

<u>Healthwatch recommendations following visit in 2014</u> (click to view report)	Changes made by NBT	Healthwatch observations following visit in 2015	Healthwatch recommendations following visit in 2015	Comments made by NBT following Healthwatch visit in 2015
<p>Parking and Travel NBT should immediately review the provision of parking on the Southmead site. This review should examine whether there is any way of shortening the commute that patients and the public have to undertake in order to reach the Brunel Building from the multi-storey car park. If the commute</p>	<p>In response to this feedback, NBT have changed the payment method for car parking for the Emergency Department and Beaufort Multi Storey car parks so that people pay when they leave the car park instead. There is a shuttle bus service that runs regularly from the multi storey car park to the Brunel Building and to the anti-natal clinic and pain clinics for those who have difficulty with the walk. A motorised buggy service, driven by the Move Makers volunteers, has also been introduced in the Brunel Building to take</p>	<p>Parking and transport Travelling to and parking at the hospital remains a major problem for many patients and their family members.</p> <p>The stress of travelling to and parking at the hospital causes patients and family</p>	<p>Parking and transport Healthwatch recommend that NBT promote the support available for patients with regards to parking charges and public transport to the hospital. There is information about transport to the hospital available in a small room in the Brunel Building atrium,</p>	<p>Parking and Transport We are aware that parking continues to be a challenge and apologise for the additional concern that is added to the experience of those attending the hospital. There will be more parking and drop off available points once the second Multistore care park is opened early summer of this year. The website information on transport including buses coming to the site as well a parking costs etc https://www.nbt.nhs.uk/our-hospitals/southmead-hospital We will most likely never meet all the needs of staff, patients and visitors, and we</p>

<p>cannot be shortened then NBT should examine whether the shuttle bus service can run more regularly, or whether there are other solutions available. Further to this, NBT should do more to ensure that patients are being made aware of alternative public transport options, including park and ride.</p> <p>NBT should consider implementing and/or increasing special parking and on-site travel</p>	<p>people to their outpatient gate.</p> <p>Configuration of parking has made parking at Southmead Hospital more arduous than NBT are planning for the future. Once phase two of the building project is complete a new multi-storey car park adjoining the Brunel building will have direct undercover access to the Atrium. Currently, June 2015, there are 830 public parking spaces on site which will increase to around 900 spaces in the summer of 2016.</p> <p>Information leaflets focussed on getting to the hospital are being sent out with patient appointments. Information about getting to the hospital including</p>	<p>members upset at an often already difficult time.</p>	<p>but many patients are not aware of it.</p>	<p>will continue to listen and take forward where possible ideas that help improve matters.</p> <p>We are now looking to see how we can make the information in the transport office more accessible either by further promotion of the transport office or making it physically accessible elsewhere. We will keep you updated.</p>
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<p>arrangements for people who have a disability, older people and those with limited stamina. These special provisions must be clearly and effectively communicated to visitors.</p> <p>NBT should consider whether it is possible to change the current system of payment for parking, so that patients do not have the added worry of renewing parking while being treated or supporting others on the Southmead</p>	<p>parking information is also available on the North Bristol NHS Trust website at http://www.nbt.nhs.uk/our-hospitals/southmead-hospital</p>			
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<p>site. A system of payment which requires people to pay as they leave would be preferable. Being able to pay by debit card should be an option.</p>				
<p>Staff and Volunteers Staff should be commended for the excellent standard of care and service that they are clearly providing to patients, carers and the public. The role of the move makers is innovative and adds significant value to the care and service</p>	<p>The Move Maker programme is now permanent and NBT have increased the number of Move Makes volunteering with them from 60 to 133 and are still recruiting! Following its success NBT have also introduced Move Makes to Cossham hospital.</p>	<p>Staff and volunteer attitudes and care Staff and volunteers were praised for the level of care they provided and their friendliness. The importance of good communication</p>	<p>Staff and volunteer attitudes and care Healthwatch ask North Bristol NHS Trust to pass on the positive feedback to staff and volunteers.</p>	<p>Staff and volunteers Thankyou we have done this - it is much appreciated and reinforces to staff what matters most to our patients and their loved ones.</p> <p>Responses to call bells</p>

