

# **Enter and View Report Of the Community Diagnostic Centre, The Glass Works, Barnsley**

**November 2024**



# Contents

<b>About Healthwatch Barnsley .....</b>	<b>3</b>
<b>Our mission, vision and values .....</b>	<b>4</b>
<b>Project background .....</b>	<b>5</b>
<b>About the visit .....</b>	<b>7</b>
<b>Summary of findings .....</b>	<b>9</b>
<b>Full findings</b>	
<b>- Observations .....</b>	<b>11</b>
<b>- Patient feedback .....</b>	<b>13</b>
<b>- Staff feedback .....</b>	<b>16</b>
<b>Recommendations .....</b>	<b>18</b>
<b>Response from provider .....</b>	<b>20</b>

# About Healthwatch Barnsley

Healthwatch Barnsley is the local health and social care champion for Barnsley. We are independent and have the power to make sure NHS leaders and other decision makers listen to local feedback and improve standards of care. Healthwatch Barnsley is part of a network of over 150 local Healthwatch across the country. We are here to listen to the issues that really matter to people in Barnsley and to hear about their experiences of using local health and social care services. We are entirely independent and impartial, meaning that people can share their stories with us in confidence.

Barnsley Community and Voluntary Services (BCVS) hold the contract for Healthwatch Barnsley; the BCVS Board oversees the local Healthwatch service and is accountable for its delivery. The BCVS Board is committed to having a strong and vibrant Healthwatch Barnsley Local Advisory Group, rooted in the local community.

Healthwatch uses feedback to get a better understanding of the challenges facing the NHS and other care providers; we make sure people's experiences help to improve health and care for everyone – locally and nationally. We can also help people to get the information and advice they need to make the right decisions for themselves, including support that is appropriate to their needs. We believe it is important that people share their experiences, whether they are good or bad ones. If someone has a negative experience, it is easy to think there is no point in complaining, and that 'nothing ever changes'. On the other hand, if they have had a great experience, they may wish they could say 'thank you'. Feedback about health and care services is powerful and can help to improve people's lives. If anyone needs advice, or they're ready to tell their story about health and care in Barnsley – we're here to listen!

Find out more about us on our website [www.healthwatchbarnsley.org.uk](http://www.healthwatchbarnsley.org.uk)

# Our mission, vision and values

## Our vision

A world where we can all get the health and care we need.



## Our mission

To make sure people's experiences help make health and care better.



## Our values are:

- Listening to people and making sure their voices are heard.
- Including everyone in the conversation – especially those who don't always have their voice heard.
- Analysing different people's experiences to learn how to improve care.
- Acting on feedback and driving change.
- Partnering with care providers, government, and the voluntary sector – serving as the public's independent advocate.



# Project background



## What is Enter and View?

Part of the local Healthwatch programme is to undertake “Enter and View” visits.

Mandated by the Health and Social Care Act 2012, the visits enable trained Authorised Representatives to visit health and care services. This includes hospitals, care homes, GP practices, dental services, opticians and pharmacies.

Enter and View visits can happen if people tell us there is a problem with a service, but can also be made when services have a good reputation. During the visits, we observe service delivery and talk with service users, their families and carers. We also engage with management and staff. The aim is to gain an impartial view of how the service is operated and people’s experience of it.

Following the visits, our official “Enter and View Report” is shared with the service provider, local commissioners and regulators. It outlines what has worked well and makes recommendations on what could work better. All reports are available to view on our website.

## Safeguarding

Enter and View visits are not intended specifically to identify safeguarding issues. If safeguarding concerns arise during a visit, they are reported in accordance with safeguarding policies. If at any time an Authorised Representative observes anything they feel uncomfortable about, they will inform their lead, who will then inform the service manager. The visit will end at this point.

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.

## **Disclaimer**

Please note that this report relates to findings observed on this specific visit and is only an account of what was contributed on this date. This report is not a representative portrayal of the experiences of all service users and staff.

## **Acknowledgements**

Healthwatch Barnsley would like to thank the service provider, service users and staff for their contribution and hospitality in enabling this Enter and View visit to take place. We would also like to thank our Authorised Representatives who assisted us in conducting the visit and putting together this report.

# About this visit



## Barnsley Community Diagnostic Centre

On the 27 November 2024 we visited the Community Diagnostic Centre (referred to as the CDC from this point onwards) at the Glass Works, Barnsley.

