

# Care Experience Newsletter

Spring 2018

## New wards now open



*Patients and families were involved in the design of the new wards*

Our fantastic new wards opened at the end of April. Anyone who has visited the wards at Sheffield Children's Hospital in the past will notice immediately how modern and spacious the new wards are in comparison.

### Key features of the new wards

- 70 new bed spaces with dedicated fold-out or sofa beds for a parent to sleep on
- single, en suite rooms for the majority of patients
- bright and spacious four-bed bays
- design award-winning colourful bedroom decoration
- access for inpatients to the iconic Play Tower
- separate drug preparation rooms, treatment rooms and therapy rooms
- touch-down bases distributed around the ward for nurses and staff to use on the go

### Having fun in hospital

We want to make sure that patients are kept occupied and entertained and that their hospital stay is as pleasant as possible.

All the wards have play specialists who organise activities to help patients have fun while they are here. They are also available to distract patients during procedures that take place on the wards like taking blood or fitting a cannula.

The wards have play rooms full of toys, books and games for younger children, while young people over 12 can use the Adolescents' Room, a parent-free zone that has video games, a large-screen TV and comfy chairs.

## Well Prepared

We're currently undertaking a major review of surgery to make sure that staff, patients and families are as well prepared for surgery as they can be. This means looking at everything from waiting lists and booking procedures, to the links between theatres and wards and the information that we give to families before their child comes in for their operation.

We also want to ensure that the particular needs of each patient are taken into account so we can make their whole experience go as smoothly as possible.

Staff across the Trust are working together



to share ideas and find ways to improve the way we do things. We're also involving patients and families in the discussions and the feedback we've had so far as been really helpful in identifying problems and areas where we could do better.

If you'd like to share your thoughts on how we could improve our surgery processes, whether that's changes to the letters we send out or ideas for making a ward stay more comfortable, we'd love to hear them. Email [well\\_prepared\\_surgery@sch.nhs.uk](mailto:well_prepared_surgery@sch.nhs.uk).



## New wards, new names

When the new wards opened we renamed all wards across the hospital. The table below outlines the changes and tells you where each ward is located in the building. Remember that the best way to find your way around is by following signs for coloured lifts and stairs.

New name	Old name	Location
Ward 1	S1	B Floor, Yellow Lifts (new building)
Ward 2 and Burns	S3 and Burns Unit	B Floor, Yellow Lifts (new building)
Ward 3	M2	C Floor, Yellow Lifts (new building)
Ward 4	M1	C Floor, Pink Lifts
Ward 5	S2	D Floor, Green Lifts
Ward 6	M3	C Floor, Purple Lifts

## Volunteers - here to help you

The Trust has more than 150 volunteers who are here to help our patients and families. You can spot the volunteers by the red t-shirts they wear.

If you can't find your way, our volunteers will take you where you need to go. We also have play volunteers in



our outpatient departments and on our wards who will play with and entertain our patients or their brothers and sisters.

Our volunteers aim to make your visit to the hospital easier and less stressful.

Volunteers go through all the same checks as any member of staff and they complete the Trust induction training plus an extra session on volunteering.

Volunteers tend to commit up to four hours a week for at least six months and we have volunteers aged 16 to



80. We normally recruit new volunteers twice a year.

Volunteers are supported by the Volunteer Services Team, Trudie Smallwood and Liz Gold. If you have been helped by a volunteer and would like to tell us about it, or if you have any further questions about volunteering, drop us a line at [volunteering@sch.nhs.uk](mailto:volunteering@sch.nhs.uk).

Find out more at [www.sheffieldchildrens.nhs.uk/volunteer](http://www.sheffieldchildrens.nhs.uk/volunteer)

## New Trust Governors elected

The Council of Governors represents the views of the public, patients, carers, staff and partner organisations and act as a link between the Trust and the local community. Nine new Governors were elected in spring and start in post in September 2018.

- Sam Broadhead - Patient Governor, Sheffield
- Ismail Mir - Patient Governor, Rest of England & Wales
- Emma Packham - Public Governor, Sheffield North West
- Heather Bellamy - Public Governor, Sheffield South West
- Vincent Keddle - Public Governor, Sheffield South West
- Isobel Robson - Public Governor, Doncaster
- Jack Hiscock - Staff Governor, Non-Clinical
- Andy Garner - Staff Governor, Nursing & Midwifery
- Samantha Burns - Staff Governor, Nursing & Midwifery

## Ryegate Sport for Life Taster Day 2018

Sunday 24 June, 10am - 2pm

English Institute of Sport, Coleridge Road, Sheffield S9 5DA



This day gives children with disabilities or additional needs the chance to try a range of sporting activities in a fun and friendly environment. Activities include creative dance, boccia, wheelchair football, ice activities, wheelchair basketball, racercycling and much more. The event is **free** and there's no need to pre-book.



## 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.

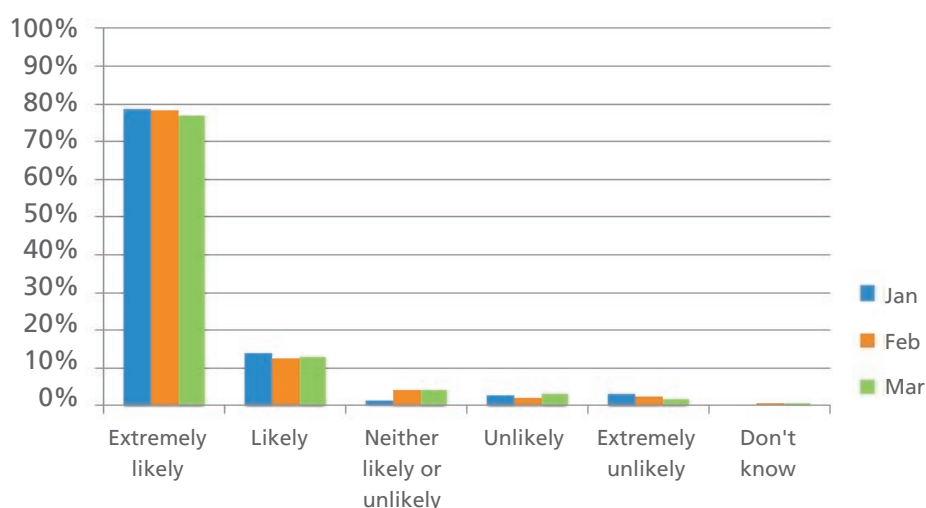


## Friends and Family Test results

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)

📞 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