



# All about our wards:

## Key information for patients and visitors

‘Measuring, Reporting and Acting’

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# 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



# Measuring patient experience

- **Meridian system** – surveys for inpatients, outpatients, A&E, maternity etc.
- **Offer** - E-surveys on i-Pads, paper surveys, freepost cards and text messaging.
- **Friends and Family Test** survey asks ‘if there was one thing we could do to improve your experience, what would it be?’

The image displays three survey forms from East and North Hertfordshire NHS Trust. The first form, 'Children and Young People's Friends and Family Survey', features cartoon animals (tiger, panda, giraffe, lion) and asks for feedback on the ward/team/hospital. The second form, 'Inpatient Survey', is for patients completing on discharge and includes sections for 'About you', 'How would you rate your experience?', and 'What was good about your visit?'. The third form, 'Friends and Family Survey - Easy Read/Large Print', is designed for easier reading and includes a section for 'Would you want your friends and family to come here if they were ill?' with smiley face icons for 'Yes', 'Maybe', 'No', and 'Don't Know'.

# 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](http://www.tellusmore.org.uk)

You can also leave feedback at:

- [www.facebook.com/enherts](https://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.

<b>Ask the nursing team</b>	<p>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.</p>
<b>Help from PALS</b>	<p>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 <a href="mailto:pals.enh-tr@nhs.net">pals.enh-tr@nhs.net</a></p>
<b>Making a complaint</b>	<p>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 <a href="mailto:pals.enh-tr@nhs.net">pals.enh-tr@nhs.net</a></p>

### 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

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## Comments Compliments Concerns Complaints

### Patient information leaflet

Tell us more

East and North Hertfordshire NHS Trust

## Comments, Concerns, Compliments and Complaints

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

You may want to give someone a compliment.

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

# Reporting patient experience




- Patient experience Board report
- Monthly FFT report for inpatients/day case, A&E, maternity and outpatients (responses & comments)
- Nursing Quality Indicators
- FFT results displayed in ward/departments & website



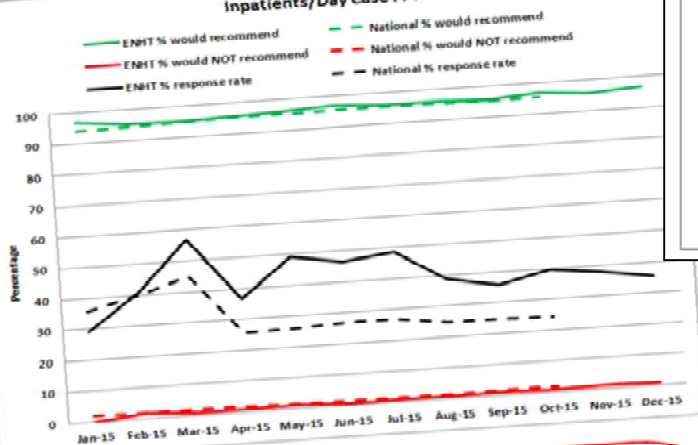
# Board report

## Friends and Family Test

### Inpatients & Day Case

	Would recommend 		Would not recommend 		Response rate 	
	%	Compared to last quarter	%	Compared to last quarter	%	Compared to last quarter
Trust target	94%				40%	
Q1 Apr-Jun-15	96.40	↑	0.79	↓	43.96	↑
Q2 Jul-Sept-15	96.11	↓	0.78	↓	40.95	↓
Q3 Oct-Dec-15	96.50	↑	0.88	↑	37.64	↓

### Inpatients/Day Case FFT

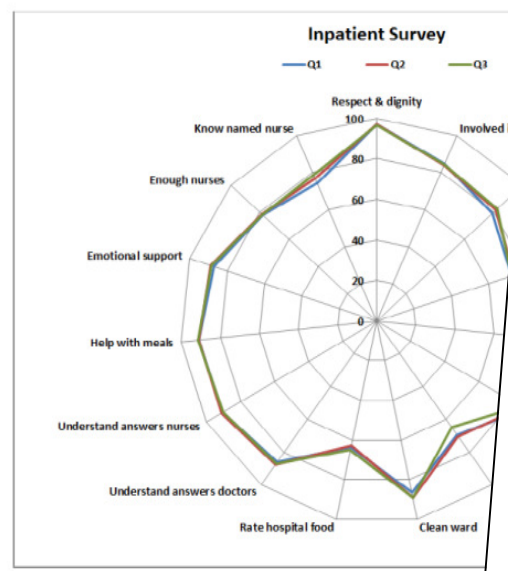


My care and treatment was excellent, I can think of nothing that would have made my stay more comfortable. All staff were caring and I felt fully involved in my treatment.

