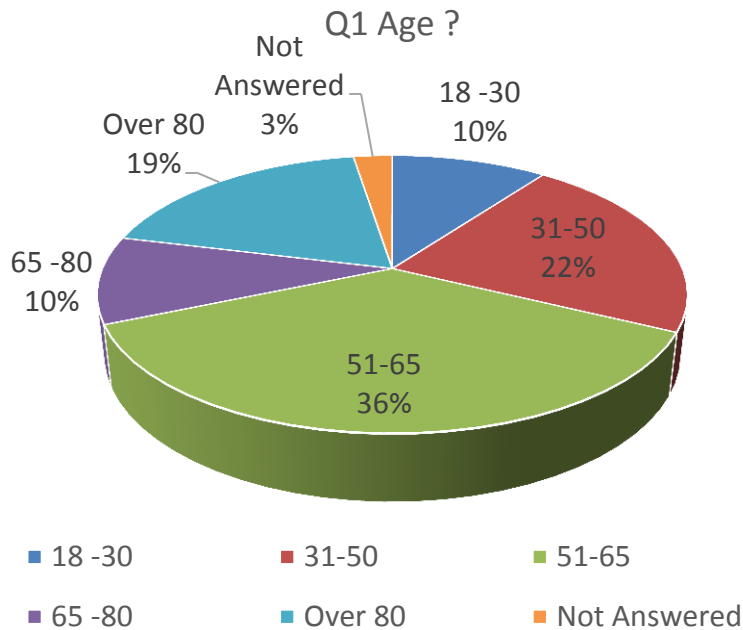


Patient Perspective on Hospital Care August 2016

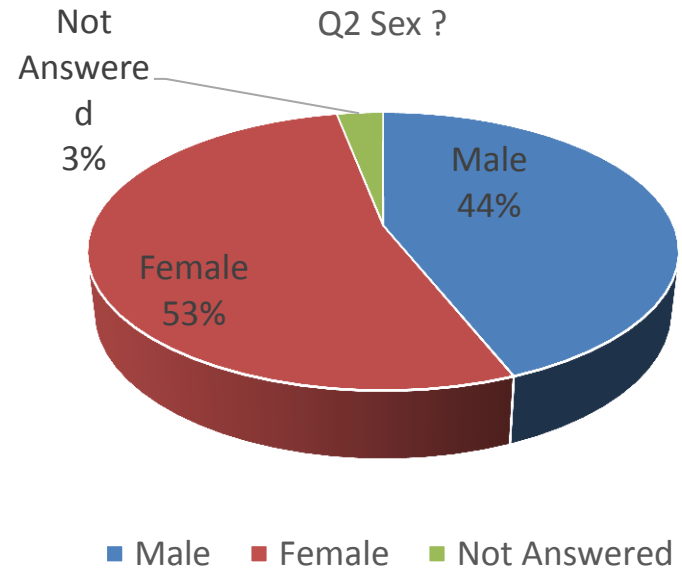
Survey by Patient Panel at
Shrewsbury and Telford Hospitals
Patients spoken to near to discharge

Who Were Surveyed?

