



Empowering care in partnership

by Brydie Bruce, Communications Manager

Why open visiting?

“Families should feel fully part of the care of their loved ones, to look after patients with frailty and chronic conditions, the family provide an invaluable component.

“Their views matter and if they feel part of the decision matter, if that is the patient’s wishes, then they are going to be much more enthusiastic about the plans and will help to make them work”

Why did we need to change?

Ward Contact Details & Visiting Times			
Ward	Floor	Zone	Telephone Number
Argyll	7	D	01752 763719 01752 763720
Bickleigh	8	C	0845 155 8277
Birch Day Case Unit	10	A	-
Birch Ward	8	A	0845 155 8114
Bracken Stem Cell Unit	8		01752 432494
Braunton	8	C	0752 431740 0845 155 8276
Brent	8	☆	0845 155 8116
Burrator/ASU	8	☆	0845 155 8117
Children's Assessment Unit (CAU)	12	A	01752 245122
Children's High Dependency Unit (CHDU)	12	A	01752 792553

Carey	3	B	0845 155 8118	up until 8.00pm
Clearbrook	7	C	01752 439143 01752 431771 0845 155 8278	2.00pm to 8.00pm 2.30pm to 8.00pm
Crownhill	7	C	0845 155 8274	2.30pm to 8.00pm
Clinical Decision Unit	6	A	0845 155 8122 / 01752 245145 / 01752 517735	2.00pm to 8.00pm
Erme	4	B	01752 439067 0845 155 8278	2.00pm to 8.00pm
Hartor	9	A	01752 439774	3.00pm to 8.00pm
Hembury	9	A	01752 439777	3.00pm to 8.00pm
Hexworthy	9	A	01752 792955 0845 155 8127	2.30pm to 8.00pm
Honeyford	9	☆	0845 155 8128	2.30pm to 5.30pm 6.30pm to 8.00pm
Hound (Surgical Assessment Unit)	7	A	01752 433076 0845 155 8129	8.00am to 8.00pm
Intensive Care/HDU	4	C	01752 431419 0845 155 8130	11.00am to 2.00pm 4.00pm to 7.00pm
Lyd	5	B	0845 155 8131	2.00pm to 8.00pm
Lynher	5	B	01752 792274 0845 155 8131	2.00pm to 8.00pm

Why did we need to change?



Megan

@Mega

@Derriford_Hosp disgusting go to say goodbye to my grandma for the last time&get told to leave as its not visiting hours I live 5 hours away

10:54am · 7 Apr 2016 · Twitter for iPhone

1 REPLY



Derriford Hospital @... 7 Apr 2016

@Megan Hello

Megan. I am really sorry to hear that. Please could you follow us so we can DM you?



Megan e... 7 Apr 2016

@Derriford_Hosp following you won't help me see my grandma again. I'm now back in Brighton knowing I probably won't see her again #thanks



Our target audience

- ✓ Staff
- ✓ Patients
- ✓ Carers/Visitors

“I believe open visiting will enable us to provide a better service to patients in several ways. Families can often provide additional history, especially during post take ward rounds, making an accurate diagnosis more likely ... Families should feel fully part of the care of their loved ones.”

- Sam Waddy, Consultant, ICU

What we did (before)


- ✓ Meeting with senior nursing staff
- ✓ Matrons' Meeting
- ✓ Your Voice (open staff forum)
- ✓ Patient Experience Committee
- ✓ Ward Sisters' Meeting

What we did (before)

Lead Biomedical Scientist

Good Luck to the Acute Kidney Injury Team

Good luck to the Acute Kidney Injury Team at the Patient Safety Awards tonight. They have been shortlisted in the category of Preventing Avoidable Harm.



#letsbeopen Staff Forum - Tuesday 12 July, 14:00-15:00


The aim of #letsbeopen is to open up our wards to families, loved ones and carers for longer, allowing them to be more involved in their relatives' care. This will mean visiting times for all of our adult inpatient areas, with the exception of critical care and maternity, will change to between the hours of 07:30 and 22:00. To support this, a 'Visitors' Charter for Adult Inpatients is being prepared, outlining what we will do as staff but also what we would like to invite relatives to do too.