Our Authorised Representatives who attended on the day were:

**Chloe Bannister** – Healthwatch Barnsley Engagement Officer

**Tracy Hughes** – Healthwatch Barnsley Engagement Officer (Adult Safeguarding)

**James Goodwin** – Healthwatch Barnsley Outreach and Information Officer

Barnsley Hospital NHS Foundation Trust operates this service and it opened in April 2022. The CDC is located in the heart of the Glass Works shopping centre and offers a range of diagnostic services including CT scans, ultrasounds, X-ray, and blood services. Since opening, the centre has seen an increase in the uptake of breast screening appointments by **22%**.

The CDC has been a hit with residents and has received some five star ratings on Google with comments including:

**“Wonderful place, facility and staff are 1st class. Barnsley at its best. Well done everyone who has helped to make this possible. I only went for blood tests, but have a lung scan pending, hopefully it will be here. Update. Yes my chest X-ray was done here too, no long wait past my appointment and it took about 10 minutes in all. Smashing staff as usual and even thing as clean a new pin.”**

**“What an amazing place! It does not feel clinical at all. The 2 gentleman on reception and the 2 lovely ladies that did the scan were polite, friendly and approachable, instantly putting me at ease. Spotlessly clean and zero waiting times. Thanks for making what could have been a daunting experience manageable.”**

The service has also received some negative comments regarding the appointment booking process:

**“Tried multiple times to ring up and ask for help with the appointments for bloods as the online system isn't working for me and they just keep hanging up. I heard a gentleman's voice pick up and then hang up. The website to book on is tedious to navigate as well. Probably best visiting them in person.”**

The success of the CDC and its location has paved the way for the new “Health on the High Street” initiative, which will see other health and care services being delivered from a new health and wellbeing hub located within the Alhambra Shopping Centre.



# Summary of findings



This section of the report details the key findings from feedback received via our website and engagement activities and our observations on the day, including patient and staff feedback collected during the visit.

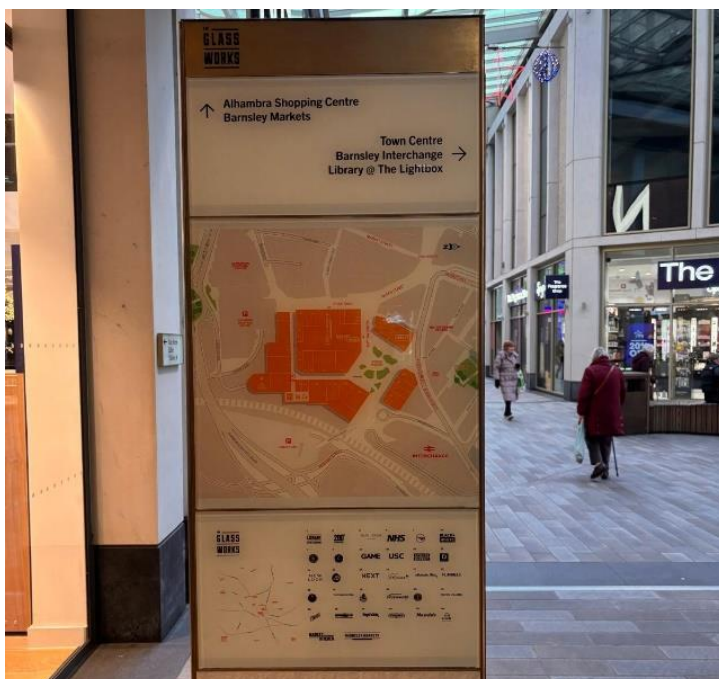
## Feedback via Healthwatch website and Engagement

We have received very positive feedback from residents regarding the CDC; they report how friendly staff are and how they do not feel that they are being treated in a hospital environment. The CDC is in a central location and easily accessed by public transport.

The negative feedback we have received regarding the service has been centred around the appointment booking system, as well as the difficulty that people with limited mobility have experienced when the lift has been out of order.

## Observations on the day of the visit

The CDC is situated in the Glass Works, a new shopping complex in Barnsley town centre. The CDC is shown on the floorplan as NHS, which



may be confusing. However, some patients told us that word of mouth directions from CDC staff or previous visitors to the centre provide clarification on where the CDC can be found.

The CDC operates an 'appointments only' system and is not available for walk-ins, therefore access is via a buzzer system. The reception area is warm and friendly with plenty of seating and is very clean and tidy. Patients can speak to a receptionist without being overheard by people waiting.

