

Care Experience Newsletter

January - March 2019

Extra car parking spaces for patients and families



A pay and display car park is now available on-site for parents, guardians and carers. There are 26 spaces in the underground car park to the left of the main entrance. If you choose to use it, there is a ticket machine or you can pay by phone.

The system is managed by a specialist external car parking agency using an automatic number plate recognition system. The area is open 24/7 for 365 days per year. Please be aware that parking penalty charges will be £100.

Blue badge holders

Blue badge holders can get free parking, but

to stop yourself from getting a ticket, please let the car parking attendant know. A valid blue badge must also be displayed when parking.

Main entrance drop-off and pick-up

The spaces near the turning circle are a drop-off and pick-up only area for all vehicles. You may stay here for a maximum of 10 minutes.

Emergency Department parking area

The Emergency Department (ED) parking area is for emergency vehicles only such as ambulances, fire engines and police cars. Any other vehicles including taxis and private vehicles are not allowed to enter this area.

Turning on to the Fast Track

What's the quickest way to get to the Theatre?

Children and young people at Sheffield Children's can now travel to their surgery in style thanks to kind donations from the UK Tesla Owners Group.



Patients using the new Fast Track Theatres service can drive themselves to the operating theatres in one of two mini Tesla Model S cars.

The Fast Track service allows children coming for day surgery to spend less time waiting and be home quicker. Six year old James Webb was the first to drive a mini Tesla on the way to his appointment. His dad, Barry said: "James' opportunity to drive the Tesla car to Theatre definitely added a fun and exciting element to a daunting experience."

Would you like to see James take a Tesla for a spin? Watch the video now at bit.ly/SheffieldChildrensTesla

Keeping an eye on...

Julia Ennis, Head Orthoptist in the Eye Department, talks you through the newest to help make your appointment as smooth as possible.

...your appointment letters

We've improved the wording on our letters to let you know how long the appointment will be for.

...having your say

Next time you're at the department reception, you'll spot a new red post box (pictured).

There'll be new feedback cards available too for you to jot down your thoughts on how your appointment has gone.

...games for older children

From listening to your feedback, we found that there was a lack of entertainment for older children waiting for their appointment. That's why we've installed a Wii and we'll be bringing in more age appropriate books and games too.

...the new Eye-bands

Our Eye-bands could prevent a patient being given the wrong treatment after they've left the hospital.

They're handed out to all patients who've been given eye drops as part of their treatment. After having eye drops a patient's pupils dilate which causes blurred vision and, if they have an accident, this dilation could be mistaken for something else.



Be part of our Youth Forum

Are you aged between 12-19? We're looking for current and former patients and their brothers and sisters to join our Youth Forum. The forum get together every six weeks and being part of it means you'll get the chance to work on exciting projects and big changes in the hospital.

Find out more about the Youth Forum at www.sheffieldchildrens.nhs.uk/yf



"Please don't smoke here..."

Next time you visit Sheffield Children's you might unfortunately see smokers outside doors.

Many of you will know that Sheffield Children's has a problem with people smoking close to the entrances. There are signs up in all the areas where smokers gather but we are also looking at new ways to tackle the problem.

Children have recorded messages asking people not to smoke. If you see a smoker nearby, you will be able to press the button once you're inside and the message will be played asking the smoker to put their

cigarette out or move away from the hospital.

We're hopeful that this will encourage people to think about where they are smoking more than a traditional sign.



You said, we did

We listen to feedback so we can improve Sheffield Children's for the people who really matter - you. Feedback forms are available around the hospital, so please let us know your thoughts.

Issue	Action
Windows opened and closed automatically	Windows have been changed from the temperature control setting to allow patients and families to open and
Lack of places to eat	Alongside the Costa Coffee in the Western Bank reception, there will also be a WHSmith
Young people at the Becton Centre requested a mat for when they are coming in from the garden	A new mat has been ordered and is on it's way to the centre

Your comments

The staff are extremely welcoming and friendly. They took great care of my daughter.

Every staff member from the Play team, nurses and doctors have been superb from minute one.

The staff are lovely and always very helpful.

Surgery was quick and successful. We've had very good care too.

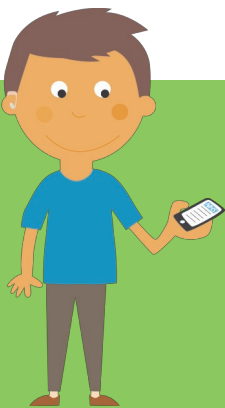
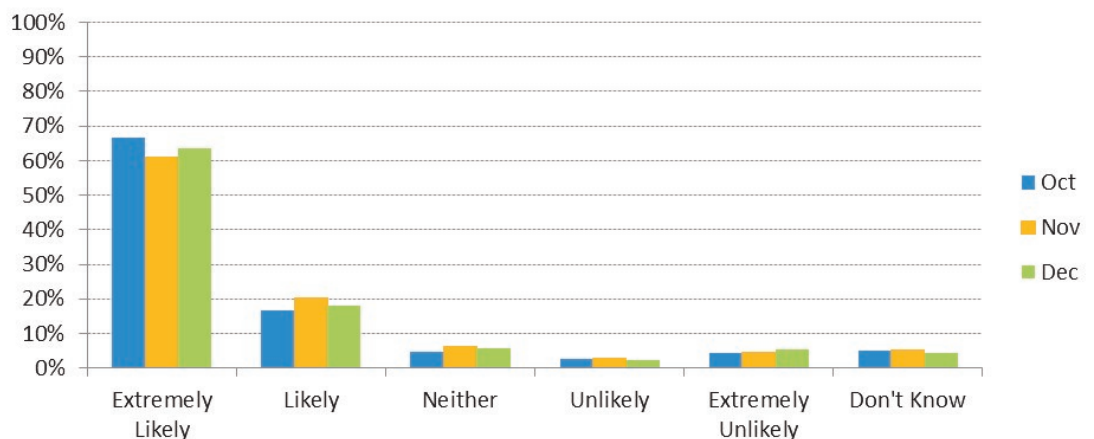


Friends and Family Test results

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.

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👤 Visit our office in the hospital main entrance

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