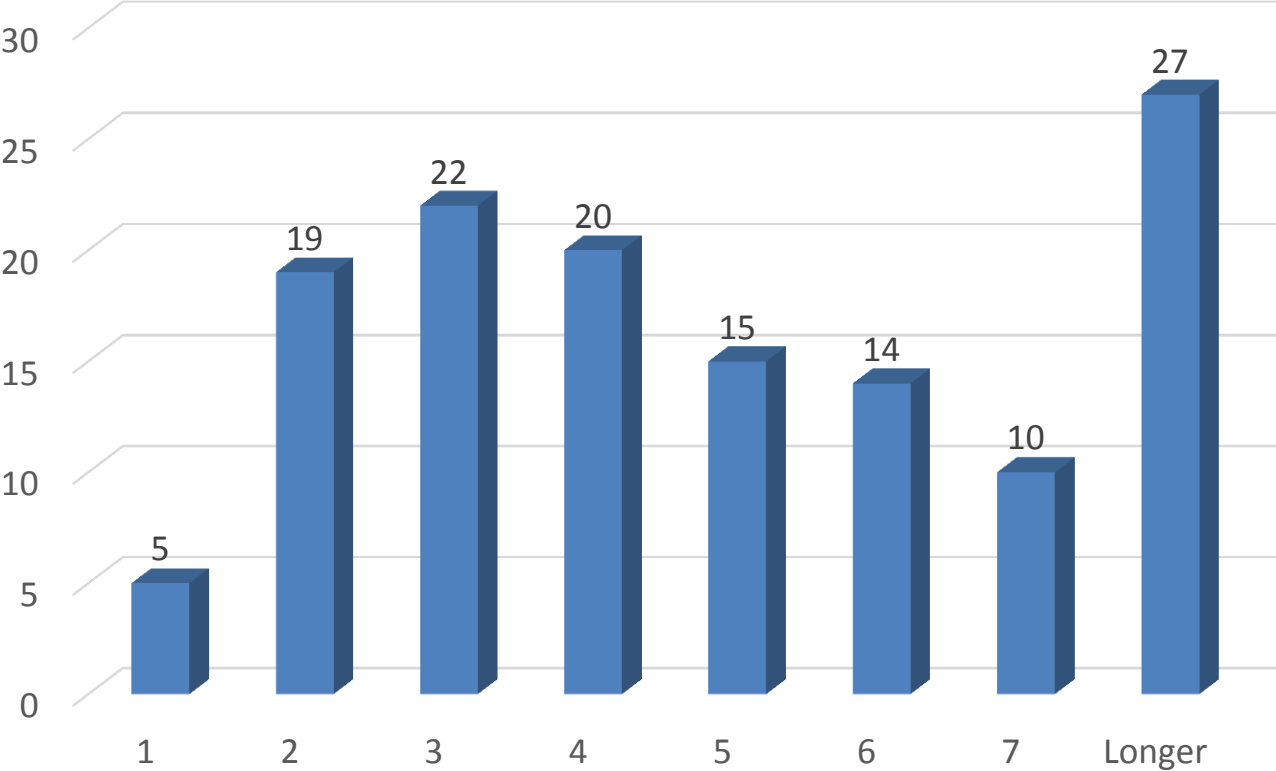
- Most were 51-65 years



- Mostly Ladies



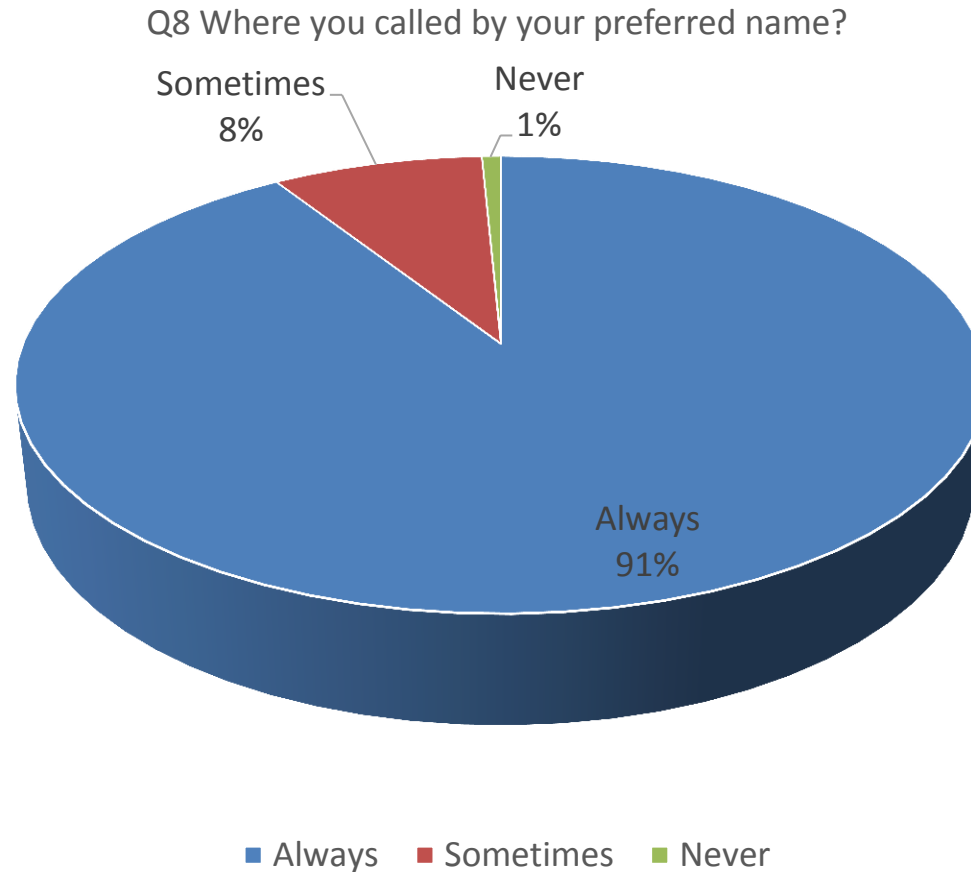
Q5 Length of stay in hospital in days ?



Happy Customers

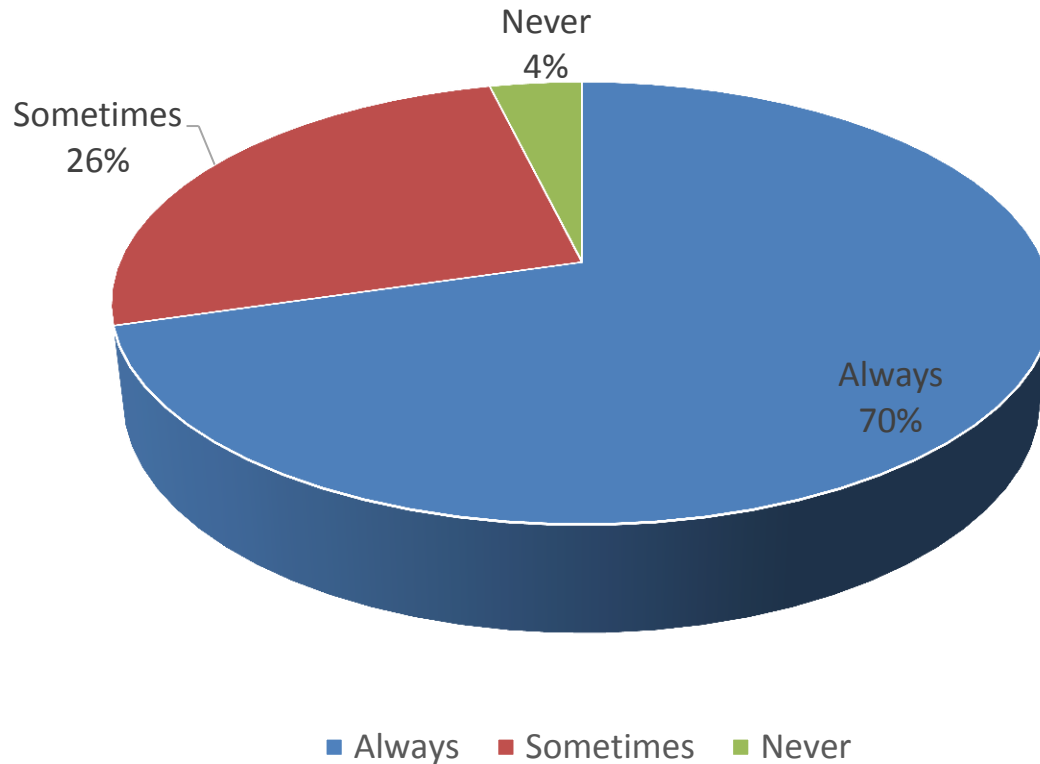
- There were many compliments about the care offered and appreciating staff were busy and under pressure.
- “Very nice and well mannered, all on top of their jobs”
- “So wonderful and very caring”
- “Better here than other hospitals”
- BUT!