### **Patient Feedback**

Patients liked the cleanliness and location of the CDC, although some people with mobility issues raised the problem of the lack of blue badge parking close by. Everyone commented on the friendliness of staff and the relaxed atmosphere.

### **Staff Feedback**

Staff enjoy working at the CDC; they like the atmosphere and feel they can connect better with patients in this environment. Some areas could be improved, for example the lighting and the communication between the hospital and the CDC regarding events that are happening for staff.

# Full findings



During the visit, we collected responses from 20 service users and 16 staff members. This report is based on their collective feedback, and notes and observations made during the visit.

Our team of Authorised Representatives made observations on signage, entry, accessibility, waiting areas and friendliness of reception staff.

## Observations

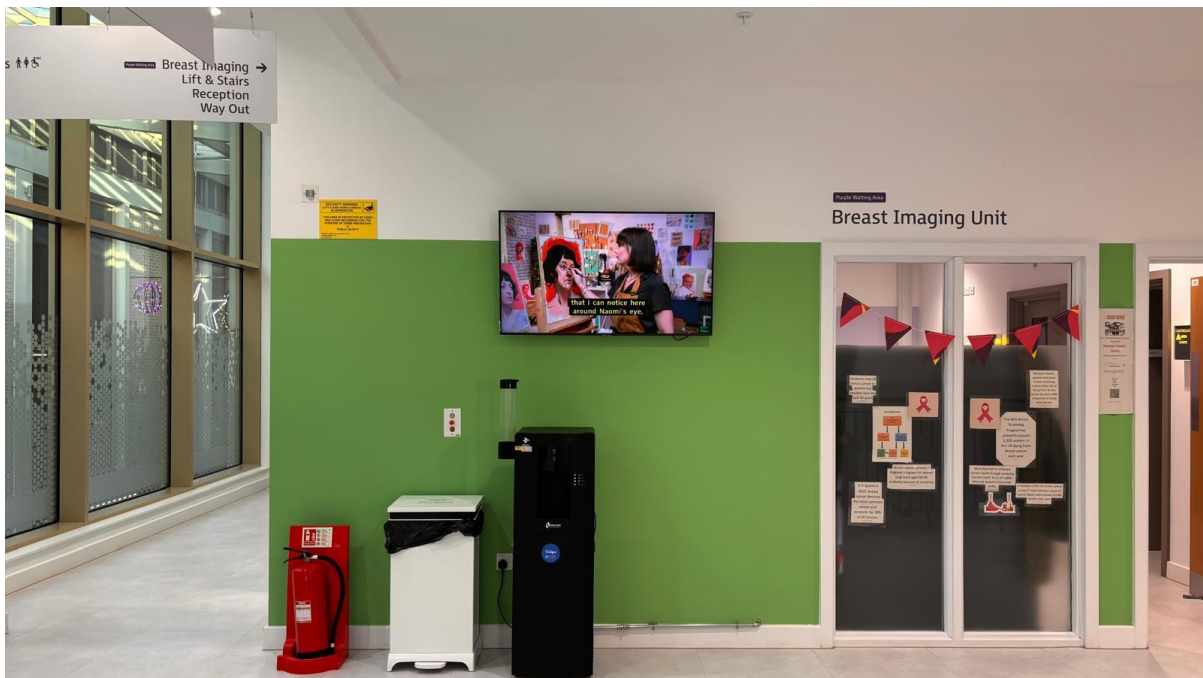
The CDC has clear signage at the front of the building. It is in an excellent location for public transport in terms of its proximity to the bus and train stations, and is part of a main shopping concourse. Although some visitors said that getting to and from the nearest public car park could be an issue for them if they had limited mobility, others said that they find it much easier than navigating parking at Barnsley Hospital.

As the CDC is for appointments only, there was a buzzer system to gain access to the building. Once inside, the reception desk was right in front of you and the area was well lit. The staff were friendly and approachable. Patients were able to give their details to the receptionist without being overheard in the waiting room. There appeared to be sufficient seating and the seats were comfortable. The temperature was adequate and was not too hot or cold and everything was clean and tidy. There was an information board in the reception area giving patients details of our visit on that day and informing them how to give feedback.



You are directed up the stairs (or to the lift) to the waiting area appropriate for your appointment. On reaching the top of the stairs, you are faced with a sign directing you to a colour-coded waiting room. Only the toilets and blood tests have a directional arrow, which could cause confusion for patients looking for directions to other areas.

