

Your hospital...

Your views

NEWSLETTER

SUMMER 2011

Your comments are important

We would like you to tell us about your visit to the hospital – good and bad so that we can improve services and highlight areas where patients have told us they have received exceptional care.

Please complete a comment card and place it in a 'Your Hospital, Your View' post box.

Why do we want your comments?

Your comments can be used to help improve services that the Trust provides. Both positive and negative comments can be used to highlight your experience when you visit the hospital. This allows us to try to address your concerns or provide feedback to areas where service has been above expectations.

What do we do with your comments?

The comment cards are collected on a regular basis and reviewed by the Patient Advice & Liaison Service (PALS).

A report is compiled which identifies the type of comment and the area to which the comment is attributed. These reports are presented to managerial and staff groups.

Comments made between 1st January and 31st June 2011

What did you like?

Treatment in the Emergency Department

Numerous positive comments were received including 'I was treated with warmth, humour and a professional attitude', 'they took time, patience and care whilst looking after the patient' and 'staff remained calm when faced with challenging behaviour from some of the patients'.

The Emergency Department is currently undergoing refurbishment which will improve the environment for patient care; the completion of the work is planned for the end of August 2011.

In 2010/11, the Emergency Department treated 97% of its patients within 4 hours thus exceeding the national target of 95%. In April 2011, the Emergency Department also introduced Clinical Quality Indicators which will monitor and reflect every aspect of a patient's experience in the department.

The Emergency Department is always looking at new ways to improve and develop their service and welcome any suggestions or comments from patients or families/carers.

Communication and attitude of staff Trust-wide

There were many positive comments received via comments cards, 61% of which praised the attitude and communication of staff. The comments included 'staff made my stay as pleasant as possible', 'staff were extremely helpful and polite', 'unfailing courtesy, kindness and skills' and 'very professional and did an excellent job of calming my nerves'. All of these comments are fed back to staff in the areas involved and can give a real boost to their morale.



What did you not like?

Car parking near the Emergency Department

Some patients were concerned that there was nowhere to park near the Emergency Department when they were unable to walk from the car park. As a result, a new initiative has been introduced whereby any injured patient with temporary walking difficulties, who has parked in a disabled car parking space, should ask the receptionist to pass on the vehicle details to the Security staff to avoid incurring a charge.



Waiting for medications on discharge

Once you are ready to be discharged from the hospital it can be frustrating to find that you have to wait for your medications to be prepared. However, due to an improvement in the dispensing process over 80% of patients will have their medication ready within 1.5 hours. Where there is a delay this is because of prescribing problems which require resolution before processing, or are for blister packs which do take longer to dispense.

DID YOU KNOW?...

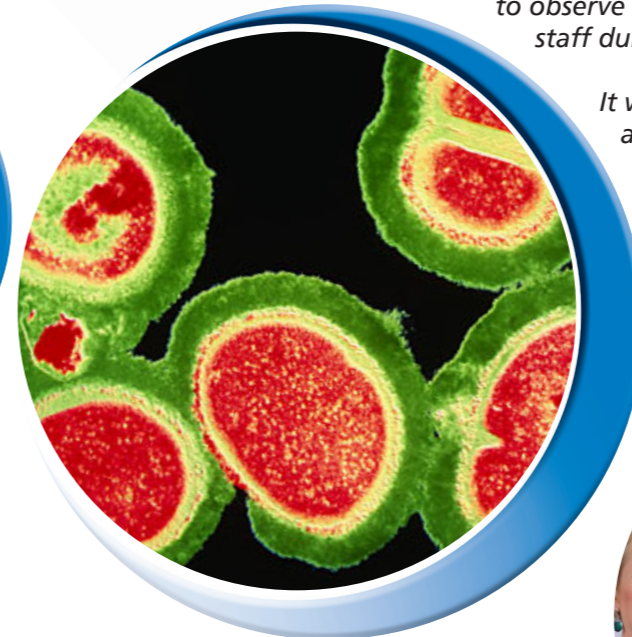
Accident & Emergency
Maternity Emergencies
Main Entrance
Women & Children's Building
All Outpatients Dept

Trust meets essential dignity and nutrition standards for older people

A report by the Care Quality Commission (CQC) awarded the Trust with the highest compliance category possible for meeting essential quality and safety standards for older people.

The review was part of an inspection programme to assess how well older people are treated during their hospital stay. An inspection team visited the Trust's Acute Medical Unit (AMU) and Ward 53 (Tower Ward) to observe how people were being cared for by speaking to patients and staff during their unannounced visit.

It was found that the Countess of Chester Hospital was meeting all essential standards. According to the report, all of the patients who inspectors talked to said their needs were met.



MRSA Bacter aemia

At the time of print, it has been almost one year since an episode of MRSA Bacteraemia was recorded at the Countess of Chester Hospital.

Relative Comfort Appeal



Having received a donation of £10,000 from the Countess Car boot sale, the Relative Comfort Appeal is more than halfway to reaching its target of £395,000. This appeal is to provide a unit to accommodate families and carers of patients who are critically ill in the Intensive Care and High Dependency Units.

