

| Patient suggestions during the audit | Manager's response |
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| A 2ND PAIR OF INSOLES WOULD BE VERY HELPFUL BUT I KNOW THIS IS TO DO WITH THE NHS REGULATIONS AND NOT THE STAFF THAT WE SAW | Patients who are considered high risk are issued with 2 pairs of insoles. Further insoles can be purchased privately through the dept. |
| A TRAVELATER THROUGH THE HOSPITAL WOULD BE GOOD | I'll put this to the group manager :) |
| AFTER PREVIOUS VISIT I WAS UNABLE TO RECEIVE MY SPLINTS BECAUSE THEY HAD TO BE FITTED, IT WOULD HAVE HELPED GREATLY IF THEY WERE IN STOCK | The dept. is limited in how much stock it can hold, we try to hold as much stock as possible for the most commonly prescribed items. |
| AN EASIER INSOLE, MORE VARIETY FOR CHILDREN AND HIGH STREET SHOES | Insoles are issued on clinical need, there are a wide variety available but they may not all be suitable for your presenting condition. |
| BETTER PAY FOR THE NHS | :) |
| BISCUITS WOULD BE NICE! HA | :) |
| CHAIRS WITH ARMS IN THE WAITING ROOM EVERYONE HAS DIFFICULTY IN GETTING UP | New chairs with arms will be available in the waiting area in the near future |
| DEPT IS WELL HIDDEN- NOTHING ON THE BOARD IN THE MAIN ENTRANCE HOWEVER STAFF WERE HELPFUL IN DIRECTING ME | I will escalate this to the group manager. |
| DRINKS MACHINE | There is not enough room for a drinks machine, however this is one close by in out-patients 1 and the eye infirmary |
| FAN ABOVE DOOR A BIT LOUD IF YOU WEAR HEARING AIDS | Unfortunately estates have confirmed there isn't anything that can be done about this. |
| IT WOULD BE BENEFICIAL FOR A TECHNICIAN AND FACTORY TO BE NEARER TO NEW CROSS OF AVAILABLE WITHIN THE COMPOUND OF THE HOSPITAL | All aspects of the service including location of the manufacturer are considered during the tender process. |
| LARGER AREA NEEDED FOR WALKING WITH CALLIPER AFTER ADJUSTMENTS | Expansion of the department is not in the future plans at present. |
| LENGTH OF TIME YOU WAIT FROM ASSESSMENT TO FITTING | Our waiting times are one of the lowest nationally for orthotics, please see the |

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| | results of this audit. |
| LONGER HOURS AS A WORKING PERSON IT IS HARD TO GET AN APPOINTMENT | Extending the opening times of the department is not something that is planned at present. |
| MAYBE A TEXT REMINDER SERVICE THROUGHOUT THE HOSPITAL | We are in the process of updating our software and this will incorporate a text service ability |
| MAYBE PENCILS AND PAPER FOR CHILDREN IN THE RECEPTION AREA, OVERALL STAFF VERY FRIENDLY | We do currently have crayons available at our Cannock service, and toys and books in the waiting room at the Gem centre. Unfortunately there is not enough space for these items at our New Cross department. |
| MAYBE TIME BETWEEN APPOINTMENTS COULD BE SHORTER | You can request a review appointment at any time you don't need to wait for orthotics to call you back for a review. |
| MORE HOSPITAL SIGNS FROM FURTHER AWAY THAN CANNOCK CENTRE | I will escalate this to the group manager. |
| MUSIC IN THE WAITING ROOM | This is something we will consider |
| NOT GOOD ONLY HAVING ONE SPLINT AT A TIME | Please see patient entitlements for orthoses on our Trust website, these differ depending on the type of splint you have been prescribed with. |
| ON MY INITIAL LETTER IT WAS UNCLEAR WHERE TO FIND ORTHOTICS DEPT. CLEARER INSTRUCTIONS FROM HOSPITAL RECEPTION WOULD HELP | Our appointment letters do have our location on them and should have a map on the bag; we also have details of our location on the Trust website. |
| ONCE RECEIVED A DISCHARGE LETTER MISSED APPOINTMENT BECAUSE FATHER WAS IN HOSPITAL PATIENT CAUSED MORE STRESS FOR DAD | I apologise if your discharge letter caused you undue stress. Our DNA policy is applied to all patients, we wouldn't have been aware that you had a family member in hospital at the time of applying the discharge policy. |

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| PARKING FOR DISABLED PEOPLE COULD BE IMPROVED THERE SEEMS TO BE LIMITED AMOUNT OF COMPASSION FOR PEOPLE REQUIRING SPACES | I will escalate this to the group manager. |
| PEOPLE USING A STICK TO PRESS BUTTON ON DOOR GETTING MUDDY/DIRTY | This has been escalated to our cleaning service to ensure it is regularly cleaned. |
| PRIVATE PROVIDER TO OFFER RANGE OF FOOTWEAR SUCH AS DB SHOES OUTLET, SOME PROFIT FOR THE NHS? | As a Trust we don't endorse any private supplier of footwear |
| REDUCE WAITING TIMES | Our waiting times are one of the lowest nationally for orthotics, please see the results of this audit. |
| TO PROVIDE DETAILS OF SHOES THAT ARE ABOUT TO BE ADAPTED | We now have new information leaflets on "footwear advice" and "footwear adaptations" these can be accessed on the Trust website. |
| WAITING AREA NEEDS CHAIRS WITH ARMS | New chairs with arms will be available in the waiting area in the near future |
| WAITING TIME A BIT TOO MUCH OTHERWISE OK | Unfortunately some clinics do run over, we endeavour to stick to your appointment time as much as we possibly can but some delays are unavoidable |
| WAITING TIMES ON THE BOARD BUT WE WEREN'T TOLD WHICH CLINIC OURS WAS - THIS MIGHT HELP MANAGE EXPECTATIONS | This has been discussed at our department team meeting and all staff have been reminded to keep the waiting times updated and to inform patients which clinician they are due to see when then book in for their appointment. |
| WHAT ABOUT A WALK IN SERVICE SINCE APPOINTMENT WAITING TIME IS LONG? | Our waiting times are one of the lowest nationally for orthotics, please see the results of this audit. A walk in service would require blocking available appointments and would increase our standard waiting times. |

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| <p>WHEN I CHECKED IN I COULD SEE THE CLINIC LIST WITH THE NAMES ON AND PURPOSE OF VISIT JUST THINKING ABOUT PROTECTING CONFIDENTIALITY</p> | <p>We currently use a hard copy of our clinic list to book patients in for their appointment when they arrive at the window, when not in use the clinic list is turned over so it is not visible. We are currently looking to implement new software which manages our clinics and this should give us the functionality to book patients in electronically.</p> |
| <p>WOULD BE HELPFUL TO KNOW IN A LETTER WHAT TYPE OF ASSESSMENT THE APPOINTMENT IS FOR BECAUSE ONE MIGHT HAVE MULTIPLE PROBLEMS AND EQUIPMENT REQUIREMENTS</p> | <p>All appointment letters should state which orthosis you are coming in to have reviewed I am sorry if this wasn't the case for you; I will feed this back to the orthotic clerks at the next team meeting.</p> |