**SHADOWING OBSERVATIONAL REPORT**

**PATIENT A - DATE – PART OF PATHWAY**

Shadowing carried out by Name, Designation

**Main Entrance**

10:45am

* Patient and wife arrive at the hospital
* Parked car in x Car Park and had no problem finding a space
* Volunteer greeted patient and wife on arrival at the x desk
* Had trouble finding the department and walked past the entrance

**xx Department – Reception Desk**

10:47am

* Arrived in department and approached the reception desk.
* Receptionist did not look up immediately
* Receptionist smiled when greeting the patient
* Asked patient to confirm the first line of their address and date of birth. Receptionist confirmed that the telephone number recorded for the patient was correct. The patient had to ask the receptionist to repeat what she had said after each question.
* Asked patient to take a seat, again receptionist had to repeat herself.

**xx Department – Waiting Area/ Corridor**

10:49am

* Patient explained that he used to be a Marine and was normally pretty active, enjoying getting out for some fresh air regularly as he is retired.
* Health Care Assistant called the patient’s name and then asked for confirmation of date of birth
* HCA handed patient a questionnaire to complete. HCA explained that the completed questionnaire will help the Consultant.
* Patient began completing the form

11:04am

* HCA came and took forms from the patient and informed them that they would be called shortly.
* Patient’s wife mentioned that their son in law works in the NHS locally, adding that they have always had good experiences of the hospital.

11:05am

* HCA called patient for consultation, date of birth checked again.
* Patient asked for BMI reading and was asked to stand on the scales located in the corridor. The HCA took the reading and showed patient into the consultation room.

**xx Department – Consulting room/ Corridor**

11:06am

* Consultant welcomed patient and introduced himself, encouraged the patient and his wife to take a seat and then sat himself but positioned himself face to face with the patient.
* Medical history taken, patient unsure of the name of another Consultant he had seen for another condition
* Consultant talked through the patient’s x-ray explaining where the problem was and what options could be available to the patient.
* The consultant carried out physical tests around mobility and stability
* Consultant showed the patient a prosthesis and explained the procedure with some humour which made the patient and his wife laugh and they immediately relaxed a little.
* Consultant discussed the risks and complications to the procedure with both the patient and his wife and asked if they had any questions
* Patient noted his concerns about ability to drive, consultant advised.
* Consultant asked the patient’s wife if she had any questions to which she responded ‘no, not at this time’
* Patient asked about the alternative to surgery, to which the consultant responded but the patient was not given much time to make a decision
* Consultant explained the purpose of the questionnaire is to allow him to make a comparison before and after the procedure to identify how successful it has been
* Consultant thanked the patient for coming and shook hands
* HCA explained to the patient as the patient and his wife were leaving the consultation room about another form to complete and how to contact the pre-assessment team. Explained that the completed form should be handed in at reception as they leave.

**xx Department – Waiting Area/ Corridor to x entrance**

11:19am

* Patient sat down to fill out pre-assessment screening questionnaire. Patient commented humorously that he hadn’t realised he would have to answer so many questions.

11:25am

* HCA took questionnaire from patient before he reached the reception desk.

11:30am

* Patient left hospital very happy and satisfied with their experience. The patient observed that the staff were very welcoming and friendly and the waiting room was tidy with plenty of space available for patients to sit and wait.

**Follow up phone call on xx xx xx**

Patient noted that he was feeling good and that pre-assessment had called the following day and explained there had been a cancellation and so patient was attending pre-assessment on xx January 2016.