I've noticed that sometimes medications are not given on time. For example, dad is on a medicine which he must have with his meals in order for it to be effective. He received it more than an hour after eating his meal, which probably meant the medicine didn't have a chance to work. I'm actually concerned that if I hadn't chance to work, I'm actually concerned that if I hadn't

## Inpatient Survey

### Comparison of responses to questions within the inpatient survey



## NHS Choices (Quarter 3 Oct-Dec 2015)

### Lister Hospital

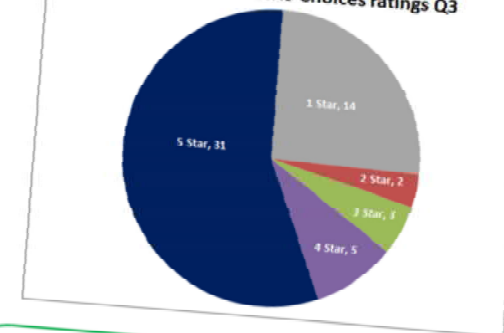
Latest rating: 3.5 stars



### Breakdown of NHS Comments (from date posted):

	5 ★	4 ★	3 ★	2 ★	1 ★	TOTAL
Oct-15	11	4	1	0	1	22
Nov-15	8	1	2	1	5	17
Dec-15	12	0	0	1	3	16

### Lister Hospital: NHS Choices ratings Q3



I was constantly informed of every step of my care and was fully involved with the consultants' discussions.

Urology Nov-15

There was one nurse there that we think was a training nurse who was consistently coughing into their hands and didn't wash their hands once.

Children's ED Dec-15



# Nursing Quality Indicators

## Information by Division/Ward

- Staffing
- Patient safety
- Patient experience

CANCER				
Sub	Metric	Ward 10	Ward 11	Michael Robert House
		21	18	16
Planning	Total Beds (based on work in this report)	65.60%	62.00%	63.50%
	Bed occupancy % (at Midnight)	100.00%	100.00%	100.00%
	% of number Deadline Met	-1.30%	-4.50%	0.30%
	Net Hours %	-48.43	-143.75	14.50
	Net Hours Position	16.10%	13.20%	14.30%
	% of Actual Annual Leave	28.88	26.79	26.55
Staffing	Planned WTE	23.99	21.33	26.39
	Actual WTE	16.93%	28.11%	-8.92%
	Vacancy rate %	72.70%	119.80%	193.20%
	DN Fill Rate (day shifts)	9.59%	2.34%	3.44%
	Agency usage %	4.90%	6.80%	0.50%
	Blank usage %	7.20%	8.20%	5.80%
	Staff Appraisal % (rolling 12 months)	68.60%	92.94%	93.10%
	Missed Drucks	0	0	0
	Meaning Overline	74.67%	77.27%	75.60%
	Statutory Mandatory Training all 3 Competency %	99.12%	93.94%	95.21%
	Statutory Mandatory Training Overall Coverage %	0	0	0
	No of shifts where staffing initially triggered Red	0.00%	0.00%	0.00%
	% Shifts Triggered Red in Month	0	0	0
	No. Delayed Discharges	2	4	1
Patient Safety	No. Inpatient Falls	0	0	0
	No. of Hospital Acquired Pressure Ulcers	0	0	0
	% New Score Completion	Not Provided	100.00%	Not Applicable
	New Escalation	Not Provided	100	Not Applicable
	No. Medication Reported errors	1	4	1
	% Medication administered as prescribed	95.00%	100.00%	100.00%
	% Analgesia administered as prescribed	100.00%	100.00%	100.00%
	Intentional nursing complaint	100.00%	100.00%	Not Applicable
	Safety Thermometer Patients with harm	1	0	2
	% of Compliance with hand hygiene	100.00%	100.00%	100.00%
Patient Experience	% Response to Inpatient Survey	18.30%	18.30%	17.10%
	Help to eat meals/Infant Feeding	55	71	75
	Enough nurses on duty	91	78	86
	Respond to call bell	63	75	76
	Pain Control	95	97	93
	Understand answers from nurses	95	95	93
	Someone to talk to about worries and fears	89	61	53
	Enough emotional support from staff	91	88	86
	Have named nurse	82	93	79
	Inpatient FFT - % of patients would recommend	92.80%	100.00%	100.00%
	Inpatient FFT - % of patients would not recommend	0.00%	0.00%	0.00%
	FFT Response Rate %	35.60%	18.30%	36.50%
	No. of Complaints	0	0	0



# Sharing FFT results

- What is the FFT
- % of patients who would/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

Wards/departments update poster each month.

