

Enter and View Report - Hospital

Leighton Hospital
Middlewich Road
Crewe
Cheshire CW1 4QJ

Area Visited: Frenulotomy Clinic

Date of Visit 16/12/16 (8.45am-
11.30am)

Trust: Mid Cheshire NHS Foundation Trust

This report describes our observations of the quality found at the date and time of the visit, with information given from staff and patients.

Overall Observations:

Cleanliness	
Accessibility	
Information for patients relatives and carers	

Summary & Rationale for the visit:

In November 2015, Healthwatch Cheshire East published a report 'Tongue -Tie Procedures in Cheshire East'. The purpose of this enter and view visit was to follow up on the quality of service offered to families experiencing tongue tie issues. On 16th December 2016, Veronica Kitton, Manager for Healthwatch Cheshire East, under took a joint visit with Rebecca Consterdine the Clinical Quality Improvement Manager and Cathy Fulham the Quality Improvement Assistant from South Cheshire CCG to understand the current provision of Frenulotomy Services (tongue tie services) delivered from MCHFT. Healthwatch Cheshire East was interested in understanding current access to the service for families across Cheshire East with babies experiencing tongue tie and the information/support given and made available to families experiencing tongue tie.

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Background

Mid Cheshire Hospital NHS Trust is the organisation which manages Leighton Hospital in Crewe, the Victoria Infirmary in Northwich and Elmhurst Intermediate Care Centre in Winsford.

The Trust was originally established as an NHS Foundation Trust in April 2008. It employs approximately 3200 staff and has around 540 hospital beds. A range of services, including A&E, outpatients, maternity, children's health and therapies are provided to people residing in Crewe, Nantwich, Sandbach, Middlewich and Congleton; although people from outside of the Cheshire East footprint are also cared for within the trust.

In October 2005, the Trust opened a purpose-built NHS Treatment Centre, specialising in day surgery and a range of diagnostics for a range of conditions. In 2008 the Trust supported the opening of a MacMillan Cancer Unit, one of the most modern in the Country which provides a range of cancer treatments and services for patients across Cheshire.

The frenulotomy (tongue tie) service first opened in September 2015, following 6 years of research and evidence gathering from senior professionals at MCHFT that a local need for this service existed. The clinic is run by two clinical professionals trained in the frenotomy procedure, Sarah Bramhall, who is the advanced Neonatal Nurse Practitioner and Rachel Asher who is the Lactation Consultant. The service is able to perform frenotomies on babies experiencing posterior and anterior ties. Submucosal ties procedures are carried out by ENT (ear nose and throat) clinicians with a 2-4 week waiting time. The frenulotomy service at MCHFT has strong links with external community organisations, such as CHERUBS (a breast feeding support team in Cheshire) and the Infant Feeding Team who are the main referrers into the service. The frenulotomy service is offered on a weekly basis (Fridays) with a current waiting time of 7 days. Each family is offered a 45 minute appointment in which a pre-consultation is provided, the procedure, and support with breast feeding post procedure.

Observations :

Arrival & Introduction: On arrival we were met by Sarah Bramhall (SB) and later by Rachel Asher (RA) who both made us feel very welcome. In order to understand the current frenulotomy service provision currently offered at MCHFT, SB and RA took us through a comprehensive presentation detailing the findings of the last audit which was undertaken from Oct 2015 to March 2016. Healthwatch Cheshire East was very encouraged by the results which indicated positive partnership working between external community organisations and the frenulotomy clinicians who work very closely to share information and train community staff. The effect of this was leading to clearer identification of tongue tie in babies within the community and appropriate referrals into the service. What was also noted from the presentation is the majority of referrals were for babies located in the immediate geographical area (South Cheshire) with a minority of referrals coming from over in the East

Cheshire area; currently there is no equivalent service operating from Macclesfield District General Hospital of which serves the east Cheshire area.

Waiting time for the procedure at MCHFT is 7 days from initial referral, this can be noted as a considerably lower than neighbouring hospital sites offering the same procedure; this is thought to be linked to the appropriate referrals coming into MCHFT. Healthwatch Cheshire East would like to note an observed keen-ness from SB and RA to support the family right from the point of referral and beyond. There appeared to be a genuine motivation to support the family in a quick and efficient manner, demonstrated in the fact that the clinic will run every week (without fail) and days will be moved if needs be (e.g. Good Friday). It was also demonstrated in good evidence based after care offered to the families with follow up support provided and an update to the referrer once the procedure has been carried. As part of the audit, follow up calls were made to the all families, of which 63% of families asked saw a definite improvement in feeding their baby after the procedure and only 14% saw no improvement. It also has to be noted here that there was demonstration of evidence led practice with areas for continuous development in order to deliver an up to date service to families.

Following the presentation, we were given the opportunity to observe a frenotomy being performed with consent from the family.

Observation of the Procedure

We had the opportunity to observe a family and their new born baby boy (4 days old) who had been referred to the clinic by the infant feeding team with a suspected tongue tie. The family were very complimentary of the infant feeding team and noted their daily phone calls had been invaluable. Before the procedure took place, information was provided to the family and images shown to describe what a tongue tie is and advice was given as to what the procedure would entail. The family were not pressured and were able to make an informed choice as to whether the procedure was to go ahead; they were given the opportunity to go away and think about it but chose to opt for the procedure to take place. Consent forms were issued and signed before the procedure. Examination of the baby was thorough and explained to the family in a relaxed and informal way in order not to use technical terms or jargon. Reassurance was given throughout. After the procedure, the family were given time to collect their thoughts and then supported through to the breast feeding room after which feedback from the family was positive. After care advice was also provided due to the small risk of the tie reattaching.

Cleanliness

The whole clinic area was very clean and clutter free. The clinic bed was covered with clean linen/towels. It was observed that the staff washed their hands at various points of the consultation and protective gloves

	<p>were worn. Equipment was opened from sterile packaging immediately before the procedure.</p> <p>Waiting Area</p> <p>The information boards and stands were stocked with leaflets and information. The waiting area was welcoming with toys for children to play with and an additional outdoor play area adjoining the waiting area for use in summer months. Off the waiting room was a small room used for breast feeding support, also equipped with toys and breast feeding equipment.</p>
Follow up Actions	<ul style="list-style-type: none">• HWCE to investigate the frenotomy services offered to families outside main referral area of MCHFT. This would be the Eastern Cheshire region of Cheshire East.• HWCE to discuss the availability of tongue tie services to families in the Eastern region of Cheshire East.• HWCE to understand the link between the community services and hospital services in the Eastern region of Cheshire East.