



All about our wards:

Key information for patients and visitors

‘Access to Information’

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Nursing & Patient Experience

East and North Hertfordshire NHS Trust



Lister Hospital, Stevenage



New QEII Hospital, Welwyn Garden City



Mount Vernon Cancer Centre,
Northwood

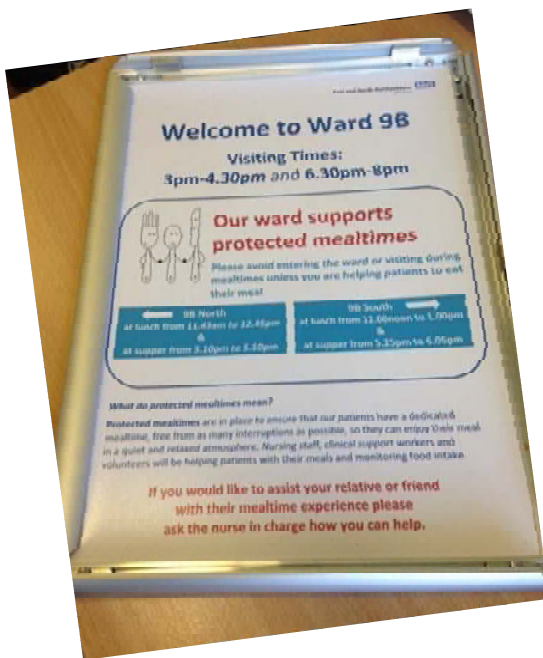


Hertford County Hospital, Hertford

- **Large Acute Trust**
inpatient, outpatient, A&E,
maternity, diagnostic and
specialist cancer services
- 32 wards
- 5,290 staff



Key information for patients and visitors



- Core ‘standard’ information developed with patients and staff
- Same **but different**
- Adapted for each department but consistent style & presentation



Encouraging patient feedback

East and North Hertfordshire NHS Trust

Tell us what you think about... the Lister Hospital

Tell us more

We want to hear about your experience in hospital. Patient feedback, both good and bad, is really important and helps us to make improvements.

Please fill in our short survey telling us if you would recommend our service to your friends and family or visit:

www.tellusmore.org.uk

You can also leave feedback at:

- www.facebook.com/enherts
- [@enherts](https://twitter.com/enherts)
- [NHS Choices](#)
- [Patient Opinion](#)

Questions while in hospital?

Please talk to us if you have any questions or are unhappy with your own care or treatment or that of a relative. Asking questions or raising concerns will not affect the way our staff care for you or your relative.

Ask the nursing team	Ask to speak with the ward or department manager or with one of our Matrons (the senior nurses wearing red tunics). Our matrons will help put things right for you.
Help from PALS	If you feel unable to speak directly with our staff, contact PALS (Patient Advice and Liaison Service) who will be able to help you. PALS can visit you in hospital or you can visit them in their office. Call them on 01438 284678 or email pals.enh-tr@nhs.net
Making a complaint	If you still feel that your concerns have not been addressed you can proceed with a complaint. We take complaints very seriously and our Chief Executive responds to all complaints. Write to Nick Carver, Chief Executive, Lister Hospital, Coreys Mill Lane, Stevenage, Hertfordshire, SG1 4AB or email pals.enh-tr@nhs.net

What happens to your feedback?

We collect feedback in different ways, including patient surveys

Patient feedback is reviewed by each ward and department

Each ward and department makes changes to make things better for patients

East and North Hertfordshire NHS Trust

Comments Compliments Concerns Complaints

Patient information leaflet

Tell us more

East and North Hertfordshire NHS Trust

Comments, Concerns, Compliments and Complaints

Info This leaflet will tell you how you can talk to someone about something you do not like or you are not happy with.

Compliment You may want to give someone a compliment.

Complaint Your comments are very important to us as it will help us to make our services better.

