



## Category: Communicating Effectively with Patients and Families

**Award Reference Number:** 1263

**Region:** Wales

**Disease:** Cross dept

**Organisation Type:** In patient

**Intervention:** Assessment of hospital patient environment

**Key words:** Patient journey, Board of Community Health Councils in Wales

## Board of Community Health Councils in Wales

**Setting:** The Board of Community Health Councils in Wales (BCHCW) is a Statutory body working to the requirements of the Community Health Councils Regulations 2004. Based in Cardiff BCHCW provides information, guidance and support to eight regional Community Health Councils (CHCs) located across Wales.

CHCs provide help and advice for the public experiencing problems with or having complaints about NHS services. They ensure that the views and needs of patients and the public influence the policies and plans of health providers. They monitor the quality of NHS services from a patient & public viewpoint and provide information about access to the NHS.

**Introduction:** Following concerns voiced by the public about the general environment of hospitals and particular concern about healthcare associated infection (HCAI) figures, BCHCW worked with the Welsh Assembly to develop a means by which the quality of in-patient experience could be measured and a method by which these measurements could be assessed, acted upon and monitored.

Discussions with staff, CHC volunteer members and Welsh Assembly representatives resulted in the Hospital Patient Environment programme (HPE). The initial programme was launched in 2004/5 but with experience and in recognition of its value to the NHS the initiative has been further developed.

The annual exercise has the purpose of assessing the hospital environment from arrival by car or public transport through to the wards and departments from perspective of the patient.

Assessments are undertaken by CHC volunteer members with CHC staff providing administrative support.

While the exercise focuses on the Patient Environment it also offers opportunity to speak to and engage with patients and the public for their views on the condition of the hospital and the general environment.

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