<p>provided at Southmead Hospital. All volunteers should be commended and recognised for the high quality role that they play in the running of the hospital. The move maker role should be made permanent.</p>		<p>and caring staff was emphasised by patients and carers.</p> <p>Responses to call bells for inpatients and the care provided by staff was praised.</p>		<p>We continue to monitor call bell response times taking action as required.</p>
<p>Information Provision NBT should review whether information about the Southmead</p>	<p>Site directions around the Southmead site were improved particularly with easy to follow 'yellow dots' painted on the pavement from the Beaufort Multi</p>	<p>Understanding your treatment Inpatients were happy when</p>	<p>Understanding your treatment NBT to continue to train staff to give accurate and</p>	<p>Understanding your treatment Patient and carer feedback continually reminds us of the importance of clear information provision - and</p>

<p>Hospital site is being adequately provided. This could include a review of signposting around the site and signposting around the Brunel building, although it is recognised that Southmead is a developing site.</p> <p>NBT should immediately address the lack of clarity around how patients, the public or carers can feed back. Healthwatch Bristol can help to provide an ongoing route for patients to have</p>	<p>Storey car park to the Brunel building main entrance. Directions to the Breast Care and Macmillan Wellbeing centres were added with 'red dots' on the pavement.</p> <p>Signposting has been updated to ensure that people know that it is a 15 minute walk from the car park to the Brunel Building, to inform them about the shuttle bus service and the bus stop whereabouts.</p> <p>Maps are available at Main reception and by the patient check in area detailing the layout of the Brunel building. These maps have useful information on the back including how to raise concerns and complaints.</p>	<p>they knew what was happening with their treatment and plans for discharge</p> <p>Inpatients felt unhappy when they did not understand their treatment or know the timeframe for their discharge.</p>	<p>clear information to patients about their treatment and include patients in the planning of their discharge and support after discharge.</p>	<p>checking that patient / carers have <u>understood</u> what they have been told. This reinforced at induction and throughout other training and learning events (we note the reference to agency staff). There are many information leaflets about health problems / conditions and procedures that should be given to patients to help reinforce the information that has been shared verbally. We are coordinating a review of leaflets and their accessibility to patient/carers. This year 2016/17 we will be monitoring patient experience in aspect of care through additional questions on the Friend and family Test feedback form.</p> <p>There is considerable work being undertaken in relation</p>
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<p>their say about their experience, and will be happy to discuss how to achieve this. Healthwatch can also provide an 'Enter and View' service for the physical Southmead site, webpages and other client-facing services; to offer further constructive user-feedback on how accessible Southmead services are for the public, and to assess and recognise any improvements made.</p>	<p>Move Makers provide personal assistance to help patients and visitors find their way around the building. Patient information racks have been supplied and filled with information appropriate to each gate.</p> <p>NBT have reinstated their 'patient approved' mark for all patient information and set up a patient reader panel to approve the information. NBT are also working on a bedside guide for all inpatients.</p> <p>Cards and a post box are now available on main reception for patients and visitors to provide their compliments, comments,</p>	<p>Getting around the hospital</p> <p>The implementation of the new shuttle buggy in the atrium has helped patients and visitors get around the building, but</p>	<p>Getting around the hospital</p> <p>NBT to consider working with patient groups to improve signage. NBT to consider reviewing their appointment letters.</p>	<p>to discharge of patients and we are aware that our communication with patients and those caring from them needs to improve. The comment on the importance of information sharing between different services especially at discharge is noted Staff are constantly being reminded of the importance of involvement and good communication with patients and carers and between services. We are about to complete a discharge information leaflet for patients/carers. Further work will be undertaken 2016/17 to promote and facilitate the partnership between patients, carers and staff in the discharge process.</p> <p>Getting around the hospital</p>
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	<p>suggestions, concerns and complaints.</p>	<p>there is still a need for clearer signposting and information on appointment letters.</p>	<p>We have also received feedback from our Move makers concerning the need to improve wayfinding in and from the Emergency Department. We will be reviewing this with them and our patient representatives and will also include a review of wayfinding to the outpatient departments. We will keep Healthwatch updated through our Patient Experience Group.</p> <p>General outpatient letters were reviewed with the Trust patient Panel in February 2016 .The revised version will be sent to them for sign off. This included writing in plain English and not using jargon. We would be pleased to share this with Healthwatch in the light of this feedback.</p>
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<p>Administration, Organisation and Coordination This report accepts that many of the concerns raised in relation to working and administrative practices could relate to the 'bedding in' of the new building. It is recommended that NBT continue to monitor patient feedback about these issues in order to ensure that teething</p>	<p>As the Healthwatch visit identified many of the issues are related to the 'bedding in' of the new building and NBT. NBT acknowledges that full resolution of the parking issue will not be resolved until phase two is complete during 2016. NBT are continuing to monitor patient feedback to ensure that problems are ironed out and that improvements are made.</p>	<p>Getting in contact with the hospital Patients and family members were frustrated with how difficult it is to speak to someone who can help them when telephoning Southmead hospital for clarification</p>	<p>Getting in contact with the hospital NBT to consider methods of giving patients contact numbers for the specific team they need to speak to</p>	<p>Getting in contact with the hospital Many Wards (gates) and Specialist services provide business cards with contact details. We will recommend this service to all. It would also be helpful to have more information on the types of difficulties experienced.</p>

