

# Care Experience Newsletter

Winter 2018

## Improving your outpatient experience

Our Outpatients team have been listening to your comments and have put several changes into place over the last couple of months to make your visit as straightforward as possible.

### Call screen colours

Following feedback from families we have made some changes to the patient call screens to make them clearer and easier to understand.

Patient names and rooms used to be on a black background but they now show on coloured strips that match the colour of the area you need to go to - orange or blue.

We've also added the list of patient names and rooms to all screens, so it doesn't matter where you're sitting in the waiting area, you'll still be able to see your name when you're called.

### Appointment letters

If we need you to come early for any pre-clinic checks, we now include this in your appointment letter. This could be for a clinical reason such as measuring height and weight, checking blood



pressure or taking samples, or it could be to update information on your record such as address or phone number.

By doing this we can make sure that you're ready when the medical team call you in for your consultation.

We've also included information about the locations of our different outpatient clinics and links to maps on our website. Please make sure that you attend the address specified on your letter however, as we are unable to change the location of single appointments.

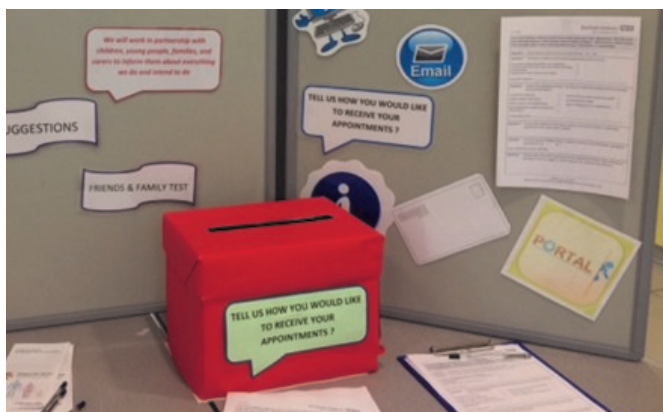


## Family resource room

We're creating a room where families can find information about Trust services, support groups and other helpful organisations. We'd love to know what else you'd find useful in the Resource Room - send your ideas to [pals@sch.nhs.uk](mailto:pals@sch.nhs.uk).

## How would you like to receive your appointment?

Every year the Trust sends out hundreds of thousands of letters to patients. We know that people like to keep in touch in lots of different ways so we want to find out if you think that sending letters in the post is the best way for us to contact you.



We've been talking to parents, carers and patients to find out how you would like to receive appointments. We also asked questions about what sort of information you'd like us to include in the appointment confirmation.

Your feedback will help us to make improvements to the way we do things and in the future you may be able to receive appointments in the post, by text, by email or through an online portal.

Look out for further updates in this newsletter and if you'd like to share your thoughts in the meantime, contact [pals@sch.nhs.uk](mailto:pals@sch.nhs.uk).

## Communication journals at Ryegate House

**Kelly Thacker, Unit Manager at Ryegate House, talks about the new communication journals introduced recently for all children and young people using the service.**

Here at Ryegate House we provide overnight short breaks for children with complex health needs. It is important for us to build and maintain positive relationships with children and families to ensure they are happy and confident to come and stay.

We are always looking for ways to enhance the communication and feedback opportunities available to children and families using our service. In response to recent feedback we are now using a communication journal that travels between home and Ryegate.

The journal aims to summarise the activities the child has engaged with and their stay overall. It is also used to communicate key messages to parents and reminders about upcoming events.

The journal is very much a two-way process and it is lovely to receive messages from families about what children have been up to before a stay. This information also allows us to support any work going on at home or school.

Communication is very important to us and the journal is just one part of our wider approach to keeping in touch which also includes telephone calls, emails, photos and face-to-face conversations.



## Council of Governors

Our Governors are elected by members of the public, patients and staff to represent their views to the Trust. They meet regularly to discuss Trust business and have a say in many important decisions. Look out for Governor Elections taking place during 2018 - updates will be published on [www.sheffieldchildrens.nhs.uk/elections](http://www.sheffieldchildrens.nhs.uk/elections)



## Coming for an operation? Here's what to bring...

- Your appointment letter
- Any medication your child takes. They should take these as normal on the day of admission unless you have been given other specific instructions.
- A dressing gown and slippers. Patients are given a gown when they are taken to theatre so they don't need pyjamas. However if your child is going to be staying on the ward, you should also bring an overnight bag with pyjamas, toothbrush and anything else they need.
- We don't provide nappies, so please bring your own if your child needs them.
- If your child is having toe or foot surgery, please bring open-toed shoes.
- We have activities and toys on our wards and waiting areas, though your child is welcome to bring their own too.



## Improving the transition process for Hearing Services patients

Our Hearing Services team spent some time looking at their referral processes in depth to make sure that young people are getting a good service when they move to adult care. They found three areas that could be improved and have taken action already:

Problem	Action
A few referrals were a bit late arriving at the adult service.	We call to check that letters sent in the post have been received. We're hoping to move to an electronic referral system soon too.
Some patients were 15 when they were referred to adult services but 16-18 is ideal.	We're introducing an extra transition clinic and are inviting patients to attend based on their birthday. This should guarantee that all patients are 16 when they are referred.
A couple of referrals didn't have all the necessary clinical information attached to them.	We've made a new template for audiologists to complete and send with the referral to make sure all the right information is supplied to the adult service.

## Get involved

The first Thursday of every month is Patient Involvement Day. Look out for our stand in the main entrance to the hospital where you can find out about ways of getting involved with the Trust including joining our Patient Experience Group, taking part in focus groups and talking to the Board of Directors about your experiences.

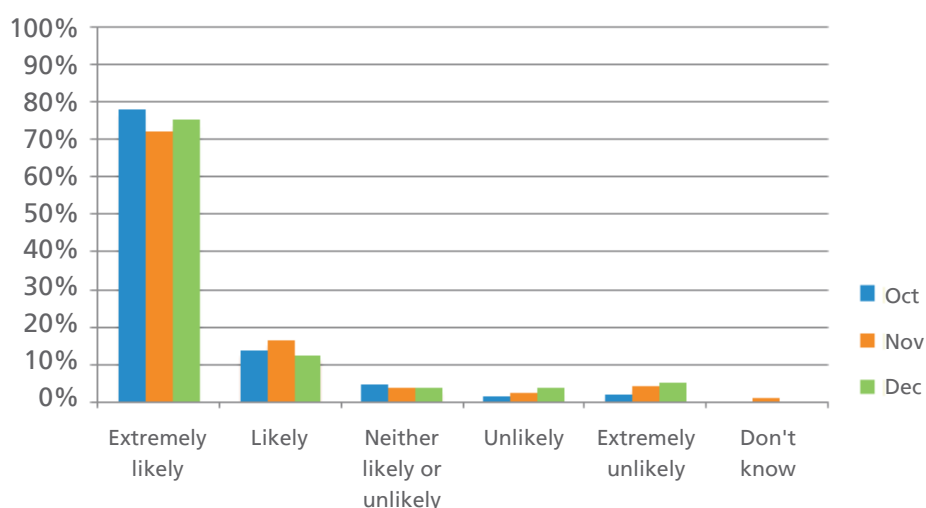


## Friends and Family Test results

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?



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

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.

✉ [pals@sch.nhs.uk](mailto:pals@sch.nhs.uk)

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Sheffield Children's   
NHS Foundation Trust