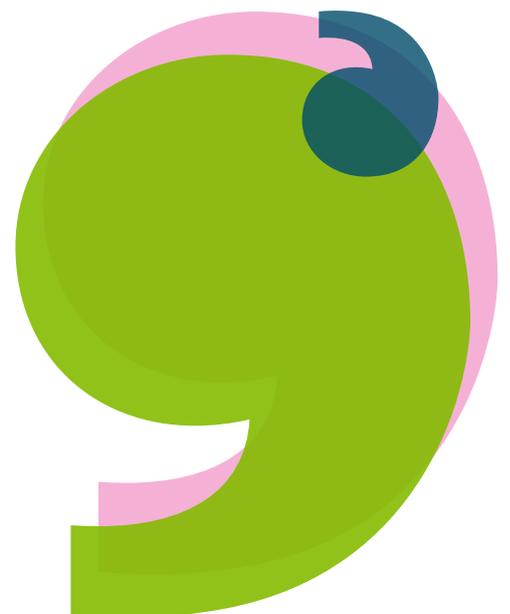


Wythenshawe Hospital

Enter and View Report

Wythenshawe Hospital	
Contact Details	Wythenshawe Hospital, Southmoor Road, Wythenshawe, Manchester M23 9LT
Visit Date and Time	19/12/2023 10:15am-11am
Healthwatch Manchester Representatives	Neil Walbran (HWM staff) Ada Mok (HWM staff)



Disclaimer

This report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

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About us

Healthwatch Manchester is the independent consumer champion for health and care. It was created to listen and gather the public and patient's experiences of using local health and social care services. This includes services like GPs, pharmacists, hospitals, dentists, care homes and community based care.

Emerging from the Health and Social Care Act 2012, a Healthwatch was set up in every Local Authority area to help put residents and the public at the heart of service delivery and improvement across the NHS and care services.

As part of this role Healthwatch Manchester (HWM) has statutory powers to undertake Enter and View visits to publicly funded health or social care premises. These visits give our trained Authorised Enter and View Representatives the opportunity to observe the quality of services and to obtain the views of the people using those services.

What is Enter & View?

Local Healthwatch representatives carry out Enter and View visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch 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, optometrists 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 we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

General information about the service

Name of the Provider: Manchester University NHS Foundation Trust

The Manchester University NHS Trust provides a range of primary, secondary and tertiary care services across Manchester and the wider region. It has nine hospital sites: Manchester Royal Eye Hospital, Manchester Royal Infirmary, Royal Manchester Children's Hospital, Saint Mary's Hospital, The University Dental Hospital, Altrincham Hospital, Trafford General Hospital, Wythenshawe Hospital and Withington Community Hospital. The trust also provides community services.

Description of Facility: Wheelchair provision for patients and visitors to Wythenshawe Hospital.

CQC Rating*: Requires Improvement (inspection conducted 7th - 9th March 2023) - the report can be found [here](#)

See Care Quality Commission (CQC) website to see their latest report on this service.

** Care Quality Commission is the independent regulator of health and adult social care in England.*

Purpose of the visit

The purpose of the visit was to:

- Review access to wheelchair provision
- Review ease of wheelchair use within the hospital excluding its exterior grounds. The ease of wheelchair use includes the availability of guidance on how to use one of the wheelchairs provided

Executive Summary of Findings

1. Direct access to a wheelchair in Wythenshawe Hospital is poor
2. Access to a wheelchair on request is available but is reported as slow
3. Information regarding the use of wheelchairs is available

Summary List of Indicators

Source: AccessAble¹ (Wythenshawe Hospital - Yellow Zone)

Getting Help and Assistance

- To see the hospital map please click here (opens new tab).
- There is a Patient Advice and Liaison Service (PALS) at the hospital.
- The Patient Advice and Liaison Service (PALS) is located to the right as you enter through Outpatients - Entrance 5.
- The telephone number for the Patient Advice and Liaison Service (PALS) is 0161 291 5600.
- The email address for the Patient Advice and Liaison Service (PALS) is pls@mft.nhs.uk.
- Documents are available in an alternative format and can be provided to include: Braille on request, large print on request and different languages on request.
- Water bowls for assistance dogs are available on request.
- BSL interpreters can be provided on request.
- Language interpreters can be provided on request.
- A mobility scooter charging point is not available at the hospital.
- A limited number of wheelchairs are available at each hospital entrance.

¹ [Wythenshawe Hospital - Yellow Zone | AccessAble](#)

Methodology

We made an unannounced Enter and View visit to the Hospital at 10:15am on the day of the visit.

Prior to the Enter and View taking place

All Enter and View representatives were fully trained in how to carry out an Enter and View. They were also checked through the Disclosure and Barring Service (DBS).

All Enter and View representatives have been briefed and have agreed to abide by the HWM Code of Conduct and Infection Control policy.