What You are Called is Important



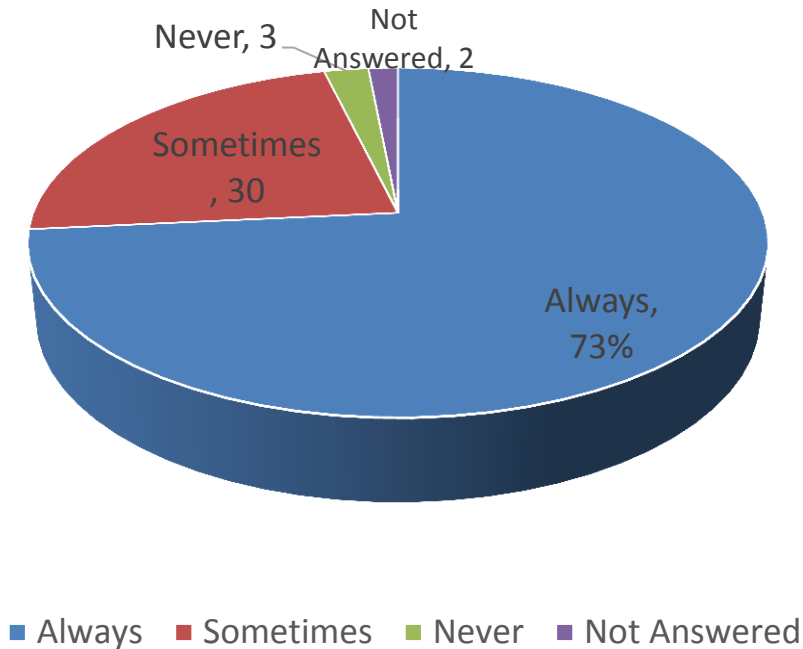
Why not every time?

Q9 Did each member of staff tell you what they were going to do and why it needed to be done?



What do you mean Doctor/Nurse?

Q10 Did the member of staff check that you understood what they said?

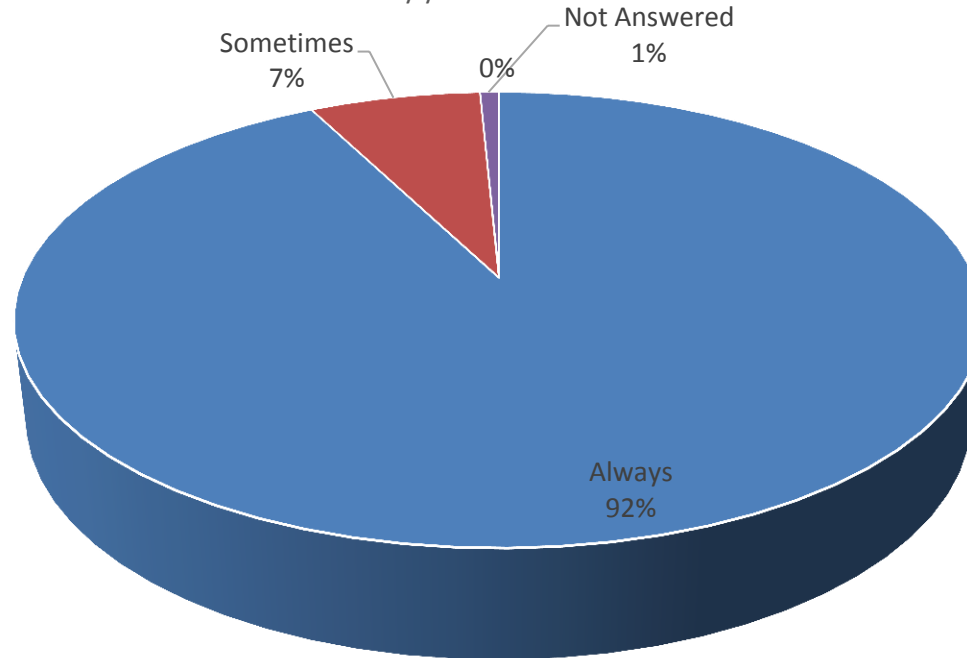


A few patient observations

- “Doctor had a strong accent and difficult to understand”
- “I would like to have had a sensitive conversation”
- “An awful lot of foreign nurses who are still struggling with the language”
- “ Asking questions from patients with dementia who don’t understand”

Please don't do that!

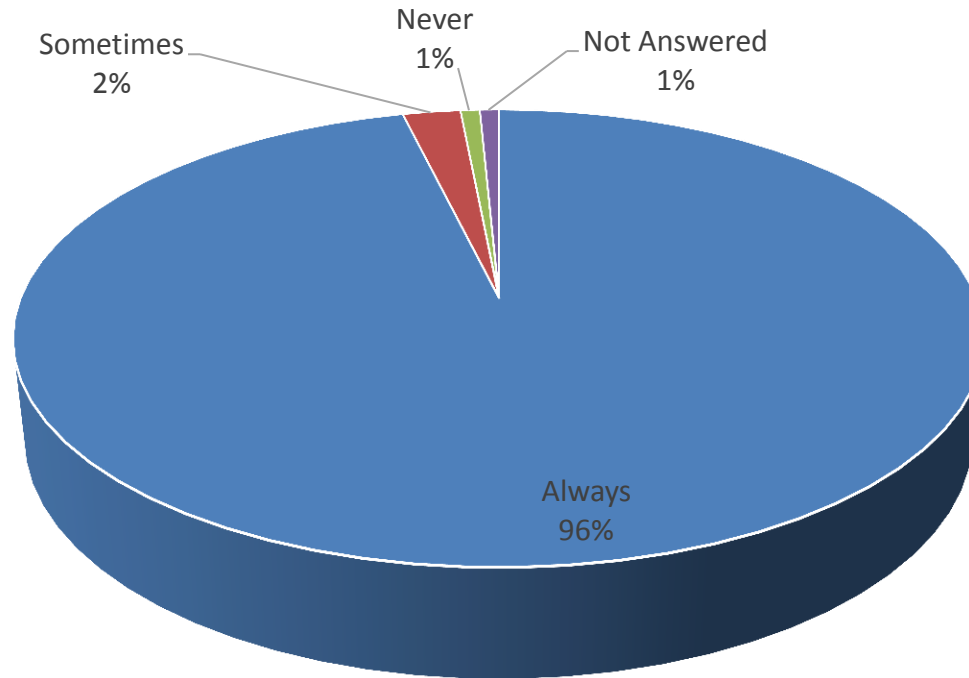
Q11 Did you feel at all times during your stay on the ward that you were treated in a way you were comfortable with?