We'd love to hear from you, to discuss the campaign further, give us your views on the change of hours or Visitors Charter or to share a personal experience. We're holding a staff forum - open to all - on Tuesday 12 July, 14:00-15:00 in the Cardiac Meeting Room, level 9. Please pop along and see us there will be cake!

Sue Timmins, Matron for Trauma, Orthopaedics and Rheumatology and Judy Frame, Matron for Cardiothoracic and Vascular

Vital Signs #563 • 15 July 2016

Clinical and Patient Related Information



#letsbeopen to launch on Monday 1 August 2016

Firstly, a big thank you to those of you who were able to come along and see us on Tuesday at the staff forum. It was great to hear your thoughts, views on the Visitors' Charter and for us to, hopefully, address any concerns you may have had. Thanks also to everyone who has sent us an email, stopped us in the corridor or given us feedback via other means.

We now have a final version of our Visitors' Charter, which we will be getting ready to roll out to all adult inpatient areas across the Trust. This will coincide with the change of visiting times for all of our adult inpatient areas, with the exception of critical care and maternity, to between the hours of 07:30 and 22:00, which will start on Monday 1 August 2016.

As we have said before, we do recognise that this will be a big change for some of our wards but this is such a positive step change and we hope that everyone can see the difference this partnership will make and that this is the right thing to do for our patients and their families.

Be Proud, Be Open.

Sue Timmins, Matron for Trauma, Orthopaedics and Rheumatology
Judy Frame, Matron for Cardiothoracic and Vascular

StaffNET

Plymouth Hospitals **NHS**
NHS Trust

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Let's Be Open



#letsbeopen

We are proud to introduce #letsbeopen - changes to visiting times

In recognition of the invaluable role and contribution that family members play when they are in hospital, we are delighted to announce this.

From Monday 1 August 2016, all of our adult inpatient wards, and maternity, will be open between the hours of 07:30 and 22:00.



Plymouth Hospitals **NHS**
NHS Trust

#letsbeopen

Let you know that from Monday 1 August 2016, our wards at Centford Hospital, with the exception of critical care, will be open between the hours of 07:30 and 22:00.

For longer to families, loved ones and carers, it will be a big change for some of our wards but this is such a positive step change and we hope that everyone can see the difference this partnership will make and that this is the right thing to do for our patients and their families.

number of meetings with our colleagues from across the Trust to discuss the campaign further, give us your views on the change of hours or Visitors Charter or to share a personal experience. We're holding a staff forum - open to all - on Tuesday 12 July, 14:00-15:00 in the Cardiac Meeting Room, level 9. Please pop along and see us there will be cake!

We'd love to hear from you, to discuss the campaign further, give us your views on the change of hours or Visitors Charter or to share a personal experience. We're holding a staff forum - open to all - on Tuesday 12 July, 14:00-15:00 in the Cardiac Meeting Room, level 9. Please pop along and see us there will be cake!

Sue Timmins, Matron for Trauma, Orthopaedics and Rheumatology and Judy Frame, Matron for Cardiothoracic and Vascular



#letsbeopen

Our Visitors' Charter



OUR VISITORS' CHARTER FOR ADULT INPATIENTS

We recognise the invaluable role and contribution that families and carers can provide to their loved ones whilst they are in hospital. Visits not only help patient wellbeing but they also play a vital part in recovery. Our priority is providing quality care for our patients but we want to be as flexible as possible to ensure you can spend time with your loved ones and, if you wish, be more involved in their care. Our visiting times for adult inpatient areas* are between 07.30 and 22.00.

OUR PLEDGES TO YOU

We will:

- Be polite and courteous at all times.
- Help and support you if you want to be involved in your loved one's care, including supporting you to assist at mealtimes or with washing.
- Politely ask you to leave if there are more than two visitors at the bedside.
- Let you know when it is the doctors' rounds as it may be necessary for us to ask you to leave for a short period to ensure confidentiality for all patients is maintained. We may also ask you to leave for a short time during care or treatment to your relative or another patient in their bay.
- Create a calm and restful environment to help our patients' recovery.
- Follow our Carers Policy, which details how we will support carers.
- Use our skills to prioritise the planning of care to our patients and communicate our decisions.
- Keep you informed, with the patient's permission. If agreed by the patient, we will arrange for you to speak to a member of the medical team.
- We will wash our hands and protect our patients from infection. Please note, on occasion this might mean that we need to restrict visiting times or to move patients to an allocated side room.
- Work hard to provide a clean hospital.