<p>problems are ironed out quickly and normal high quality service is resumed.</p>		<p>about their treatment.</p>		
<p>Entertainment and Loneliness NBT should examine whether older people in particular could be better supported to avoid loneliness during their stay. Measures to combat this could include a ‘talking service’ provided by volunteers upon request, provision of radios for older people, or installation of TVs into single rooms. This report</p>	<p>NBT understand the issues of loneliness in the single rooms. They have taken a number of measures to combat loneliness.</p> <ul style="list-style-type: none"> • Free Wi-Fi is available to all patients whilst in hospital and they are encouraged to bring their own devices with them. • TVs have been installed into quiet rooms on every ward and NBT are progressing with plans to introduce televisions into patient rooms. 	<p>Single rooms</p> <p>Some patients liked the single rooms, but many found the rooms lonely.</p>	<p>Single rooms NBT to provide an update on when televisions will be installed in the single rooms.</p> <p>NBT to increase activities on wards for patients unable to leave their rooms.</p>	<p>Single rooms</p> <p>TVs: March 2016: All Brunel wards have now been furnished with televisions. Many Medi - rooms have televisions on wheels with one port labelled for a television. Work is continuing to facilitate TV access in intensive care. Solutions are being explored to improve the infrastructure to allow TV access for Elgar, Maternity, Renal gate 5 and the satellite units.</p> <p>Activities for patients unable to leave their rooms We have volunteer befrienders on many wards</p>

<p>acknowledges that for many patients, the privacy of a single room is an excellent example of the promotion of patient dignity and is likely to improve patient experience.</p>	<ul style="list-style-type: none"> • A mobile shop provides goods to patients in their rooms and is run by volunteers. • NBT have the Memory Café on Wednesday afternoons for patients with dementia and their carers. • Some volunteers are available to spend time with patients. • During Fresh Arts week a number of workshops were provided for patients and carers including knitting, poetry writing and music. • A programme of music concerts have been delivered in the Sanctuary 			<p>that are able to talk with patients and do activities with patients We will review the access to activities material and report back through the Patient Experience Group. For patient with Dementia we have a developing program of meaningful engagement and activities that will happen every day. This is currently being undertaken currently on Gate 28a and b and 9b through the Dementia Strategy Group and reported through the Patient Experience Group</p>
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<p>Food and Hydration NBT should install drinking water stations in waiting areas. If this is not possible, then alternative ways of providing free drinking water should be identified. As a matter of urgency, NBT should review whether specific dietary requirements of inpatients are being met.</p> <p>No inpatient should have to bring in food from outside or go without food at</p>	<p>NBT have now installed a healthy choices vending machine in the atrium and a mobile shop also provides goods to patients in their rooms.</p> <p>The catering team have reviewed the meals they provide and continually work with patients to improve meal availability. NBT now provide all wards with individual menus for every patient from which they can choose any items they would like; the orders being taken the day before although NBT are currently trialling same day ordering on four wards where the patients order after breakfast for that days lunch and supper. The patient catering service is currently showing (last four months) monthly ratings of</p>	<p>Food and hydration</p> <p>Although most feedback regarding food for in patients was positive, some people with specific dietary requirements commented on a lack of choice.</p> <p>Outpatients and visitors asked for a cheaper food alternatives.</p>	<p>NBT to ensure that all patients, regardless of dietary requirements have access to a range of nutritious meal option.</p>	<p>Food and Hydration There has been considerable work undertaken by the Hydration and Nutrition Group in ensuring access to nutritious meal options. Patient representatives are part of this group. Patient feedback is reporting improvement in this area including those with specific dietary requirements. Monitoring continues. A presentation of this work will be requested to be brought to the Patient Experience Group in June 2016.</p>
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<p>Southmead Hospital.</p> <p>Where established systems break down, NBT should have contingency plans in place to ensure that specific dietary requirements can be met.</p>	<p>95%-97% acceptable to excellent.</p>			
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