

# ROSEVITAL TRAY

Ward F4

Elective Orthopaedic and Surgical ward  
West Suffolk NHS Foundation Trust



# Noise at Night



- In a survey 85% of patients on the ward said they were disturbed by noise at night.
- What is the impact of this on patients and the Trust?
  - Patients too tired for rehabilitation.
  - Patients take longer to recover.
  - Extended length of patient stay.

### Inpatient Satisfaction Survey

Dear Patient,

The purpose of this questionnaire is to obtain your views on the care you received whilst a patient at the West Suffolk Hospital and to therefore improve the quality of care we provide. Your co-operation in completing this form will greatly assist us in achieving this aim.

This questionnaire is relevant to your time spent on Ward \_\_\_\_\_

1. How likely are you to recommend our ward to friends & family if they needed similar care or treatment?

- Extremely Likely
- Likely
- Neither Likely nor Unlikely
- Unlikely
- Extremely Unlikely

If you did not score 'Extremely Likely' please could you tell us how we could improve?

2. In your opinion, how clean was the hospital room or ward that you were in?

- Very clean
- Fairly clean
- Not very clean
- Not at all clean

3. Did you feel you were treated with respect and dignity by staff?

- Yes, always
- Yes, sometimes
- No

4. Were staff caring and compassionate in their approach?

- Yes, always
- Yes, sometimes
- No

5. Were you ever bothered by noise at night by other patients?

- Yes
- No

6. Did you find someone on the hospital staff to talk to about your worries and fears?

- Yes, definitely
- Yes, to some extent
- No
- I had no worries or fears

# The Solution



- NVQ project by Nursing Assistant Rose Preston to find a solution to the problem.
- The tray was designed by Rose and trialled on the ward.



# How Could the Tray be Used?

- Ear plugs readily available for patient use.
- Wipes included to promote good hand hygiene by patients.
- Eye masks to be added in the future.
- Professional look to welcome the patient to the ward.

# Results



- Complaints about noise at night have significantly reduced to 15.07%.
- Length of stay has been reduced.
- Positive feedback from patients.



# Patient Feedback



“I am a very light sleeper so when I saw the ear plugs in my tray I thought what a marvellous idea and how helpful to all patients”

# Patient Feedback



“I must say what a brilliant idea it is and how handy. We can keep ourselves nice and fresh after an operation because we cannot get out of bed. Hospitals tend to be noisy at night so the ear plugs are great. Keep up the good work, it makes the stay in hospital much nicer.”

# Patient Feedback



“A simple idea but so effective. What really impressed me was the complimentary ear plugs as in the last three years I have been a patient at WSH and Addenbrookes and have always taken my own. Wards, through no ones’ fault are busy and noisy places, especially at night when sound seems to travel and echo. Ten out of ten to whoever implemented this idea.”



# Any Questions?