YOUR PLEDGES TO US

We ask that you will:

- Be polite and courteous to our staff, other patients and visitors.
- Let a member of staff know if you would like to assist with providing any care (with the patient's permission) and inform staff of any specific needs the patient has. If appropriate, please support and encourage your relative to eat and drink as this is important for their recovery.
- Help your relative by bringing in their medication, toiletries, dentures, glasses and suitable clothing and footwear.
- Ensure that no more than two people visit a patient bedside at any one time and please use the chairs provided. Discuss with the Ward Manager if you wish to bring children in to visit.
- Understand if you are asked to leave the ward for a short period to care or treatment can be provided to your loved one or during the doctors' rounds. This is to ensure confidentiality for all patients is maintained.
- Please avoid disturbing the nursing staff when they are administering medications.
- Please be respectful. Our patients are ill and need to rest, to keep noise to a minimum and switch your phone to silent.
- Remember that rest is important; please allow your relative the opportunity to rest for periods throughout the day. Please be respectful of other patients' rest times too.
- Arrange for one family member to act as liaison between the ward staff, family and friends. Please understand and respect that information cannot be given out unless the patient has given their permission.
- Please wash your hands on entering and leaving the ward by using the alcohol gel provided and use the public facilities available rather than those for our patients.
- Please do not visit if you are unwell yourself and please do not visit for at least 48 hours after your last episode of diarrhoea and vomiting.
- Understand and respect the decision to restrict visiting or to move your relative into an allocated side room.
- Assist your relative to keep their bed space tidy to enable our staff to be able to clean effectively.

Chief Executive

Mr James

Director of Nursing

Gus Dix

Medical Director


R. Khan



Introducing #letsbeopen

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We are proud to introduce #letsbeopen



In recognition of the invaluable role and contribution that families and their loved ones when they are in hospital, we are delighted to announce changing our visiting times.

From Monday 1 August 2016, all of our adult inpatient wards, with the exception of intensive care and maternity, will be open between the hours of 07:30 and 22:00.

The #letsbeopen campaign was introduced by former Matron Emma Wilkinson following her departure, it has been led by Matrons Judy Frame and Sue Thomas, supported by the Communications Team.

Judy, Matron for Cardiothoracics and Vascular, said: "We hope, by opening our wards up for longer to families, loved ones and carers, it will enable them to be more involved in their relatives' care and planning for their discharge home or to onward care."

To support this change, a Visitors' Charter for Adult Inpatients has been developed, which outlines what we will do as staff and what we will expect of visitors.

...that no more than two people to visit at any one time or being asked to leave for a short period of time.

...of wards that are 'open' or have extended their opening times.

...this partnership will make and that this is the right thing to do for the patient, relative, enhances recovery, improves communication and provides a positive overall experience.

...carers of those living with dementia the right to stay with their loved ones.

...Derriford Hospital, you can get in contact via the webchat or by email.

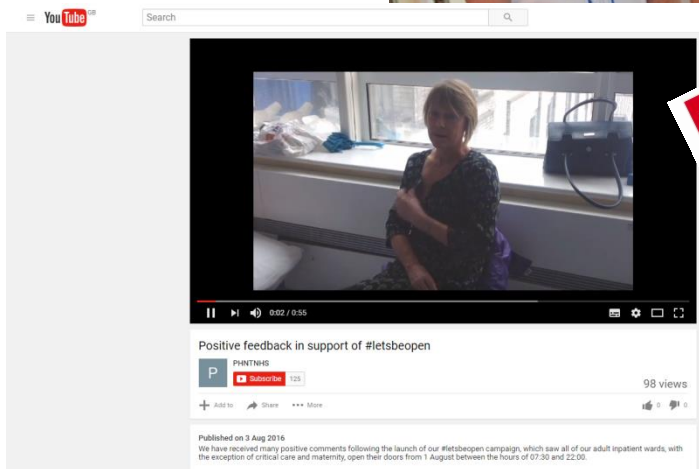
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"If everyone is respectful to each other it will be great. Well done NHS."