■ Always ■ Sometimes ■ Never ■ Not Answered

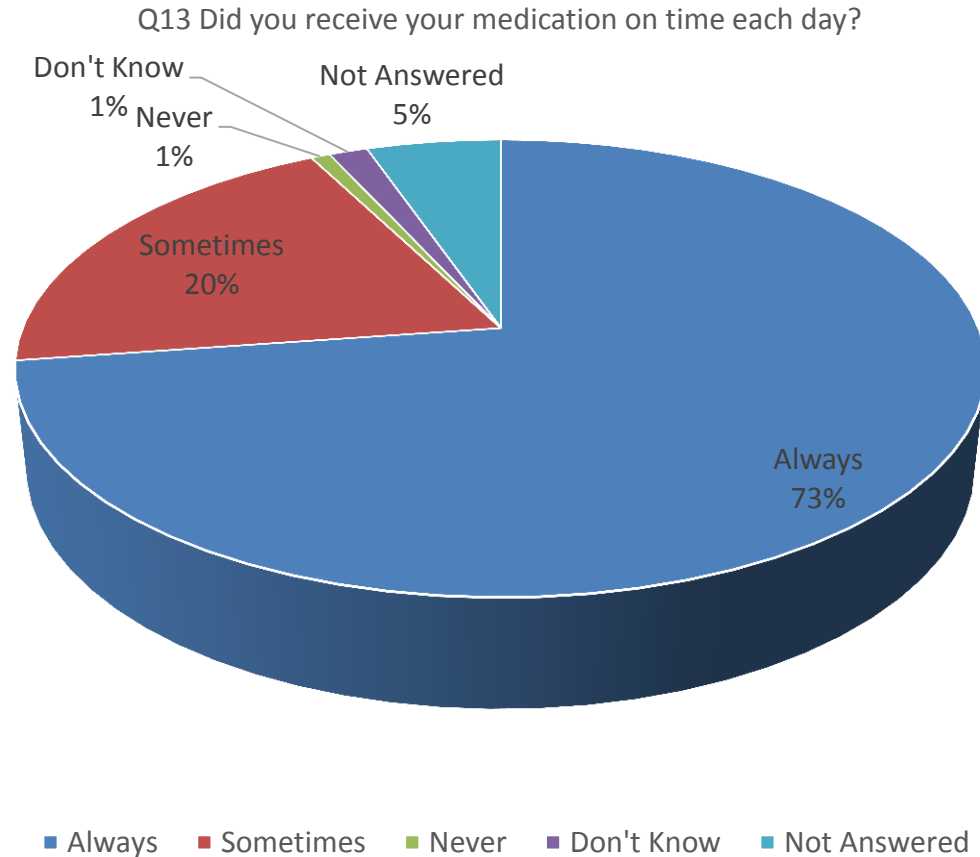
Feeling Safe in Hospital

Q12 During your stay in hospital did you feel safe at all times?



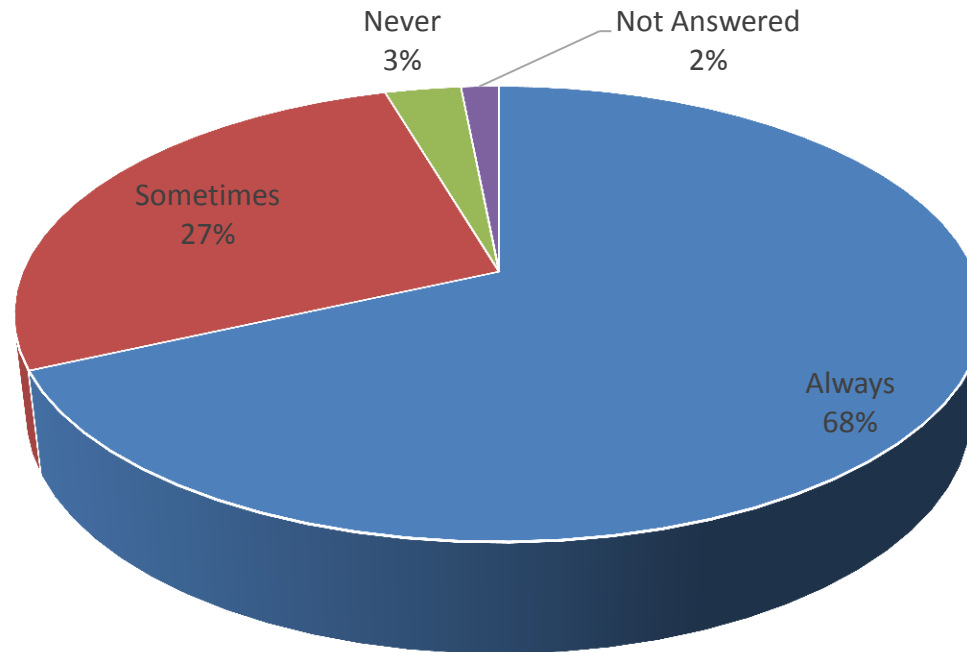
■ Always ■ Sometimes ■ Never ■ Not Answered

Where is my Medication?