Patients with breast screening appointments are directed to the purple waiting area where they are faced with a green painted wall.



We believe this is leading patients to explore further and going through the door leading to a small office area, which is painted purple and has “purple waiting area” displayed on the wall.



## **Patient feedback**

We spoke to patients and carers visiting the CDC on the day of our visit and the feedback we received on the location, staff and cleanliness of the centre was all very positive. Here are some of the comments we recorded:

**“Easier to get to than the hospital. No problem with making an appointment”**

**“Friendly staff”**

**“Appointments always on time”**

**“Easy to make an appointment”**

**“Accessible venue and staff are friendly”**

**“Location is good”**

**“Staff are friendly”**

**“Appointment was via GP but it was easy to arrange”**

**“Prefer CDC to the hospital because it is just one bus to get here. It takes away the parking issue and there’s no hospital atmosphere at the CDC”**

**“Staff are wonderful and helpful and it is a friendly, light and airy environment”**

**“The CDC reduces the burden on the hospital, and that is definitely a good thing”**

**“The different zones at the CDC help to make it clear where to go, and it is not crowded like the hospital is”**

**“It is very clean here”**

**“The CDC is a real bonus for the people of Barnsley”**

**“No problem with making an appointment”**

**“Better than the hospital – one bus ride”**

**“Friendly and pleasant staff”**

**“It’s better than having to go to the hospital, due to the CDC’s location”**

**“The volunteers are great and will show you where you need to go”**

**“Appointment system worked well”**

**“Staff are helpful and friendly”**

**“Efficient service”**

A family who were in the breast screening department were very impressed with the speed and efficiency of the service for their two older aunties (aged 90 and 87 years). They were very happy that women in this age group were still being included in the screening process.

We also received some feedback on what didn’t work so well, and these (in the main) came from patients who had mobility issues:

**“More seating wouldn’t go amiss, as it can be a problem when it’s busy”**

**“I travel here by taxi to avoid any situations with parking”**

**“Hospital is easier if I’m by myself because I need assistance due my mobility, however family have come along with me today”**

**“It would help if car parking for people with disabilities was closer”**

A further six people mentioned that car parking for people with disabilities was an issue and there should be accessible parking closer to the CDC.

## **Staff and volunteer feedback**

**What has worked well?** Staff and volunteer comments on this were as follows:

One volunteer mentioned how she was ***“really happy to be in the diagnostic centre”*** and we did see her constantly smiling when greeting patients.

***“Working in the CDC holding clinics feels like you can have more of a personal connection with your patient. At the hospital you are moving and getting pulled between wards and clinics.”***

***“The modern feel of the building is really good and it is always kept really clean.”***

***“The staff room is very modern and has all the equipment you need.”***

***“The atmosphere of the centre is really welcoming.”***

Staff also gave their comments on where improvements could be made, as follows:

- Staff in the breast screening department said that the lights were far too bright and causing migraines; some staff aren't even able to work in there because of how bright the lights are. The problem is that staff are working in treatment rooms with dimmable lighting, but when they come out of these rooms, they are in stark brightness and this causes significant eyestrain.
- Across more than one department, it was mentioned that there is a lack of funding for staff. Ideally, they would be able to recruit more staff to cover the high level of appointments as they become busier.
- Staff parking in the town centre used to be subsidised at the Alhambra but it isn't anymore. Staff that also work at the hospital have to pay for a



permit for the hospital at full price but they can claim towards their parking at the CDC if they already have a permit for the hospital. The system is complicated and staff feel they have no choice but to park in the Glass Works parking. This is because when they are finishing work in the dark, walking to on street parking does not feel safe.

- The booths in the phlebotomy department have solid divider walls and this does not allow the staff to open up space where they need it. The booths are small and movement around the chairs is difficult. Each booth has a sink taking up space and staff felt these were not required. When staff moved into the CDC, they had extra space, but a booth was taken away from the room and added to the department next door. The staff were consulted when the room was being designed, but since feel they have been undervalued because their feedback hasn't been taken on. The staff area is part of the room, so staff don't have a private area and people waiting can see straight in.
- Communication from the hospital to the CDC could be improved. The day that Healthwatch Barnsley visited the CDC, there was an event for staff at the hospital, but nothing had been offered to the staff working in the CDC.
- The staff room is relatively small; lunchtimes can be busy as most staff have their break at the same time.
- Most doors have security devices to prevent unauthorised access but the phlebotomy department does not. If any members of the public can get past reception unnoticed when it is busy they can access this room.
- Overall, the staff that Healthwatch Barnsley spoke with at this Enter and View visit do enjoy working at the CDC. Staff felt that any issues at the CDC could be easily sorted out.