"This will make a massive difference. I know in my many stays it always seem forever until my husband can visit 😊 great news."

"I work as a Health Care Assistant in Derriford Hospital and I know the patients will flourish having their relatives more involved with their relatives. Bring it on..."

Going live



Going live



Plymouth Hospitals
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Leading with excellence, caring with compassion

Seeking feedback

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We want to hear your thoughts on the changes to our visiting times



It has now been three months since we introduced our Visitors' Charter and changed our visiting times on our adult inpatient wards and we are now seeking views as to the impact, if any, this change has had on you and/or your loved ones.

On Monday 1 August, in recognition of the invaluable role and contribution that families and carers provide to their loved ones when they are in hospital, all of our adult inpatient wards, with the exception of critical care and maternity, changed their visiting times to between the hours of 07:30 and 22:00.

How you can give your feedback

Whether you have been an inpatient yourself or you've recently visited someone, we want to hear about your experience of this change, positive or not so, and what difference, if any, this change made to you, your relative or friend.

If you would like to provide us with your feedback, you can complete a short online form: <http://bit.ly/letsbeopenFeedback>, send us a message via our [Facebook page](#) or send a letter to #letsbeopen, c/o Communications Office, level 7, Derriford Hospital, Derriford Road, Plymouth, PL6 8DH.



#letsbeopen

In August we introduced our [#letsbeopen campaign](#) which saw all of our adult inpatient wards, with the exception of critical care and maternity, open between the hours of 07:30 and 22:00 to enable families, loved ones and carers to visit patients. In support of the change we also launched our [Visitors' Charter](#).

It has been three months since the change was introduced and we are now seeking feedback on how you feel this change has made a difference. If you would like to share your thoughts on #letsbeopen and the changes to our visiting times at Derriford Hospital please complete the short feedback form below.

Your comments will help us to develop #letsbeopen for the benefit of patients, their families and carers and our staff.



The #letsbeopen campaign was introduced by former Matron Emma Wilkinson and following her departure, it has been led by Matrons Judy Frame and Sue Timmins, of the Communications Team.

To support the change, a Visitors' Charter for Adult Inpatients was developed, outlining what we will do as staff and what we ask our visitors to do too. The Charter includes our visitors to respect, such as ensuring that no more than two people visit at any one time, supporting and encouraging the patient during mealtimes, observing quiet for a short period of time, such as during doctors' rounds, etc.

Judy, Matron for Cardiothoracics and Vascular, said: "We hoped, by opening our wards up for longer to families, loved ones and carers, it will enable them to be more involved in planning for their discharge home or to onward care."

Sue, Matron for Trauma, Orthopaedics and Rheumatology, added: "We already had a number of wards that were 'open' or had extended their opening hours and the feedback was really positive."

"However, we also recognise that changing all of our wards was a big change. We hope that this partnership is making a difference and that this still is the right thing to do for our families. We would love to hear from anyone with their thoughts and views on this."

The conception of #letsbeopen was influenced by the John's Campaign, which aims to give the carers of those living with dementia the right to stay with them in hospital, stay with their sick children.

Please give us your feedback

#letsbeopen

Note: Questions marked by * are mandatory

Your name

Your email address

* Is your experience of the Let's Be Open campaign as a:

- ☐ patient
☐ visitor
☐ member of staff

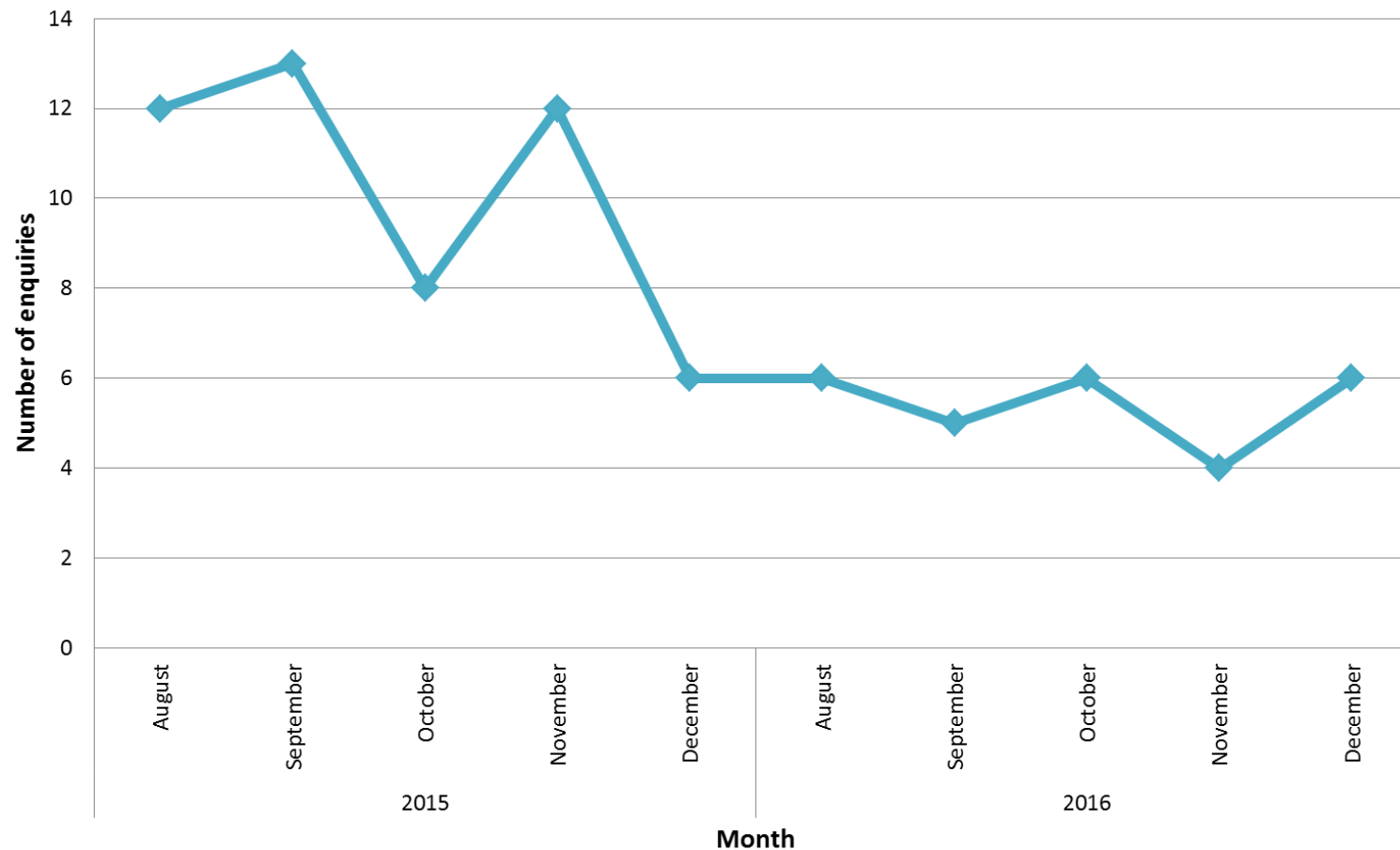
* Has the change to visiting hours had an impact on you?