Summary of feedback/ actions included in Board Report

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 new 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.

# Key information for patients and visitors

Information to be displayed outside wards:

- Visitors charter
- Customer care pledges
- Visiting times/protected mealtimes

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## 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 12.10pm to 1.10pm &amp; at supper from 5.40pm to 6.20pm</p>	<p>9A North →</p> <p>at lunch from 11.45am to 12.45pm &amp; 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.**

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## 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"> <li>Be polite and courteous to you</li> </ul>	<ul style="list-style-type: none"> <li>Be polite and courteous to staff, other patients and visitors</li> </ul>
<ul style="list-style-type: none"> <li>Offer facilities wherever possible for visitors where their circumstances, or the patients' needs, require it</li> </ul>	<ul style="list-style-type: none"> <li>Respect the ward's visiting times (check times with individual wards)</li> <li>Ensure that no more than two people visit at one time</li> <li>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</li> <li>Leave promptly at the end of visiting time and return any chairs you have borrowed</li> </ul>
<ul style="list-style-type: none"> <li>Do our best to ensure that meal times are about the same time every day</li> <li>Be flexible with visiting times if you would like to assist your friend or relative with their meal</li> </ul>	<ul style="list-style-type: none"> <li>Avoid visiting at meal times as patients can eat their meal in a quiet and relaxed atmosphere</li> <li>Talk to the ward staff if you would like to assist your relative or friend at meal times</li> </ul>
<ul style="list-style-type: none"> <li>Do our best to create a calm and restful environment to help our patients to recover</li> <li>Follow our Caring Policy which details how we will support carers</li> </ul>	<ul style="list-style-type: none"> <li>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</li> <li>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</li> <li>For the Trust website for details of parking/visiting discounts for carers</li> </ul>
<ul style="list-style-type: none"> <li>Ensure that facilities for hand hygiene are readily available</li> <li>Wash hands to provide a clean hospital environment</li> <li>Do all we can to protect patients from infection</li> <li>On occasions this will result in:                             <ul style="list-style-type: none"> <li>restricting visiting times</li> <li>isolating patients affected</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>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</li> <li>Ensure that you comply with any infection control instructions from staff</li> <li>Wash your hands on entering and leaving the ward and use the alcohol hand foam provided</li> <li>Do not sit on patients' beds</li> <li>Do not use the patient's toilet or bathroom</li> <li>Assist the patient to keep the bed space tidy to enable our staff to clean effectively</li> </ul>
<ul style="list-style-type: none"> <li>Keep family members and the views of the patient of any information with the patient's permission</li> </ul>	<ul style="list-style-type: none"> <li>Understand and respect that information cannot be given unless the patient has given their permission</li> <li>Talk to the nurse in charge if you feel you have not been given enough information</li> </ul>
<ul style="list-style-type: none"> <li>Support relatives' involvement in patient care when it is appropriate</li> <li>Use our skills to prioritise the planning of care to our patients and communicate our decisions</li> <li>Arrange for you to speak to a member of the medical team (with the patient's permission)</li> </ul>	<ul style="list-style-type: none"> <li>Arrange for one family member to act as liaison between the ward staff, family and friends</li> <li>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'</li> <li>Help the patient by bringing in their medication, toiletries, dentures, glasses and suitable clothing and footwear</li> </ul>

# Patients also wanted to know:

East and North Hertfordshire NHS 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 1<sup>st</sup> April 2  
Date of last MRSA blood-stream infection 85

**Clostridium Difficile:**  
Last month 15 Since 1<sup>st</sup> April 126  
Date of last Clostridium difficile infection 1

### Patient Falls


Last month 0  
Since 1<sup>st</sup> April 5  
Date of last patient fall June 2015

### Infection Prevention & Control

**Hand Hygiene:**  
Audit score last month 98%

**Ward Cleanliness:**  
Audit score last month 97%

**New Pressure Ulcers**  
Last month 0  
Since 1<sup>st</sup> April 0  
Date of last new pressure ulcer March 2015



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## 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			

	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.

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## A Guide to Uniforms

Nursing Services Manager	Matron	Senior Sister	Junior Sister	Staff Nurse
Clinical Support Worker	Student Nurse	Clinical Nurse Specialist	Research Nurse / Discharge Team	Pharmacist
Occupational Therapist	Physiotherapist	Housekeeper	G4S Cleaner	Ward Clerk