Why am 'I just the patient'

Q14 During doctors round did you feel included in the discussion about your care and treatment plan?



■ Always ■ Sometimes ■ Never ■ Not Answered

Protected Meal Times

Why interrupted:

Doctors Rounds

Doctor came to “do something”

Observations

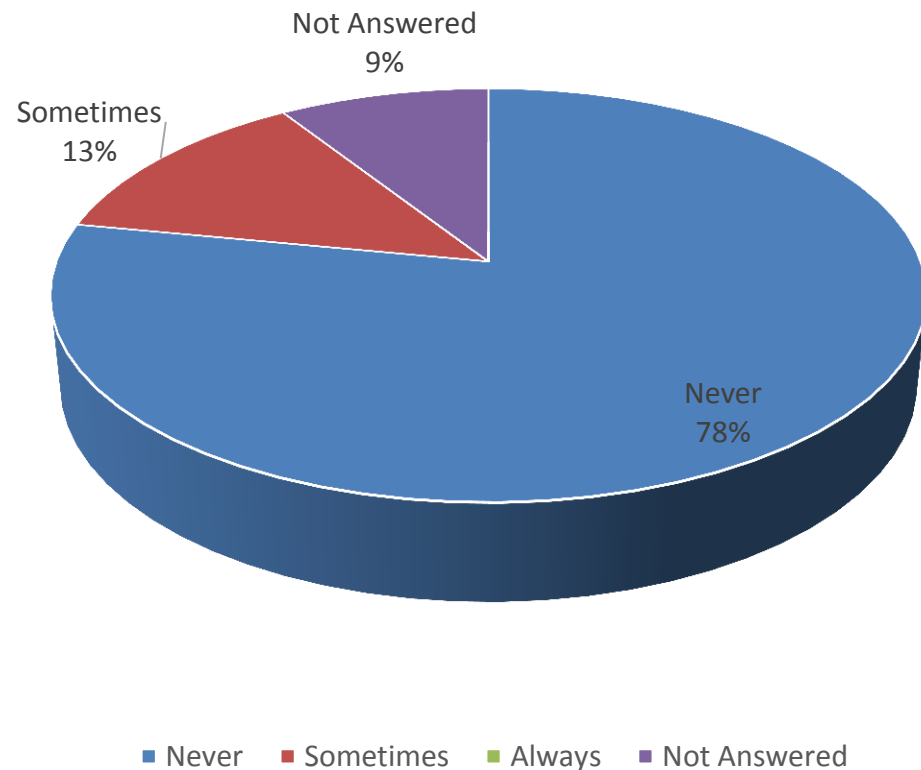
Nebuliser brought at same time as the meal

Drip fitted

Pain Relief

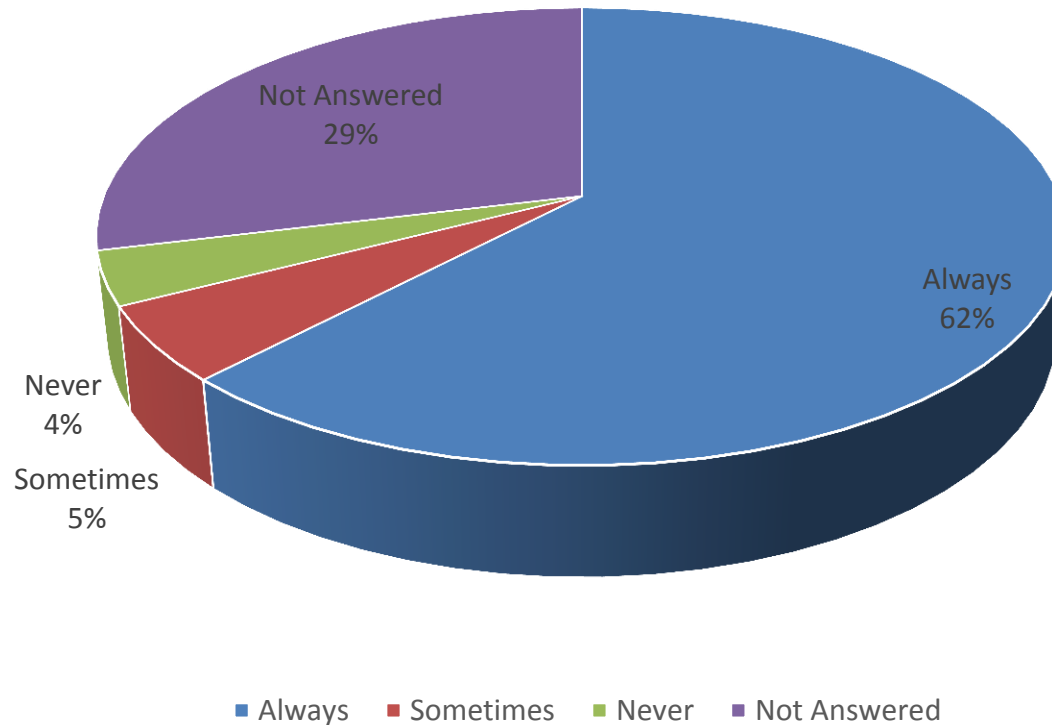
Treatment

Q15 Were your mealtimes interrupted for any reason?