Patient feedback

- Patient experience surveys
- Friends and Family Test survey asks 'if there was one thing we could do to improve your experience, what would it be?'
- PALS and complaints
- Patient stories

The image displays three patient feedback survey forms from East and North Hertfordshire NHS Trust. The top-left form is the 'Children and Young People's Friends and Family Survey', featuring cartoon animals (tiger, panda, giraffe, lion) and a speech bubble asking for feedback. The top-right form is the 'Inpatient Survey', which includes sections for 'About You', 'How we met your age', 'How we met your needs', and 'How we met your expectations'. The bottom form is the 'Friends and Family Survey - Easy Read/Large Print', which includes a section for 'Would you want your friends and family to come here if they were ill?' with four options: Yes (green smiley), Maybe (yellow neutral), No (red sad), and Don't Know (grey sad). It also includes a section for 'What was good about your visit?'.

Sharing information about patient feedback



- What is the FFT
- % of patients who would (and would not) recommend this ward
- How many patients responded
- Number of compliments
- Number of complaints

Learning from your experience

Month: November 2015

You said...

The bin lids make a lot of noise at night and the cupboard doors slam in the bays.

We would like access to wi-fi on the ward.

Several bed moves around the ward have caused me inconvenience and stress.

We did...

We have put silencers on the cupboard doors and are in the process of changing the bins to 'silent close' models. In the meantime we have reminded staff to be keep noise at night to a minimum.

The IT department have confirmed that there are immediate plans to enable wi-fi access for patients and visitors.

Sometimes we have to move patients around the ward to accommodate emergencies, reduce the risk of falls and ensure patients are cared for in same sex bays. We know that it is unsettling for patients to be moved so only do this when absolutely necessary. We have reminded our staff of the importance of explaining if patients are asked to move and we are sorry if this happens to you.

Acting on feedback

- Review feedback from surveys, FFT, complaints, PALS, patient stories
- Teams discuss and agree actions
- Wards/departments update poster each month

Learning From Your Experience - Examples of 'You Said – We Did' Actions

Ward/Dept.	You Said	We Did
Ward 7A	There's nowhere to speak to family/relatives in private.	Allocated a quiet room (blue room) for patients and relatives to use.
Ward 8A	Some areas of the ward are in need of repair and tired looking.	Cleaning inspection carried out, work undertaken to improve the facilities for patients.
Ward 8B	The ward appears short staffed at times.	Staffing levels closely monitored and concerns escalated to senior managers. Display staffing levels on 'Safe Staffing' board which is updated daily.
Ward 9A	It's disturbing being in the same bay as patients with dementia.	Wherever possible care for unsettled patients together in a bay continually supervised.
Ward 9A	I don't like being alone in the room.	If there is no clinical need for the patient to be in a side room all efforts will be made to move them into a bay if preferred.
Acute Medical Unit	Would like a drinks machine on the ward.	Now have a drinks machine so hot drinks are available for patients/visitors on the ward 24 hours a day.
Acute Medical Unit	Need improved communication with Social Services and care homes.	Social Worker attends the multi-disciplinary team meetings on a daily basis.
Acute Medical Unit	Food needs seasoning.	Housekeeper offers condiments with meals to patients.
Short Stay Unit	We want a hot drink early morning.	Night clinical support worker now does a drinks round between 6 – 6.30 each morning.
Short Stay Unit	Night staff slam bin lids too often at night.	Bins have been removed from bays and placed in corridors and staff reminded to close lids quietly.
Pirton Ward	It's too hot, need more fans.	Awaiting imminent delivery of a number of fans that have been ordered.
Pirton Ward	Less light at night on the ward.	Staff reminded of the need to keep noise and light distractions to an absolute minimum at night.
Pirton Ward	Turn lights off during the day.	When safe to do so, lights are turned off.
Pirton Ward	We would like a rest room with a TV.	Awaiting a quote to reorganise room to make a day room available.
Barley Ward	More information needed about the ward.	An information leaflet for Barley ward has been revised recently and is available for patients and relatives.
Barley Ward	Better co-ordination at mealtimes.	The Housekeeper alerts patients 15 minutes prior to meals arriving and staff help patients prepare to eat their meals. Condiments for meals are also made available.
Ward 11B	Sort the TVs out.	There is a now a new TV in the day room.
Ward 11B	Wind through open windows is uncomfortable for patients in beds near the windows.	Patients who prefer windows open are placed nearer to them with the curtains pulled slightly to shield others who would rather the window closed.
Treatment Centre – Eye Clinic	Reduce the long wait at reception.	Reception desk is manned by a set number of staff which has helped reduce waiting time. There is a specific area for eye patients and general enquiries with a separate filter for urgent eye patients.