The top five themes

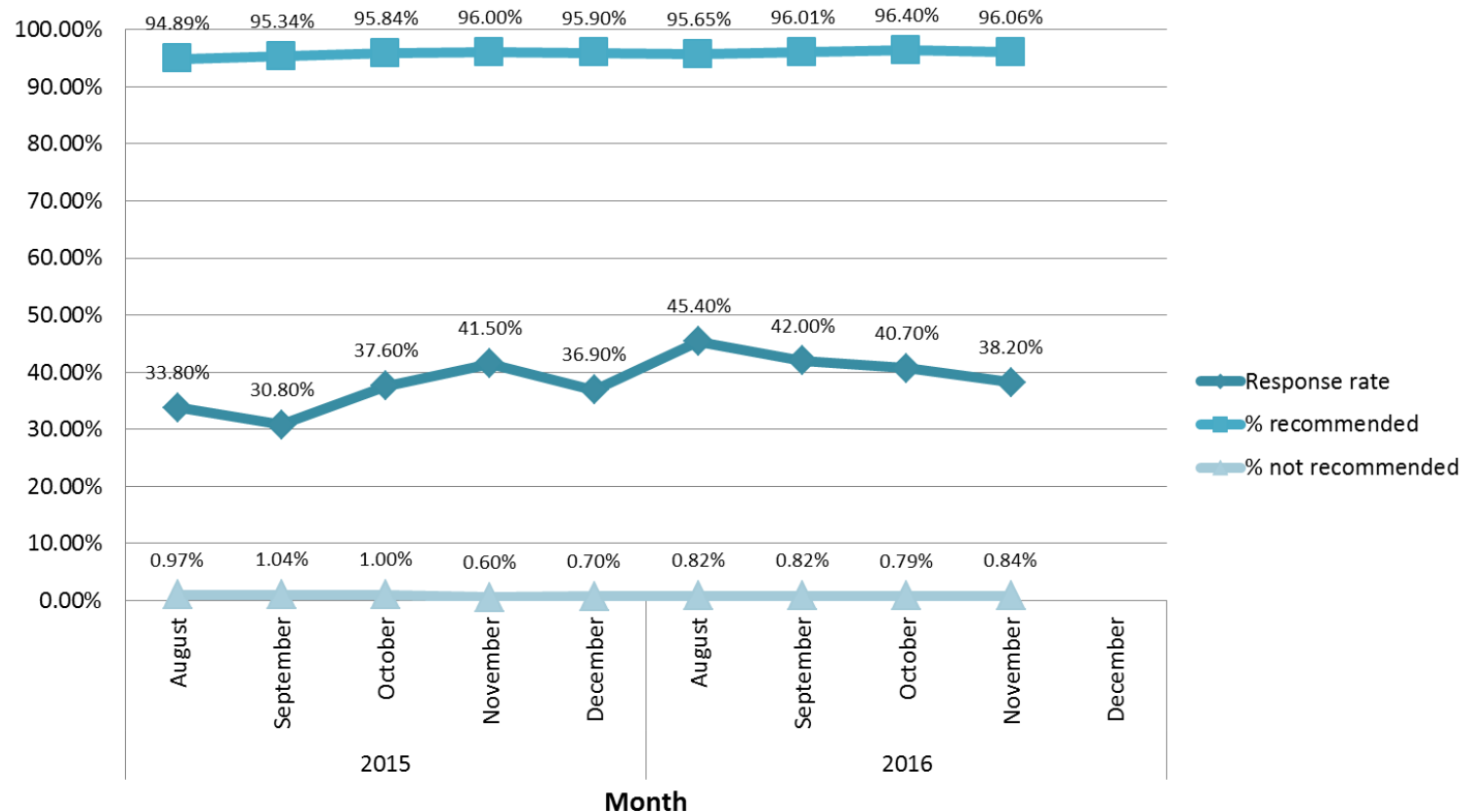
The response and reactions

BEFORE	
Positive	Negative
Other (9) Empowerment (4) Communication (3) Providing help (3) Visiting times (including flexibility) (2)	Other (3) Dignity (2) *Privacy, disruption to ward staff, disruption to patients, providing help, visiting times (including flexibility) and empowerment (1)
AFTER	
Positive	Negative
Visiting times (including flexibility) (20) Other (13) Compassion (8) Communication (5) Providing help (4)	Disruption to patients (15) Privacy (10) Disruption to ward staff (10) Dignity (6) Doctors' / drugs round (6)