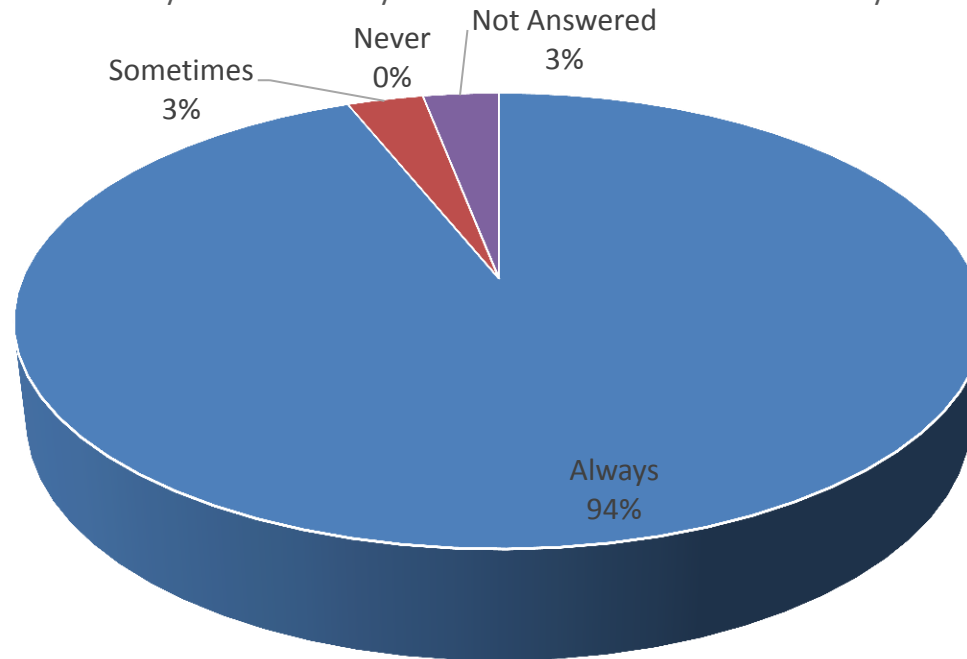
Did You Need Help?

Q16 Were you given all the help that you needed at meal times?



Why not all the time?

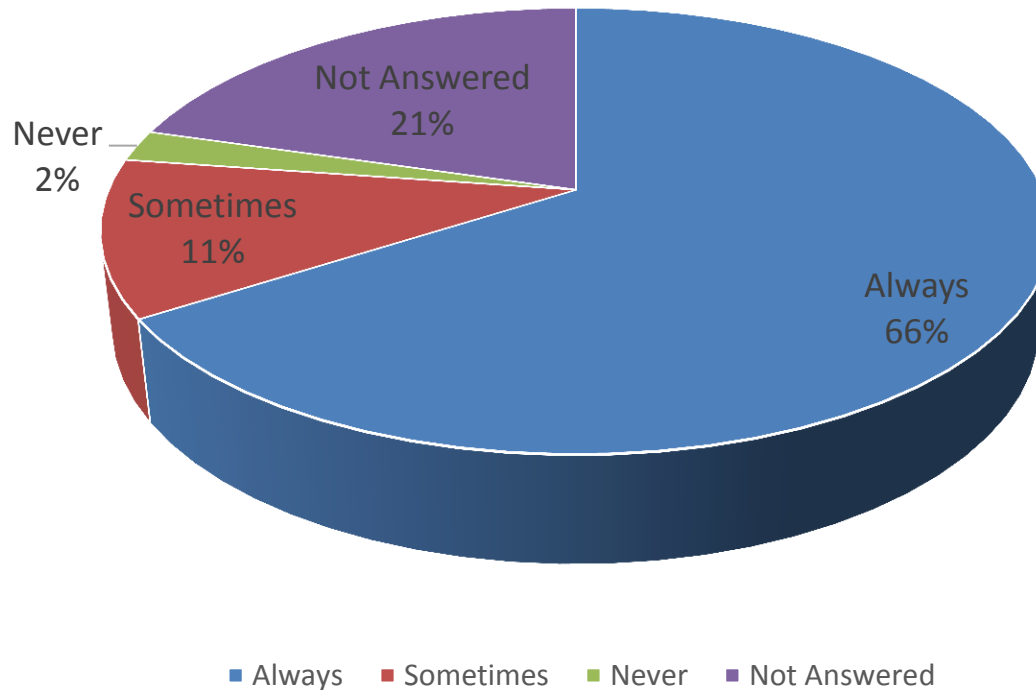
Q17 When having your blood pressure/ blood tests and temperature taken did you feel that they were carried out in a considerate way?



■ Always ■ Sometimes ■ Never ■ Not Answered

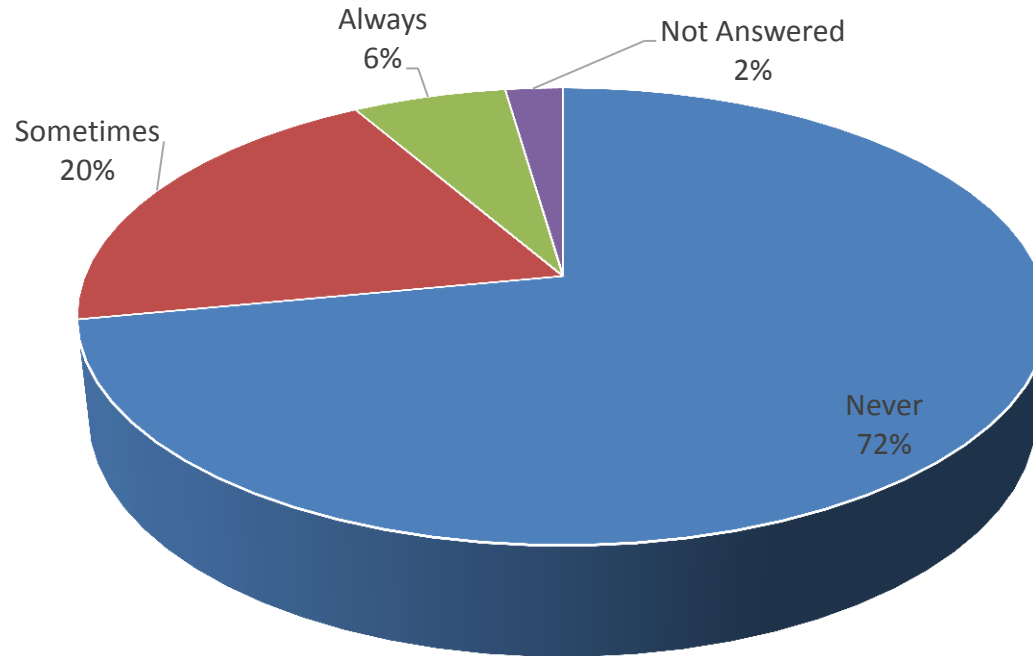
I would like a Shower/Bath

Q18 Were you able to have a bath or shower when you wanted one?