The visit was carried out over the course of 45 minutes. The visit date and times are shown on the front cover of this report.

During the visit

The visit consisted of a team of HWM representatives who carried out the following procedure as part of the review:

- Location of wheelchairs in the hospital
- Location of information on how to use wheelchairs provided
- Review of ease of movement within the infirmary for the wheelchair user and handler
- Review of access to wheelchairs on request

Procedure in detail:

- Arrived at Outpatients car park
- Reviewed wheelchair access between the carpark and outpatient's information point including the covered entrance
- Interviewed staff at the information point
- Interviewed patients at the information point
- Conducted four observational walks along the hospitals corridors
- Obtained a wheelchair and tested its ease of function
- Recorded locations where wheelchairs had been left unattended

This report was produced within **three weeks** of the visit due to the Christmas and New Year break. An initial draft was circulated to the service provider to enable a response. The service provider was obliged to acknowledge and respond within **20 working days of receipt of the draft report**. The response from the provider is included at the end of this report.

Enter and View Observations

The External Environment

We found no wheelchairs available between the car park and the main Outpatients entrance (Figures 1 and 2).

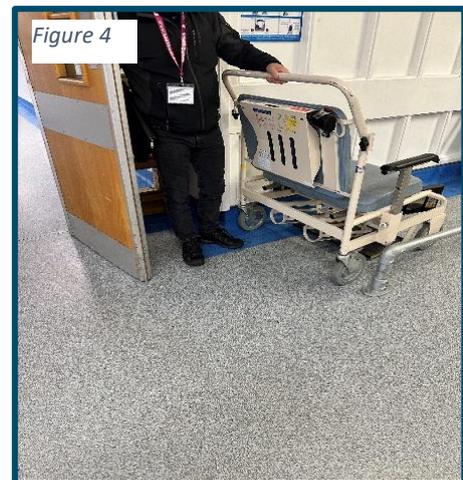
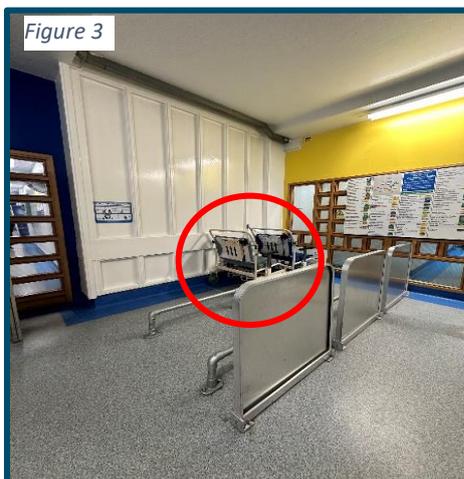


The Internal Environment

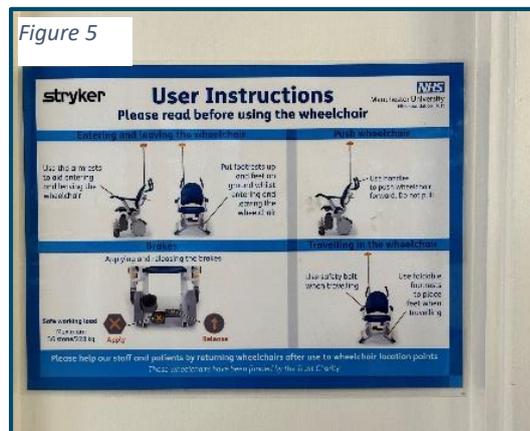
We found no wheelchairs available inside entrance 5.

There were also no wheelchairs available in the Pharmacy, restaurant, or shop area.

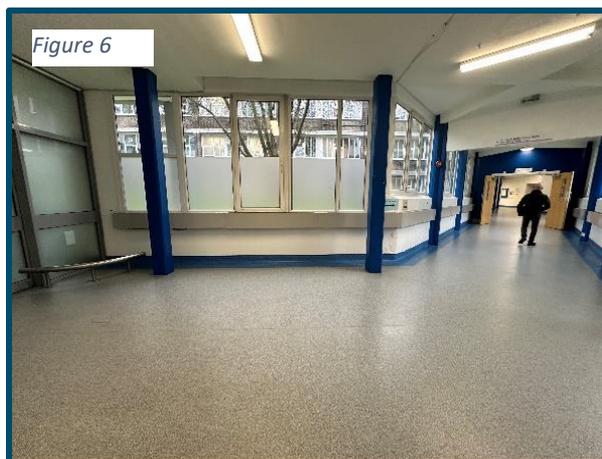
After following the yellow and purple routes inside the hospital to Outpatients, we found two wheelchairs available in a designated storage area - see Figures 3 & 4 below.



We found instructions on how to use the Stryker wheelchairs (Figure 5) on the wall which was good to see.