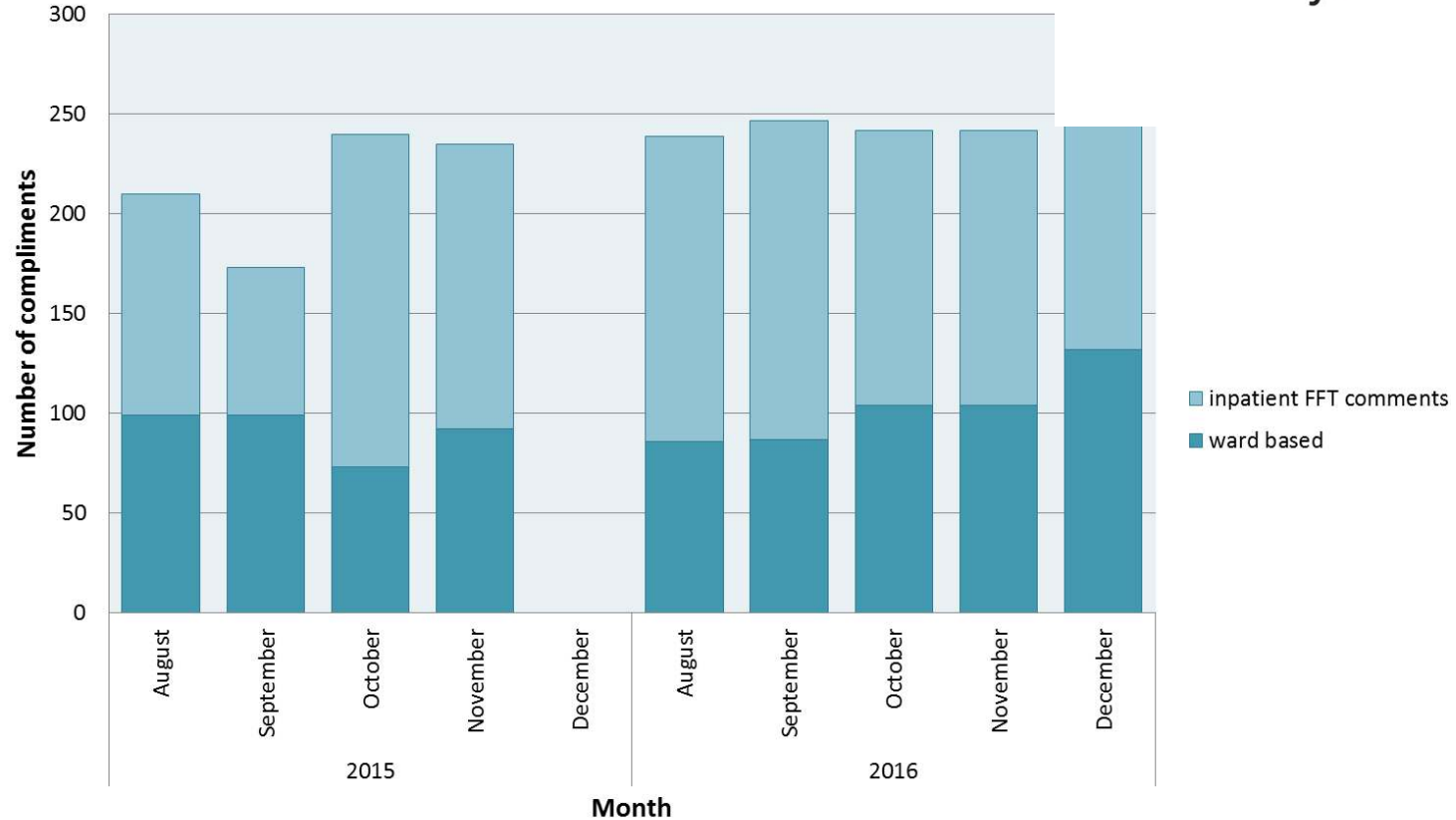
PALS enquiries relating to 'communication' - Aug-Dec 2015 and Aug-Dec 2016

