

Care Experience Newsletter

April - June 2019

Take My Place



Last year we saw 158,786 children in appointments

Can't make your appointment? Give it to a child who can.

It's really important that you do whatever you can to attend your hospital appointment.

Last year Sheffield Children's saw 158,786 children in appointments across Sheffield with parents and carers bringing children to 88% of appointments. However, this 12% of missed appointments represents 21,140 times when a child did not receive the care they needed.

Missed appointments waste valuable hospital resources and can lead to delays in your child or other patients being treated.

However, we understand that sometimes it may

not be possible to attend an appointment and in those circumstances it helps if you can give us as much notice as possible.

If you'd like to reschedule or cancel an upcoming appointment please contact our appointment team on 0114 305 3691 between 8am and 8pm, Monday to Friday, with at least four days notice.

When you call we'll need to know the patient's name, hospital number and details of their appointment.

For more information, visit our website at www.sheffieldchildrens.nhs.uk/TMP

Your child could be home sooner after surgery

You might have seen in the last Care Experience Newsletter that Theatre patients can now speed down to their surgery in one of our new Tesla roadsters.

Well now your child could be home sooner too. Depending on the wellbeing of your child, it may be that they can be discharged from the Post Anaesthetic Care Unit (PACU).

This is instead of returning to the Theatre Admissions Unit (TAU) before being discharged.

We hope that this change, which isn't possible for all patients, will lead to the TAU waiting area

being less busy and a more relaxing place to be before and after a surgery.

If you are sent home earlier, we will give you a call at home for a check-up.



CQC visit

If you've been at Sheffield Children's recently, you might have seen or been interviewed by the Care Quality Commission (CQC). They've been looking at our Trust to see if we are providing a quality service that meets the needs of all our patients and their families.

We're still waiting to hear their final report but the initial feedback is that patients and families find the service provided by the Trust to be excellent with caring and friendly staff. Once the final report has been released, we will share their findings with you in a number of ways, including this newsletter.

After the report, we will work on any required changes. If you were not interviewed by the CQC but want to help us to improve or have some feedback to give please let us know.

Burns clinic room move

If you have an appointment to have a burn redressed, you'll no longer find the Burns team on Ward 2, but in the Pink area of Outpatients by the hospital's Clarkson St entrance.

Our Burns team are chuffed with their new clinic room and we hope you like it too.



Coming soon

Raising awareness of healthy living is important to us. That's why we will be opening a new information room in hospital outpatients soon. This will be filled with resources, such as information on healthy eating, for you and your family to access during your visit or stay.

You might also spot the health promotion team in Outpatients throughout the year, where they will be highlighting a variety of topics and providing an opportunity for patients and families to learn more.

Keep an eye out for updates and remember that we welcome any suggestions for topics from you on anything families would find particularly useful, so please let us know.

Roomier bays on Ward 5

Alongside our new build, we haven't forgotten to improve other areas of the Trust too. Last year, Ward 4 moved into a larger space and now we'd like to update you on Ward 5.

Patients on Ward 5 now have more spacious bays to stay in during their time at Sheffield Children's.

Ward 5 is still a nine bed ward, but there are now just four beds in the bays rather than the previous six.

Two beds have been moved into their own cubicles, so they're more private as well as more spacious.

Brian Bryson, a parent who moved into a cubicle on Ward 5, said: "We went into the Play Area and the staff moved everything in for us, so it was quite painless."

Amber Lodge charges up

A third Tesla roadster has arrived at the Trust, this time for the patients at our Becton Centre to enjoy.

Thanks to another kind donation by the UK Tesla Owners Group, children on Amber Lodge were able to take a ride in their new toy.



Amber Lodge sees patients aged between 5 and 11 who have serious and complex mental health problems.

Michael Copley, the clinical nurse manager on Amber Lodge, said: "Access to such an engaging resource along with the therapeutic skills of the staff will mean the team can continue to provide effective assessment and diagnosis for patients under our care.

"The occupational therapist and staff are working with the young people at Amber Lodge to develop a driving test which will hopefully make sure the car is with us for a very long time!"

For more information on how the Becton Centre and Amber Lodge provide support to families, visit www.sheffieldchildrens.nhs.uk/services/camhs/

Better access at Western Bank

Following feedback from families, the main entrance to the hospital site has been improved with a dropped kerb.

There was previously wheelchair access to the pavement further away from the entrance, but next time you visit, you'll spot one right next to the front doors too.



Your comments

All staff, from domestics to the consultants, have been great. The nursing staff have given us the best care possible.

Our occupational therapist is easily contactable and will return calls if we need additional support between appointments.

Fantastic care, totally patient centred.

The staff were amazing for our whole stay, which was almost eight weeks.

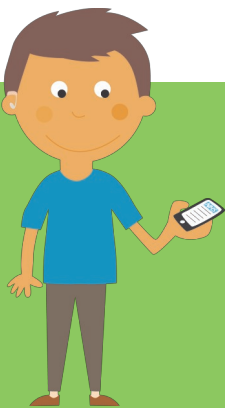
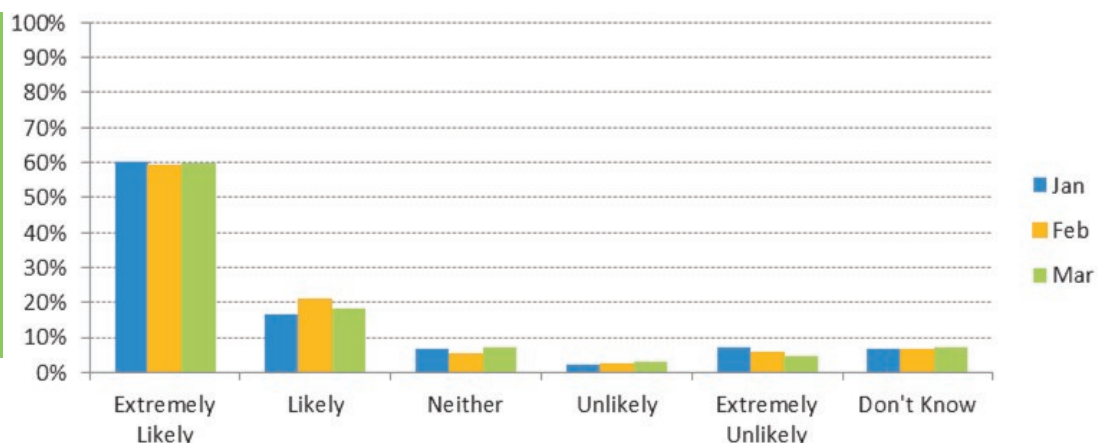


Friends and Family Test results

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 you 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
- 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 anything related to your experience of Sheffield Children's NHS Foundation Trust or come and see us in Outpatients on the first Thursday of each month.

✉ pals@sch.nhs.uk

📞 0114 271 7594

💻 www.sheffieldchildrens.nhs.uk/pals

👤 Visit our office in the hospital main entrance

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

Sheffield Children's **NHS**
NHS Foundation Trust