We also assessed the waiting area at the chest clinic for wheelchair availability. We found one wheelchair here.



During an observation of Outpatients B, we found one wheelchair (Figure 7).



Overall, we found three wheelchairs available to use on our visit however none of these were available in the Reception area.

Findings from speaking with service users and volunteer staff

A staff member noted that patients regularly leave their wheelchairs in the car park rather than returning them to a designated area. This requires a member of staff to collect them.

The same member of staff then went on to say that;

'It is a problem getting a wheelchair' in Wythenshawe hospital, especially considering roughly 20 of them are damaged despite still being used.

Moreover, staff also mentioned people can wait up to 20 minutes for a wheelchair, even if they had booked one in advance. The reasons given for the wait were a general shortage and poor quality of the wheelchairs.

One service user described wheelchair provisions at Wythenshawe Hospital as ***'A nightmare'***.

The same patient revealed that when she was using a wheelchair, she left it outside of her CT scan appointment only to find that it had been taken by the time her appointment had finished.

Recommendations

Manchester University NHS Foundation Trust should aim for full compliance with the Public Sectors Equality Duty.

The public sector equality duty is a duty on public authorities to consider or think about how their policies or decisions affect people who are protected under the Equality Act².

² <https://www.citizensadvice.org.uk/law-and-courts/discrimination/public-sector-equality-duty/what-s-the-public-sector-equality-duty/#:~:text=The%20public%20sector%20equality%20duty%20is%20a%20duty%20on%20public,to%20comply%20with%20the%20duty.>

Response from service provider

Response to Healthwatch Manchester Enter and View Visit 19th December 2023.

Manchester University NHS Foundation Trust (MFT) welcome the report provided on the 04th January 2024 by the Healthwatch Manchester (HWM) Team following their visit on the 19th December 2023 to Wythenshawe Hospital.

It was pleasing to note the positive findings in the report, at the same time as acknowledging areas where improvements can be made for the benefit of the public, patients, carers and their visitors who may access this hospital site.

Location of wheelchairs in the hospital.

It is acknowledged within the report that the HWM found no wheelchairs between the car park and the main outpatient's entrance, inside entrance 5, in the pharmacy, restaurant or shop area.

It is pleasing to read that upon following the yellow and purple routes inside the hospital to outpatients, wheelchairs were located in the available in a designated storage area. It was also assuring to read that wheelchairs were located in the waiting area in the chest clinic and in the vicinity of outpatients B.

Location of information on how to use wheelchairs provided.

It is noted from the report that 'We also found instructions on how to use the Stryker wheelchairs on the wall which was good to see'.

Findings from speaking with service users and volunteer staff.

It is noted that staff reported patients regularly leave their wheelchairs in the carpark rather than returning them to a designated area and that a number are damaged. It is also noted that a service user reported wheelchair provision at Wythenshawe as 'A nightmare'.

Wythenshawe Hospital currently has 130 wheelchairs in operation on site which are allocated to a number of collection points adjacent to the building in car parks, and there is a number of custom-built areas for storing chairs within the building.

There are porters allocated throughout the day and at during the night to collect wheelchairs from the car parks and corridors and ensure wheelchairs are returned to the storage areas. In addition to this allocation, additional portering hours are allocated to this task where available.

Outcome.

Regrettably, the finding from the review do not reflect what we would have expected to see given the number of chairs on site and the processes in place.

In response to this a 'wheelchair amnesty' will be carried out and clinical areas will be encouraged to return any chairs from their areas to the general circulation.

This will be highlighted and discussed further in the trusts Patients Environment Of Care (PEOC) meeting.

Summary.

MFT welcomed the findings of the HWM Team visit on 19th December 2023 as an opportunity to make further improvements to accessibility of wheelchairs on the Wythenshawe site. We noted the positive findings in the report and were pleased that the work undertaken to ensure provisions of wheelchairs and instructions on how to use them was evident.

We also recognise that as these findings are not reflective of we would have expected there are improvements required to ensure availability of wheelchairs in designated storage areas.

Summary of Actions

- A 'wheelchair amnesty' will be carried out and clinical areas will be encouraged to return any chairs from their areas to the general circulation.
- A verbal request has been communicated to all portering staff and a further request will be cascaded during their next 'tool box talk,' that if they pass an unused wheelchair to return it to a designated storage area.
- This report will be highlighted and discussed further in the trusts Patients Environment Of Care (PEOC) meeting.

Factual Accuracy

The Manchester University NHS Foundation Trust has 10 hospital sites opposed to nine. For ease these are:

- North Manchester General Hospital
- Manchester Royal Eye Hospital
- The University Dental Hospital
- Manchester Royal Infirmary
- Royal Manchester Children's Hospital
- Saint Mary's Hospital
- Altrincham Hospital
- Trafford General Hospital
- Wythenshawe Hospital
- Withington Community Hospital



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