Sharing our actions

- Summary of feedback/actions included in Board report.
- You Said – We Did actions on Trust web-site.

Key information for patients and visitors

Information to be displayed outside wards:

- Visitors charter
- Customer care pledges

Developed with staff, patients and carers.

East and North Hertfordshire
NHS Trust

Visitors' Charter

We recognise that visiting a patient in hospital plays a vital part in their recovery. Our priority is caring for our patients, but we will do our best to be flexible to your needs. Please speak to the Nurse in charge if you have any specific needs or cannot visit during the official visiting times.

We will:	Visitors please:
<ul style="list-style-type: none"> Be polite and courteous to you Offer flexibility whenever possible for visitors where their circumstances, or the patients' needs, require it 	<ul style="list-style-type: none"> Be polite and courteous to staff, other patients and visitors Respect the ward's visiting times (check times with individual wards) Ensure that no more than two people visit at one time Do not feel that you have to stay for the whole of the visiting time period, the person you have come to see needs to rest and recover Leave promptly at the end of visiting time and return any chairs you have borrowed
<ul style="list-style-type: none"> Do our best to ensure that meal times are about the same time every day Be flexible with visiting times if you would like to assist your friend or relative with their meal 	<ul style="list-style-type: none"> Avoid visiting at meal times so patients can eat their meal in a quiet and relaxed atmosphere Talk to the ward staff if you would like to assist your relative or friend at meal times
<ul style="list-style-type: none"> Do our best to create a calm and restful environment to help our patients to recover Follow our Caring Policy which details how we will support carers 	<ul style="list-style-type: none"> Keep noise levels to a minimum and put your mobile phone on silent. Our patients are in hospital because they are unwell and need to rest Talk to the nurse in charge if you plan to bring young children to visit. If children visit, supervise them at all times and do not allow them to run around or climb on the beds See the Trust website for details of parking/careers discounts for carers
<ul style="list-style-type: none"> Ensure that facilities for hand hygiene are readily available Work hard to provide a clean hospital environment Do all we can to protect patients from infection On occasions this will result in: <ul style="list-style-type: none"> restricting visiting times isolating patients affected 	<ul style="list-style-type: none"> Do not visit if you are unwell and stay away from the hospital for at least 48 hours after your last episode of diarrhoea and vomiting. If in doubt, please phone the ward for advice before visiting Ensure that you comply with any infection control instructions from staff Wash your hands on entering and leaving the ward and use the alcohol hand foam provided Do not sit on patient's beds Do not use the patient's toilets or bathrooms Assist the patient to keep the bed space tidy to enable our staff to clean effectively
<ul style="list-style-type: none"> Keep family members and the rest of kin informed of any information with the patient's permission 	<ul style="list-style-type: none"> Understand and respect that information cannot be given out unless the patient has given their permission Talk to the nurse in charge if you feel you have not been given enough information
<ul style="list-style-type: none"> Support relatives' involvement in patient care when it is appropriate Use our skills to prioritise the planning of care to our patients and communicate our decisions Arrange for you to speak to a member of the medical team (with the patient's permission) 	<ul style="list-style-type: none"> Arrange for one family member to act as liaison between the ward staff, family and friends Inform staff of any specific needs that the patient has and let staff know if you would like to assist with providing any care (with the patient's permission). Ask staff about the 'caring agreement' Help the patient by bringing in their medication, toiletries, dentures, glasses and suitable clothing and footwear

