

Finding your way around the hospital survey: summary of results

Method

University hospital Coventry and Warwickshire has set up a working group to look at way finding in the hospital and LINK has been asked to join the group. To inform its work LINK asked local people to complete a quick survey about finding your way at University Hospital Walsgrave site. This was posted on the LINK website and promoted to LINK members, UHCW staff and in the local newspaper. In addition Grapevine and the Carers Centre asked their service users to complete the survey and Age UK distributed paper copies.

In total 78 responses were received in 5 weeks.

Findings

1. **Participants gave the following ratings to how easy they thought finding their way around the hospital at Walsgrave was**

very easy	12
easy	32
some difficulty	25
very difficult	9
TOTAL	78

2. **We asked if some areas of the hospital were harder to find than other and got the following response:**

yes	33
no	43
No answer	2
TOTAL	78

3. We asked people to identify which areas of the hospital were hardest to find

A&E	6 mentions including: especially if approaching by foot; finding your way out; and access from main entrance internally
Maternity	3 mentions including comments: <ul style="list-style-type: none"> • No signs for maternity ward • Complete absence of any useful signage around the department.
Wards 5	<ul style="list-style-type: none"> • When I visited my mother. Hard to read the signs and not many signs
Wards	7 mentions of difficulty in finding 'wards' or some e.g. many wards difficult to find, when volunteered for age concern was difficult to get to all the wards that needed too, and To find any wards can be difficult if you can't read instructions in English
x-ray/scanning	Four mentions of x-ray department: <ul style="list-style-type: none"> • The x-ray department is not easy. We recently had to attend for a CT scan. The first desk directed you onwards on a difficult journey through various corridors and then onto a different level. One lift was for staff but did not say that. When we arrived the staff were busy talking to each other for over 10 minutes before talking to us and directing us into another department. These people were excellent and very professional. • X-ray dept could be better signed also. By the time you have got to the reception - only to be re-directed out through the dept then back into another corridor and along to another dept. Why can't we go direct to the either scan or x-ray from the main corridor • X-ray dept • entrance foyer and then loose signage for specialist X-ray dept not clear that you go into one dept then through just fizzles out • Scanning.

Eye dept/eye casualty	<p>Four mentions:</p> <ul style="list-style-type: none"> • One has to walk through the public waiting area and then poor signage, remember we do have eyesight problems, also No tactile foot flooring or rails for the blind to find way through. • I have had to visit on several occasions the eye department and it was only on the third visit that I felt confident to find my own way without asking anyone. I think the signs for outpatients and the individual departments in outpatients are unclear • Finding your way to Eye Dept.
Outpatients	<p>Three mentions:</p> <ul style="list-style-type: none"> • Clinics in the main hall • OP Clinic • The individual areas of the outpatients departments.
Women and children's services	<ul style="list-style-type: none"> • Paediatrics, Gynaecology and Midwifery • Women's and Childrens area from main entrance • gynaecology
Caludon Centre	<ul style="list-style-type: none"> • Has a very little sign, when you are in the building not all wards are clearly marked.
Medical photography	<ul style="list-style-type: none"> • Not shown in any signage within the entrance anywhere.
Appliances	<ul style="list-style-type: none"> • The door you go through says bereavement and general office, I felt worried about going down the corridor, it wasn't until I was inside the corridor that said bereavement that I saw the sign for appliances, it could do with being labelled on the outside of the double doors
Mortuary	<ul style="list-style-type: none"> • is poorly signposted. There isn't even any identification on the intercom buzzer beside the anonymous door. I realise that this an area that needs to be handled sensitively but a few more signs would have helped
Cardiovascular department	Two mentions - said to be complicated
Office for Car Parking	
General Office	
Hearing clinic	
Blood tests	
Fracture clinic	
Prayer room	

3. We asked if participants had used the volunteers at the hospital to help them find your way

yes	42
no	33
No answer	3
TOTAL	78

4. We asked for suggestions for improving signs at the hospital

Common suggestions were for use of pictures on signs; changes to sign colour and font size; more frequent signage along routes; maps; improvement to signs outside lifts; and use for community languages.

5. Other comments

Other comment we received included praise for the volunteers who help people find their way; expanding the role of volunteers; concerns that staff cannot always help people find their way; concerns about access to wheelchairs for those who cannot walk a far; and a need for more landmarks as corridors look the same.