

Care Experience Newsletter

Summer 2018

Our new front door

It's now even easier to access Sheffield Children's Hospital when coming for an appointment, surgery or a ward stay.

That's because building work is now complete on our new main entrance on Clarkson Street, and the area is now fully open and ready for your next visit.

The new entrance includes a pick-up and drop-off turning circle, a 24 hour manned reception hub, a Rowland's pharmacy and a Costa Coffee in case you're feeling peckish.

With the opening of the new main entrance, access to and from the Emergency Department on Western Bank to the rest of the hospital is being permanently closed to create a secure, self-contained space.

If your bus stops on Western Bank, you will need to walk around the corner to the Clarkson Street entrance to get to the hospital department you need.

Meanwhile, families with wheelchairs and prams can enjoy the street level access that the new main entrance offers. There's also a sheltered spaces to wait for taxis.

We would love to hear about your views on the new entrance, so please let us know by emailing pals@sch.nhs.uk or call 0114 271 7594.

If you have an appointment at Sheffield Children's soon, please visit sheffieldchildrens.nhs.uk/transport to find out about parking and public transport routes near to the Clarkson Street entrance.



The new entrance includes a 24 hour manned Reception hub.



You said, we did

We're working hard to make sure that your visit to Outpatients is as simple as possible. That's why we've improved and updated the Outpatient letters.

Following feedback from parents, the new Outpatient letters have clearer directions so you know exactly where you need to be.

Unfortunately we can't use anything larger than an A4 sheet for the letters, but if you have any ideas for further improvement then please let us know.

We've also added an over 12's room and a quiet room. If you feel like your child would find waiting in either of these rooms more comfortable, please just ask at Reception.



The new Outpatient letters will make finding your appointment easier.



Quiet Room

Outpatients can get busy and sometimes too noisy for some children. That's why we've made the Quiet Room, which is next to the Orange and Blue Clinic waiting area.

Over 12's Room

Next door to the Quiet Room is our Over 12's Room. Here your child can wait to be seen while having a go on the PlayStation or challenging you to a board game.



Improvements on the wards

Your feedback is so important. It helps us to make sure we're giving you the best service we can.

When some parents said they were feeling isolated on the new wards, we encouraged the use of our nurse call button so they know help is never far away.

It's not surprising with the summer we've had, but when patients felt like the cubicles were a bit too warm, we brought in fans to help them cool down.

If you have some feedback of your own, then please let someone on your ward know.



Improving Flow Week

In August, we went out and about to ask a big question.

"If you could change anything to make the patient experience smoother and get patients back home as soon as possible, what would you do?"

Improving Flow Week focused on how the Trust can make sure that children,

young people and their families have a positive experience of care while they are an inpatient; from point of admission to point of discharge.

The Improving Flow team also spoke to children and families about their experience and patient journey while they stayed on the ward.

There were no limits to what everyone could suggest and the team heard from many



different staff groups and lots of patients too.

There have been some great ideas and given to our team from both patients and staff and this will help us to keep improving what we do.



If you would like to give your answer to the question,
please email claire.birch@sch.nhs.uk

Patient Engagement Day

On our Patient Engagement Day, we spoke to 143 families about their experience at Sheffield Children's. We spoke to children, teens, mums, dads, and carers, while younger children also had their say by drawing pictures to tell their own stories.

From the feedback, we found that 80% of families found our staff to be kind and understanding and 76% of patients felt that they were seen quickly.

Tackling smoking

Smoking is not allowed at any Sheffield Children's site, but since the new hospital entrance opened, there have been issues with some parents and visitors smoking next to the turning circle.

Smoking here is a particular problem because there are wards directly above. The smell also drifts towards the entrance doors.

Children coming to the hospital are having to walk through smoky areas and this can be dangerous, especially when they have breathing conditions.

If you do choose to smoke, we would really appreciate you not smoking in areas close to the hospital.



Your Comments

The care and consideration for our emotional and medical needs has been second to none.

The colour coding of areas at Sheffield Children's is really useful.

Thank you so much for your kindness.

Outpatients is very colourful and the staff have been great to us.

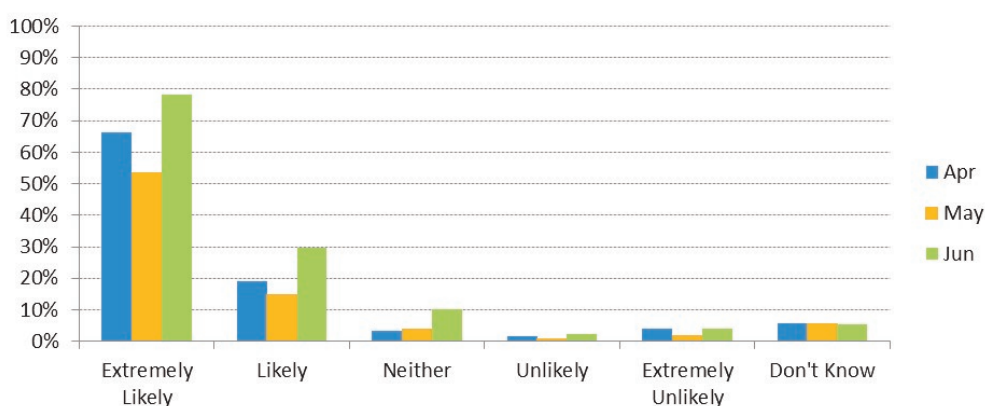


Friends and Family Test results

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, Sheffield S10 2TH

Sheffield Children's 
NHS Foundation Trust