Where is everybody?

Q19 Did you feel that you left for long period without attention?



■ Never ■ Sometimes ■ Always ■ Not Answered

We need to be able to contact staff

Falls on floor

Couldn't reach it

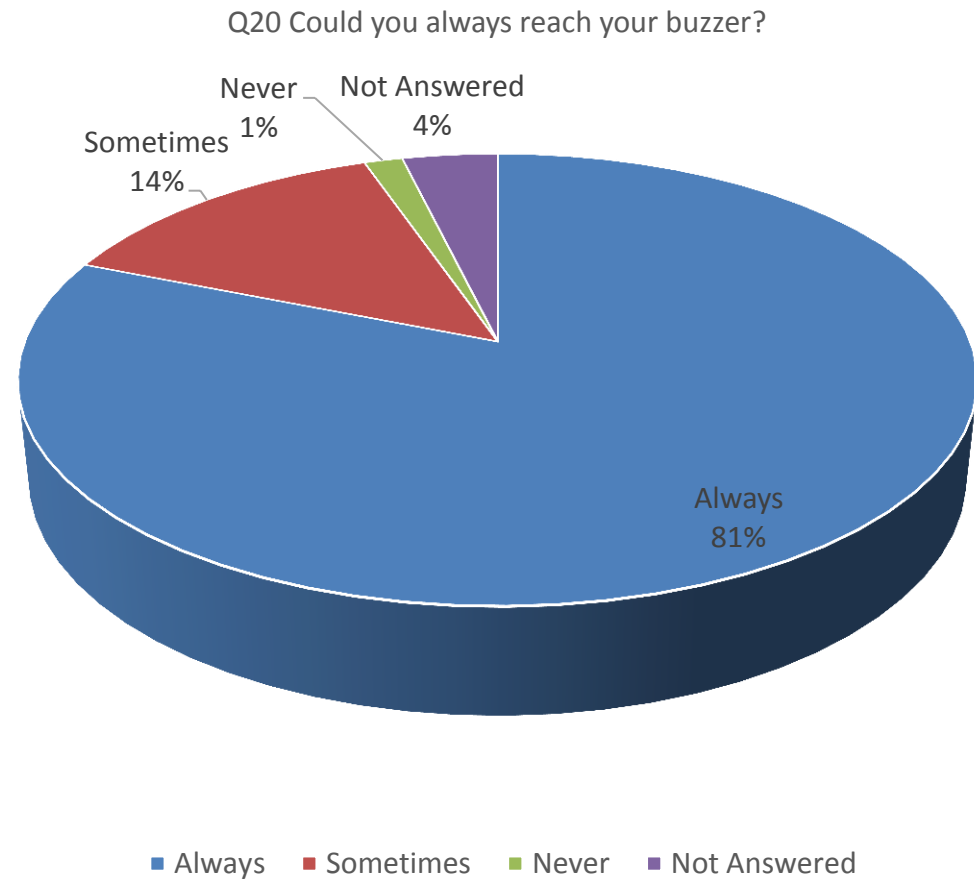
Lost it

No buzzer in room

I knocked it on the floor

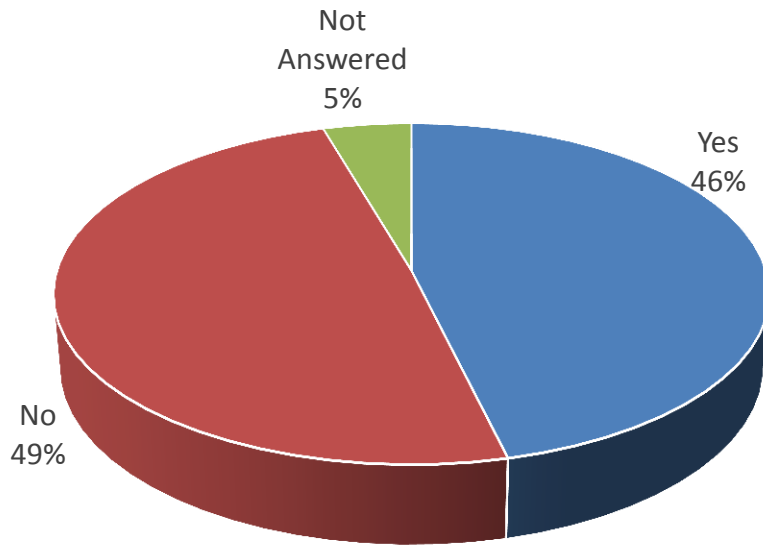
Didn't know how to use it

- 15% couldn't reach their buzzer sometimes



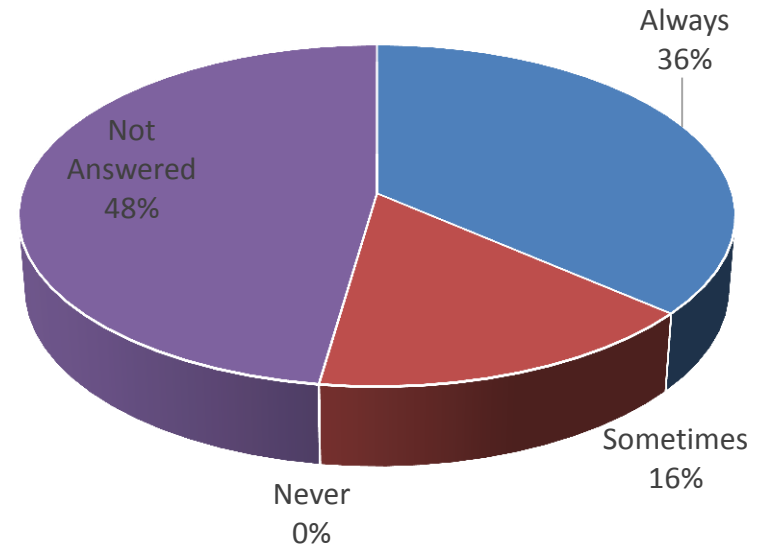
Buzzer Not Answered Quickly

Q21 Did you need to use the buzzer and if so was it answered quickly enough?



