

# Care Experience Newsletter

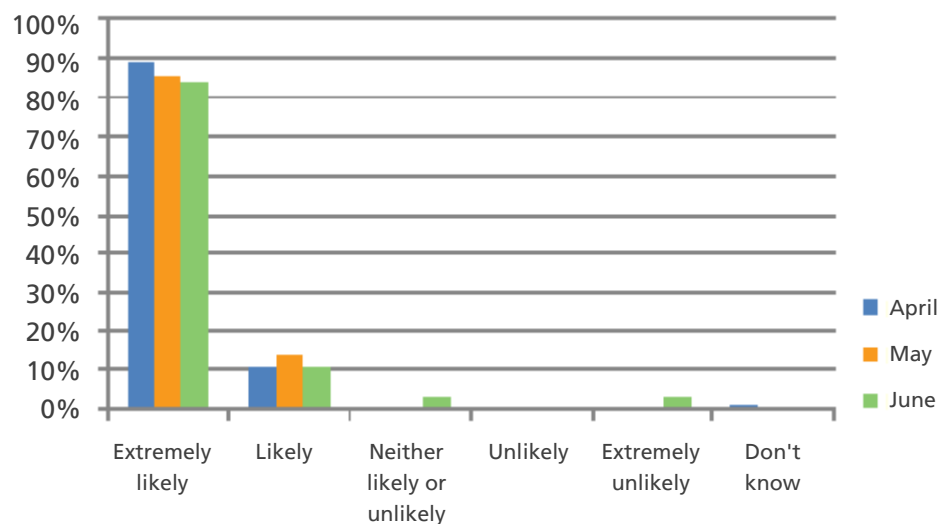
Summer 2017

## Friends and Family Test results

We try to encourage everyone who uses our services to complete the Friends and Family Test at the end of each visit. This is a simple questionnaire that helps us find out how we are doing. We read all comments and pass

feedback along to the different departments and services so they can look at making improvements. We make sure that positive feedback is shared too so that staff know when people think they're doing a great job!

How likely are you to recommend our service to your friends or family if they needed similar care or treatment?



As a result of Friends and Family Test feedback, one ward has put new rules in place for staff about mobile phone use and reminded them that conversations can be overheard.



You can help by completing the Friends and Family Test next time you use one of our services:

- Visit our website at [www.sheffieldchildrens.nhs.uk/FFT](http://www.sheffieldchildrens.nhs.uk/FFT)
- Complete a card on a ward or in other areas of the Trust
- Some volunteers carry tablet devices where you can complete the test

# Inpatient feedback

Your feedback has helped us make inpatient stays at the hospital and the Becton Centre better for patients and their families.

Parents on the Neonatal Surgical Unit said they wanted to be there for ward rounds. We started this on 1 April 2017.

On Ward M2 the televisions were not working. We bought new DVD players while a plan is being put into place for new TVs.

You asked for more art/craft materials at the Becton Centre. We are currently asking young people what equipment they would like.

Some parents said it was noisy on Ward S1. We introduced a quiet time with the lights dimmed and staff were reminded to keep noise levels down.

When attending the Theatre Admissions Unit you said you were unsure where to go. We recruited more Volunteers to help you find the way.

Young people staying at the Becton Centre said that staff were sometimes loud at night. An email reminder was sent to all staff reminding them to be quiet.

Parents on Ward M1 couldn't find the facilities on the ward. We produced a map to help you find your way around.

Burns Unit patients did not know when their dressings would be changed. We now give times to patients and parents.

You said the showers at the Becton Centre were running cold so we asked our porters to investigate and find a solution.

# Outpatient feedback

It's hard to believe that a year has almost passed since we moved into the new Outpatients Department. We've been working hard to make sure that visiting the department is a smooth and pleasant experience.

We received lots of feedback about the new patient call screens soon after the new department opened. Your main concerns were about confidentiality and not being able to see the screens from the waiting areas.