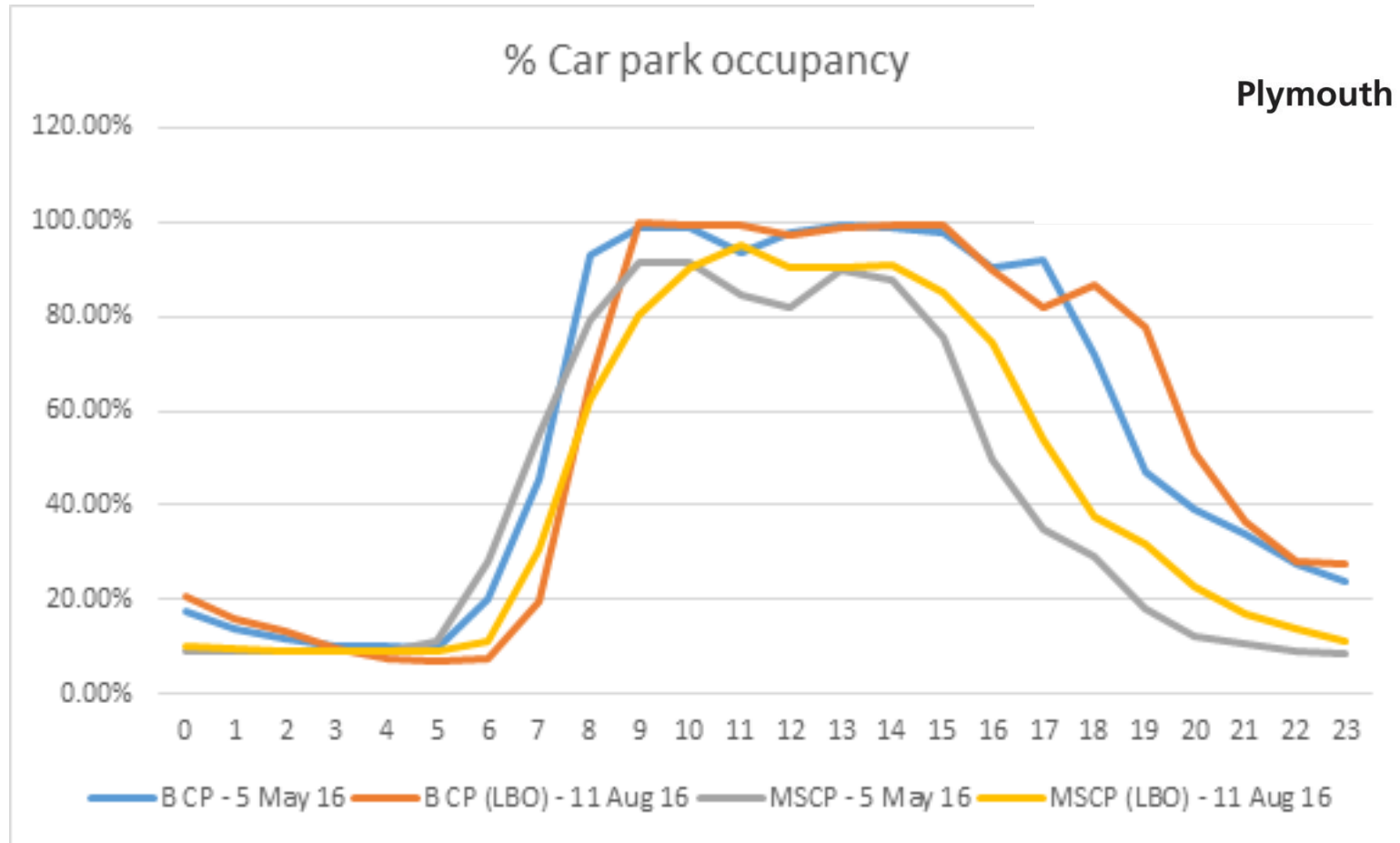


Friends and Family Inpatient Scores Aug-Dec 2015 and Aug-Dec 2016



Compliments (ward-based and inpatient FFT comr Aug-Dec 2015 and Aug-Dec 2016





NB: The number 0-24 at the bottom of the chart represent the 24 hours clock.

Most importantly...

#letsbeopen meant we went from...



To...

“My grandad passed away but the change in visiting hours allowed his grandchildren to spend time over the last week of his life saying goodbye and giving him comfort.”

“Time is the most precious gift you can give anyone.”

Thank you.

Any questions?