- Visiting times
- Protected mealtimes

East and North Hertfordshire NHS Trust

Welcome to Ward 9A

Visiting Times:
3pm-4.30pm and 6.30pm-8pm



Our ward supports protected mealtimes

Please avoid entering the ward or visiting during mealtimes unless you are helping patients to eat their meal

<p>← 9A South</p> <p>at lunch from 12.10am to 1.10pm & at supper from 5.40pm to 6.20pm</p>	<p>9A North →</p> <p>at lunch from 11.45am to 12.45pm & at supper from 5.10pm to 5.50pm</p>
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What do protected mealtimes mean?

Protected mealtimes are in place to ensure that our patients have a dedicated mealtime, free from as many interruptions as possible, so they can enjoy their meal in a quiet and relaxed atmosphere. Nursing staff, clinical support workers and volunteers will be helping patients with their meals and monitoring food intake.

If you would like to assist your relative or friend with their mealtime experience please ask the nurse in charge how you can help.



Who's who on the ward



How we're doing:

East and North Hertfordshire NHS
Herts Trust

How We're Doing...

Last updated:
November 2015

Information about patient safety and quality of care on this ward
If you have any questions about this information, please speak to the nurse in charge

Infections

MRSA Blood-stream:
Last month 97 Since 1st April 2
Date of last MRSA blood-stream infection 85

Clostridium Difficile:
Last month 15 Since 1st April 126
Date of last Clostridium difficile infection 1

Patient Falls

Last month 0
Since 1st April 5
Date of last patient fall June 2015


New Pressure Ulcers

Last month 0
Since 1st April 0
Date of last new pressure ulcer March 2015

Infection Prevention & Control

Hand Hygiene:
Audit score last month 98%

Ward Cleanliness:
Audit score last month 97%



- Infections
- Falls
- Pressure ulcers
- Hand hygiene
- Ward cleanliness

Ward staffing:

East and North Hertfordshire NHS Trust

Staffing Status

Last updated: _____

The Nurse in charge today is: _____

Current staffing position ✓

	Early Shift	Late Shift	Night Shift
Staffing levels as planned			
Satisfactory and being closely monitored			
Urgent - Action in hand			

Early Shift Late Shift Night Shift

	Planned	Actual	Planned	Actual	Planned	Actual
Nurses						
Students						
Clinical Support Workers						
Housekeeper						
Ward Clerk						

If you have any queries about staffing levels, please ask to speak to the nurse in charge.

- Patient focus group
- 'Temperature check' on staffing levels
- Designed for each ward/dept. with key staff and shifts.

Key Contact Details

Here are some key contact details you may need whilst in hospital.

Safeguarding Children

If you have a query or concern regarding safeguarding children or child protection, please inform the Senior Nurse, who will share your concern with the hospital's safeguarding children team.

If you have concerns that a child or young person is at risk of significant harm, contact Children's Services on 03001 234043.

Safeguarding Adults

If you have a query or concern regarding safeguarding adults, please contact the Lead Nurse for Adult Safeguarding.

Available Monday to Friday, 8.30am - 5pm.

Please call 01438 284994, Lister extension 4994 or mobile: 07785998151

Outside of these hours, please contact the duty matron or site manager via the hospital switchboard.

Carers Lead

Please visit the carers corner (Lister main corridor) or search 'carers' at www.enherts-tr.nhs.uk for details of the support available for carers or call the Carers Lead on 01438 284182.

Chaplaincy Team

Chaplains are part of the team and are here for everyone, whatever your faith or belief. They listen, offer compassionate support and, where appropriate, prayer and the sacraments. They also have contacts with other faith groups.

Available Monday to Friday, 9am-5pm

Please call 01438 285138 or Lister extension 5138. Catholic Chaplains 01438 285518 or Lister ext 5518.