■ Yes ■ No ■ Not Answered

Q22 was it answered quickly enough?



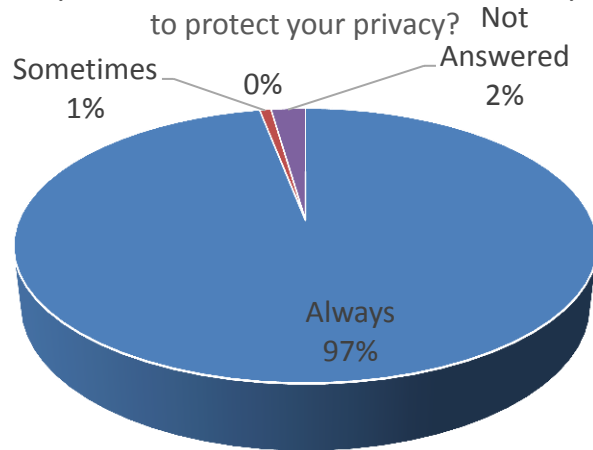
■ Always ■ Sometimes ■ Never ■ Not Answered

It can be embarrassing despite our best efforts!

- “My gown was open”
- “ When moved from chair to bed I had to request the curtain as nightwear needed adjusting”

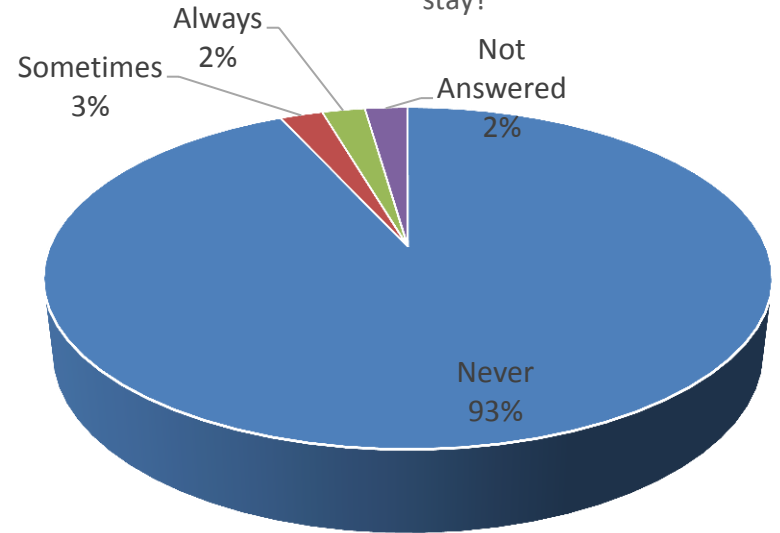
- “A bit embarrassed initially but got used to it”.

Q24 Do you think doctors and nurses did all they could to protect your privacy?



■ Always ■ Sometimes ■ Never ■ Not Answered

Q25 Did you feel embarrassed at any time during your stay?



■ Never ■ Sometimes ■ Always ■ Not Answered

To Do	By Whom	By When
Staff to tell patients their name	Managers to remind staff	Next time they meet staff
Patients called by their preferred name	Managers to remind staff	Next time they meet staff
<p>Check patient understands what is being said to them.</p> <p>Pressure managers to employ staff with better English language skills and continue their language training. Something may be needed with strong regional accents!</p>	<p>Managers to remind staff.</p> <p>Trust members and managers</p>	<p>Next time they meet staff</p> <p>Earliest opportunity</p>

To Do	By Whom	By When
<p>Ensuring patients feel safe by observation, responding to concerns</p> <p>Widen question on audit</p>	<p>Managers and staff</p> <p>Patient Panel</p>	<p>Ongoing</p> <p>Follow up audit 2017</p>
<p>Medication received on time by encouraging self medication when safe to do so.</p> <p>Promptly respond to requests for medication e.g. pain, regular meds including insulin and Parkinson's pills</p>	<p>Ward Managers / Pharmacist</p>	<p>ASAP</p>
<p>Include patients in treatment/care planning (not done in 27% cases)</p>	<p>Doctors at all levels</p>	<p>Immediately</p>
<p>Ensure meal times are only interrupted when essential to patient care, not staff convenience.</p>	<p>All staff</p>	<p>Immediately</p>

To do	By Whom	By When
<p>Ensure patients can have bath and shower when they want one, if well enough. Tell patient when they can do it themselves.</p> <p>Better follow up question</p>	<p>Managers to remind nurses</p> <p>Patient Panel</p>	<p>Immediately</p> <p>Next Audit</p>
<p>Ensure all patients can reach their buzzer and it cannot fall out of reach. Respond quickly to the buzzer</p>	<p>Managers to remind staff</p>	<p>Immediately</p>
<p>Seek better garments for patient privacy.</p> <p>Use curtains and be aware of potential embarrassment</p>	<p>Management team</p> <p>Managers to remind staff</p>	<p>ASAP</p> <p>Immediately</p>
<p>Praise staff for the excellent care experienced by most patients</p>	<p>Managers</p>	<p>At next meeting</p>