# Recommendations



Overall, we were incredibly impressed with the CDC. It is modern, clean and ready to be of service to local people for many years to come. Staff were very friendly and professional and we did not notice any significant issues.

We believe that steps are already being taken to address issues for patients who have mobility problems. Appointment letters are sent out asking patients who have mobility issues to contact the hospital. They are then given appointments at the hospital, which has blue badge parking and patient drop-off areas.

We know there are pressures on staff within all health and social care areas and the general lack of funding is not one that is easily resolved. The funding for more staff to help with increasing demand is not something that is within the remit of local NHS Trusts.

In order to put our recommendations together, we have considered any points for improvement suggested by patients, staff and from our own observations.

1. Consider changing the wording on the Glass Works floorplan to include Community Diagnostics Centre instead of/as well as NHS. This could become more confusing for people as the Alhambra Centre opens up to more health services.
2. To look at a simpler online booking system for blood tests, allowing patients to see the next available appointment instead of scrolling through pages of already booked appointments. There is an option to go to the next available appointment for a certain month but you still have to scroll through each day.

3. To consider adding directional arrows to signage at the top of the stairs to waiting areas for other zones, or to make it clearer that ALL waiting areas are to the left and toilets to the right.
4. To consider changing the colour of the green wall in the purple waiting area (for breast screening appointments) in order to make it clearer to patients where they need to wait.
5. To consider removing the "purple waiting area" wording and paint the wall in the staff area of the breast screening zone, but also place a "staff only" or electronic entry system onto the door. This would negate the ability of patients to enter the room where they may be confidential patient information.
6. To consider fitting dimmer switches to lighting in the breast screening area to reduce the risk of migraines to staff.
7. Consider adding electronic entry to the phlebotomy area; it is not currently secure and patients could access clinical areas that contain confidential information.
8. To consider reconfiguring the Phlebotomy department. The issues highlighted in terms of space in the booths and not having a separate staff space could possibly be addressed by a consultation with staff in this department.
9. Consider improving communication between the hospital and the CDC. CDC staff are not always made aware of staff events taking place at the hospital. This could be addressed by regular staff update emails between both sites. Communication between CDC management and staff was also highlighted. This could be resolved by regular staff meetings in order to discuss and deal with any issues they have.
10. Consider reconfiguring the staff room to accommodate more staff. Alternatively, staff could be encouraged to take staggered lunch breaks so that too many staff do not need to use the room at the same time.

# Response from Provider

**4<sup>th</sup> February 2025**

On Behalf of Barnsley Hospital NHS Foundation Trust, we would like to thank Healthwatch Barnsley for the time spent visiting the Community Diagnostic Centre (CDC) at the Glass Works, Barnsley and for the comprehensive report and feedback.

Barnsley Hospital welcomes opportunities such as these to improve the care we provide for the residents of Barnsley. We take great pride in providing high quality patient care and service user experience.

The insight and feedback shared following the visit to the CDC on the 27 November 2024 has been considered by the Trust Executive team as well as the Patient Experience, Engagement and Insight group (PEEIG) at the meeting held on the 23 January 2025. In response to the ten detailed recommendations contained within the report, the Trust has identified and agreed a number of SMART actions which will be implemented and monitored for completion and effectiveness via PEEIG which forms part of the trust-wide governance framework. Actions will focus on:

- Improving the signposting of the CDC within The Glassworks, Barnsley
- Improving the channels of communication between the staff cohort working at the CDC and the main hospital site
- Ensure ongoing staff and service user engagement regarding any considered re-design or future co-design of the CDC
- Improving and monitoring the effectiveness of the online phlebotomy booking system.

Representatives of Healthwatch attend the quarterly meeting of PEEIG and we look forward to being able to update and evidence the Trust response to the feedback within this report.


**Sarah Moppett**

**Director of Nursing, Midwifery and AHPs**

**Barnsley Hospital NHS Foundation Trust**



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**Committed  
to quality**

At Healthwatch Barnsley, we aim to provide the best service to our community and to make the greatest difference to local people.

To help us be the best we can be, every three years we undertake a comprehensive assessment of our work using a tool called the Quality Framework.

This helps us to understand what we are doing well and where we might need to improve.