Outside of these hours, you can contact a member of the Chaplaincy Team via Switchboard on 01438 314333

Health Liaison Team

The Health Liaison Team objective is to ensure that people with learning disabilities can access mainstream health services and receive equitable healthcare, without the Learning Disability getting in the way.

Please call 01438 845372 or email healthliaisonsteam.referrals@hertfordshire.gov.uk

Promoting safe care...

Falls Prevention

- Ask a member of staff if you need help
- Read the falls prevention leaflet
- Ensure that you use suitable footwear which provides adequate grip on polished floors. Ideal footwear should be of the correct size and support your lower ankle.
- If you have belongings with you in hospital that you no longer need, please ask your room or a friend to take them home as they may contribute to bedside clutter and cause a slip or trip hazard
- If you notice broken equipment or spillages, please inform a member of staff so that we can make the environment safe
- If you use a walking aid, please do not forget to use it and keep it within reach at all times

Infection Prevention & Control

- We take hand hygiene very seriously to protect you from infections. We will clean our hands using the hand rub or soap and water before and after we attend to you. If we have not cleaned our hands please feel free to remind us or speak with your nurse in charge
- The hand rubs and sinks are also available for you and your visitors to use e.g. before mealtimes. If you need help please don't hesitate to ask your nurse or nurse in charge
- We will keep your environment clean and regularly check this is being done. You can help by keeping your table and locker top as clear as possible. If you have any concerns about cleaning please speak with your nurse
- We ask that visitors do not come in to the hospital if they have had diarrhoea, vomiting, or are feverish during the past three days

Tissue Viability

The Tissue Viability Service is run by Nurses to advise the ward teams on wound management and prevention of pressure ulcers, also known as bed sores.

- If you are getting pain or sore skin on your bony areas please tell the nursing staff as they will need to know this in case it is the start of a pressure ulcer. The nurses on the ward will assess the care you are receiving to reduce the risk of a pressure ulcer developing.
- If you have any concerns related to wound management or pressure ulcers then please speak to the nursing staff who can contact us on your behalf



Nutrition

Providing good nutritional care is very important to us. When you come into hospital, we will identify your nutritional needs, for example if you need a special diet, are at risk of malnutrition (poor nutrition), or need help with eating and drinking.

Please advise us if you:

- Have lost weight recently or have a poor appetite
- Need help with eating and/or drinking
- Follow a special diet for medical, cultural or religious reasons
- Have any difficulties eating, chewing or swallowing
- Are receiving any nutritional support, or are under the care of a Dietitian
- Have any food allergies or intolerances
- Have a purple folder, or a nutrition on admission card (Age Concern)

Protected mealtimes have been introduced to promote a relaxed environment free of unnecessary interruptions, and providing patients with the support they need to eat and drink.

Moving & Handling

Clinical Staff will encourage you to be as mobile as possible. They will assess your mobility needs and use a mobility scoring system to decide how to move you safely, should you need assistance. This in turn reduces the need for unnecessary manual handling. The Moving and Handling team train staff in mobility assessment and the use of moving and handling equipment.

Patients:

- Assist with your own movement as able
- Let the staff know if you need assistance with movement
- Let staff know if you feel uncomfortable

Have a good night...



Patients and visitors, please help us to ensure that you have a restful night:

- Mobile phones on silent after 10pm
- Speak quietly - keep phone calls short or move away from sleeping patients
- Use the call bell if you need assistance
- Watch TV in the dayroom after 10pm rather than at your bedside wherever possible
- Draw the curtains around your bed if you're using the reading light
- Use headphones when listening to the radio

Staff, please encourage a peaceful environment at night on your ward:

- Speak as quietly as possible
- Close doors, drawers and cupboards quietly
- Wear soft soled shoes
- Mute telephone at nurses' station
- Nightlight on at nurses' station
- Place patient call bells within easy reach
- Offer ear plugs to patients
- Offer decaffeinated drinks to patients
- Lights out by 10pm



