

## Clinical Working Practice: Providing a safe, effective, caring and responsive service

The policies governing the clinical service provided by York Diagnostic Imaging clearly set out the general approaches to safety, conduct, consenting etc. In this document, the implementation of the clinic is described in more site-specific terms to allow staff working in the service to receive guidance on how best to work within the service. The objective of the document is to show that we work to provide a safe, effective, caring and responsive service. The document summarises the staff discussions and outcomes of them in how to deliver the service as a clinic.

This document is to be read in conjunction with the York Diagnostic Imaging and YNiC Policies and Procedures.

### Our service model

To provide a **safe, effective, caring and responsive** service, we will, under normal circumstances, provide a clinic over a period of approximately eight hours. Arranging our service as a clinic allows appropriate human resources to be allocated to the service (see below), so it can be delivered effectively. At the time of writing we provide one clinic per week, which meets the demand for our service. We are able to offer an appointment at the clinic that follows receipt of a valid referral. Waiting times are therefore routinely only a few days. If our clinic fills and we have spare capacity on our scanners we are able to **respond** to urgent clinical needs or overflow from our routine clinics.

### Our staffing

In reviewing our service during 2017/18 we decided to adopt a clinic model and considered how best to staff it. As a result of consultative discussions and meeting between all staff involved in the service, YDI decided that under normal circumstances the clinic would have four staff directly involved in delivering the service. In addition, the Director (the Registered Manager) will routinely be present on the premises. This represented an increase in staffing so the service can be more effective, caring and responsive. The staff comprise a radiographer, an assistant to the radiographer, and two reception staff. Routinely, the Manager of Imaging Services will act as the assistant to the Radiographer or will delegate this role to an individual with the appropriate level of training. In general, the staffing ensures that patients are not alone, while at our site, and are therefore safe and cared for appropriately. Our staff are trained, using University of York training materials, in Equality and Diversity and we also ensure they are trained in Safeguarding. Finally, all our staff have DBS checks or work under the direct supervision of those that do. All staff will wear identification badges, which indicate their role in the clinical team.

### The patient journey

We aim to ensure that any patient has a positive experience of our service. We will strive therefore to reassure them and answer their questions with courtesy irrespective of their characteristics as per the YDI Code of Conduct and YDI Patient Care Policy. Our reception area is comfortable and we have parking very nearby our entrance. Our reception staff will greet patients and assist patients with their parking needs. Our reception staff will guide patients to our seating area, while they wait for their scan and can, when appropriate, will offer hot or cold drinks to patients and their accompanying persons.

Once patients are seated comfortably and are ready for their scan, reception staff will telephone the radiographer and assistant to the radiographer to let them know that the patient is ready for the scan. If there are any particular needs that the patient has highlighted to the reception staff, these will also be communicated to the radiographer or assistant to the radiographer. Either the radiographer or the assistant to the radiographer will then come to greet the patient, collect the appropriate paperwork and escort the patient through to the controlled area of the centre, which is accessible only by staff key fobs. The patient will, where necessary, be asked to use the changing facilities to ensure that they are dressed appropriately and safely for the scan to proceed. The patient will then be escorted to scanner suite. In the console room, the final safety checks will be performed by the radiographer, who will perform the scan. Once signed off as safe to scan and consented the radiographer or the assistant to the radiographer will take the patient into the scanner room and position them on the scanner bed, position the appropriate coils and provide the patient with the required ear protection. The staff will at this point give an indication of the anticipated duration of the exam and check that the patient is comfortable and can remain comfortable and still for the duration of the exam. The patient will also be reassured that should they become uncomfortable, they can alert the staff by using a squeeze ball, which they are given to hold during the exam. The patient is also reassured that the staff can communicate with them and hear them during breaks in the scanning procedures. The member of staff will then advance the patient bed to the appropriate position for the scan. Under normal circumstances, the member of staff will leave the room to return to the console room. There are specific arrangements for providing a chaperone and it is only under these arrangements that another individual may be present in the exam room. The radiographer will perform the necessary scans to complete the exam. Typically, the exams comprise multiple scans of a few minutes each and therefore the radiographer will communicate with the patient regularly between scans to ensure that the patient is comfortable and happy to continue with the scans. Once the exam is complete, the radiographer or the assistant to the radiographer will enter the scan room and use the scanner controls to return the patient bed to a position outside of the scanner bore. Any coils that need to be removed will be removed. The patient will then be helped to a sitting position on the bed and then will step down off the bed safely with assistance as required. Staff will then escort the patient, via the changing facilities if necessary, back to the waiting area at which point the patient will pay for the scan and be given an opportunity to give feedback about their experience of our service.

## **Gathering and responding to feedback**

We aim to inform how we provide our service by gathering feedback from the patients who use in and responding to that feedback. Every patient is therefore offered the opportunity to complete a feedback form. We also ask patients if they are happy to be contacted by the Care Quality Commission about the service they have received. We review the feedback we receive routinely at our quarterly review meeting, but we also have two staff meetings a week and at one of those we explicitly review the clinic and any issues that emerge from patient feedback are addressed at that meeting. The meeting also allows open and frank discussion about how our service is being provided and how actions to improve it can be considered and implemented.

Antony Morland (Director)

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