

## SAFETY QUALITY VISITS NON EXECUTIVE DIRECTOR FEEDBACK

<b>Department/Area: Oncology, BCH</b>	<b>Date – 30 March 2022</b>
<b>In attendance -</b> Gerry Hanna ,Joanne Davenport, Una McElroy, Oonagh Maguire, Cathy Millar, Joanne McCarthy, Elizabeth Baird	
Context:	
<b>What matters to patients/service users?</b>	
<ul style="list-style-type: none"> <li>• Being seen in person- particularly for initial assessment and when receiving bad news</li> <li>• Being able to contact us with queries especially when variable experience with GP's</li> <li>• Waiting times</li> <li>• Being allowed visitors</li> <li>• Being able to sit with friends/relatives in waiting room especially if travelled together</li> <li>• Clock in waiting room</li> <li>• ability for acute oncology patients to access urgent care in cancer centre rather than through ED</li> </ul>	
<b>What matters to staff?</b>	
<ul style="list-style-type: none"> <li>• Patients complementing service- makes staff proud</li> <li>• Scale of cancer centre allows a sense of belonging and encourages effective team working</li> <li>• Patient Safety- work very hard at it</li> <li>• Preventing delay in treatment</li> <li>• Full implementation of new cancer strategy and proper resources for a regional cancer service</li> <li>• Protected time for staff development</li> <li>• Feeling valued in a vast organisation</li> <li>• Car Parking</li> <li>• Time to recover from burnout</li> </ul>	
<b>Areas of good practice</b>	
<ul style="list-style-type: none"> <li>• Management of Covid</li> <li>• Around 100 staff and had 292 episodes of Covid related absences</li> <li>• Apart from first 3 months managed to avoid major delays in treatment</li> <li>• Actually staff Covid absence worst at moment [end March] than at any time during pandemic</li> <li>• Successful replacement of 2 CT scanners</li> <li>• Going paperless –hard work but almost universally declared better</li> <li>• Being able to do things Virtually very good for some appointments and has enabled Consultants working off site to sign off treatments has stopped delay</li> <li>• 97% of acute oncology Patients come direct to us if problems and don't need to go to ED</li> <li>• Move of Chemo services from Level 3 to cancer centre over a weekend all staff helped.</li> </ul>	

**Areas for Improvement**

- Welcome new cancer strategy but needs to be properly resourced
- Need a regional cancer service we struggle at times to deliver an outsourced service eg Antrim problems
- Need more non medical specialists and halt of brain drain
- Like to start bringing teams together in person when safe
- Virtual beneficial in certain areas but does disconnect people
- Trust so vast easy to feel lost small things like car parking does aggravate issues of not feeling valued.
- Admin services inundated with queries from Patients unable to contact their GP's need to further develop our relationships with GPs

**What would make this visit even better?**

- Would have been nice to meet staff in person