

**Our** aim is to make your stay with us as comfortable and as pleasant as we can and every month we ask patients and visitors what it's like to be a patient on our ward.

**You** may be asked to take part in our survey during your stay. It is completely anonymous so we have no way of knowing what answers you give, so please feel free to be as honest as you can!

**If** you are not asked to take part and would like to, the team on the ward will be happy to provide you with a copy and your feedback can be included.

**The** results show that in November 2010 our monthly average scores increased from October but then in December decreased again. In December we did well in areas such as staff being seen washing their hands, treating patients with dignity and respect but didn't do so well in areas such as staff being available to discuss worries/concerns, responding to patient's call buzzers etc. More work will be done in the coming months to improve these areas.

**We** will continue to make improvements for you. We really value your feedback, so if you have any concerns please do not hesitate to speak with the ward staff.

**Improvements recently made following patient feedback include:**

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**(Senior sister to complete before putting post on ward door)**

| What did fellow patients say about ward 20                        | Jan 2011 | Feb 2011 | March 2011 |
|---|----------|----------|------------|
| Did you see staff wash their hands?                               | 90%      | 100%     | 98%        |
| Were you given information about medication side effects?         | 79%      | 93%      | 95%        |
| Did you feel involved in decisions about your treatment and care? | 78%      | 97%      | 89%        |
| Were you treated with respect and dignity?                        | 91%      | 97%      | 100%       |
| Were you given enough privacy when talking to staff?              | 88%      | 100%     | 93%        |

|  |      |      |      |
|--|------|------|------|
| Were you given help from staff to eat your meals?  | 100% | 100% | 100% |
| Was your pain controlled?  | 96%  | 95%  | 100% |
| Were you cared for in a single sex area?   | 94%  | 100% | 95%  |
| Were staff available to discuss worries or concerns?   | 86%  | 80%  | 100% |
| Did staff discuss going home?  | 31%  | 40%  | 43%  |
| Was the ward (including toilets) clean?  | 94%  | 92%  | 99%  |
| Was the call buzzer responded to promptly?   | 75%  | 95%  | 75%  |
| Would you recommend this hospital to family or friends? <i>(question only being asked since November 2010)</i> | 94%  | 93%  | 100% |
| <b>Monthly Average</b>   | 84%  | 91%  | 91%  |

**If you have any questions /concerns please ask on the ward for:**  
**Gaynor Allen/ Gill Randall (Senior Sister)**  
**Julia Jackson (Matron)**  
**Catherine Hulley(Clinical Director)**

**How are we doing?**

**Patient Experience**

# Ward 20 - Heartlands