The screens are the best way of calling patients to appointments efficiently and we have been through information governance



processes to make sure that the system follows best practice. If a visitor has concerns about a patient's name being displayed on a screen they can speak to a member of the reception team to arrange an alternative.

We have also bought more screens so that they can be seen from all waiting areas. Visibility will improve again when the rest of Outpatients Department opens towards the end of the year.

# Opportunities to get involved

Following the success of our first ever Patient Involvement Week held on 5-9 June 2017, we are now introducing Patient Involvement Days on the first Thursday of every month.

These days are a chance for you to give feedback and help us improve what we do. Look out for our stand in the main reception area.

There are other opportunities for patients and families to get involved including:

- Talking to our Trust Board members about your experience
- 12-18 year olds can join our Youth Forum
- Taking part in focus groups about developing our services
- Joining our Patient Experience Group

**Come and talk to us on a Patient Involvement Day or pop into the PALS office in main reception for a chat**

## In the pipeline

Patients and families had some great ideas for things to keep them occupied while waiting for medicines at the new pharmacy. Look out for these when the new pharmacy opens (2017/18).

We are currently doing some research to find out how parents and carers prefer to be contacted about appointments - text, email or letter. We'll keep you posted on progress.

We are working hard to get pet therapy up and running at Becton. Animals can be really therapeutic and we hope we'll be able to bring this service to our CAMHS patients. Watch this space!

## Mental health consultation line

Contact our consultation line and a clinician will ring you back to discuss your concerns.

### Centenary Community CAMHS

0114 226 2348

Mon-Thu 9am-5pm

Fri 8.30am-4.30pm

### Beighton Community CAMHS

0114 271 6540

Mon-Fri 8.30am-5pm

## Car parking and safe crossing

- Crossing the road from the Q-Park to the hospital can be difficult and we are working with Sheffield City Council to find a solution. Until then please stay safe by using the pedestrian crossings at the top and bottom of Clarkson Street.
- We do not own the Q-Park so have no control over the cost of parking, however the office near the exit sometimes has discount vouchers so it's worth checking next time you park there.
- When the new building is completed we will have a small number of pay and display spaces and a drop off and pick up point outside the main entrance.

## Your comments

We are always keen to hear your feedback about the Trust. Here are a few of the positive comments we've had during the past three months...

We were given a side cubicle which was important for the safety and wellbeing of our special needs child.

This hospital is amazing, from the reception to the nurses to the surgeons and consultants. As always everything was explained to us and this made us feel at ease before during and after 4 hours in theatre.

I cannot fault this hospital. The staff are incredible and go above and beyond! We are lucky to have a place like this!

Fantastic level of care. Outstanding patient experience. Thank you.

## Additional needs

Our Outpatients Department can be very busy and isn't always the best environment for patients with additional needs to wait for their appointment.

Over the coming months we're going to be focusing on making changes to the Outpatients waiting areas to improve the experience for these patients.

If you'd like to share your thoughts, look out for our stand on the first Thursday of every month, call in to the PALS office, or talk to a member of Trust staff.

## Volunteers

Hundreds of volunteers give their time to make the Trust better for patients, families and staff. We'd like to hear about your experiences with our volunteers to help us make sure that the service is as good as it can be. Complete the survey at: [www.surveymonkey.co.uk/r/RMKRHMD](http://www.surveymonkey.co.uk/r/RMKRHMD)



The Care Experience Newsletter is produced by the Patient Advice and Liaison Service (PALS). You can contact us any time about the newsletter or anything related to your experience of Sheffield Children's NHS Foundation Trust.

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📞 0114 271 7594

💻 [www.sheffieldchildrens.nhs.uk/pals](http://www.sheffieldchildrens.nhs.uk/pals)

👤 Visit our office in the hospital main entrance

🏠 Sheffield Children's Hospital, Western Bank, Sheffield S10 2TH

Sheffield Children's   
NHS Foundation Trust