

**Visit Date:** 5<sup>th</sup> October 2018

**Service name:** Abbey Ward, Central Middlesex Hospital

**Summary**

Healthwatch Brent made a visit to Abbey Ward at Central Middlesex Hospital to engage with patients and carers to hear their views on the service they are receiving. Abbey Ward is a surgical ward that has 22 beds, three bays with four beds and 10 side rooms. On the day of our visit there were 11 patients on the ward with nine patients expecting to arrive from day surgery. We were able to get feedback from seven patients and three carers, one carer was translating for the patient.

**Discussions:** Patients and carers feel involved with discussions around their care. Staff are quick to respond to any patient and carer questions.

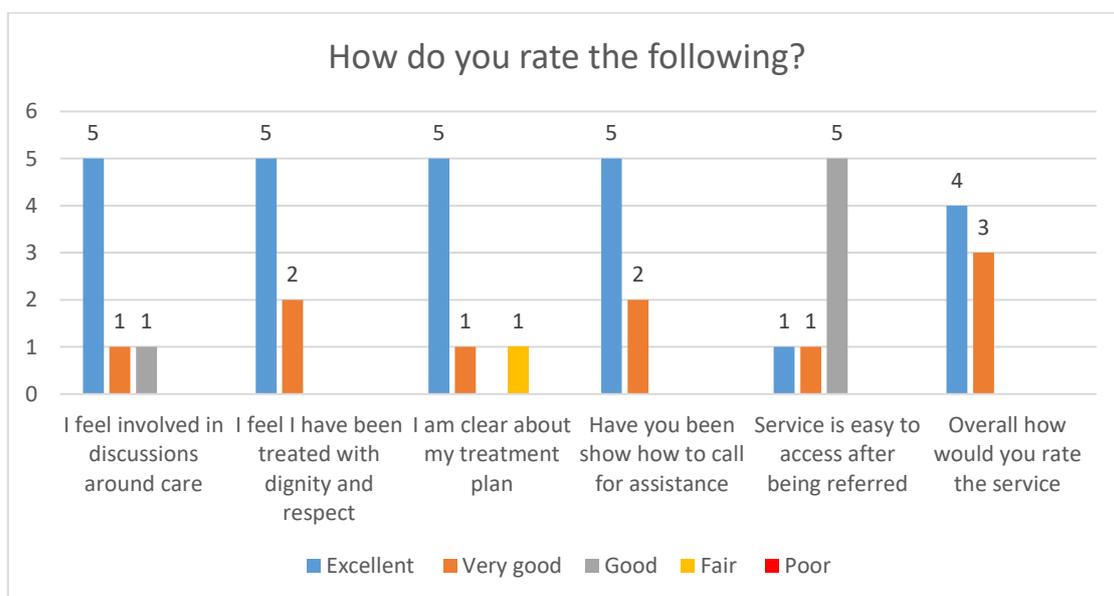
**Staff relationship:** Patients had a good relationship with staff, a couple of patients said the treatment can feel rushed but still feel they are treated respectfully. One patient had a student nurse change their dressing, they were asked consent before hand. Patients are made aware who their nurse of the day is.

**Treatment plan:** The majority of patients have a clear understanding of their treatment plan, staff have communicated well and answered any questions that they have asked.

**Call for assistance:** Staff are seen walking around and easy to get their attention, patients said staff check up on them regularly and ask if they are ok.

**Referral:** All patients we spoke to waited were referred by their GP and took several months for their referral, majority taking 3 to 4 months. They received a letter in the post confirming their appointment and some received a phone call as well. One patient asked to be referred to Central Middlesex Hospital as he had heard good things about them.

We asked the patients and carers to rate the service from 1 (poor) to 5 (excellent). The results are in a graph below:



### What patients and carer's said:

"Staff are incentive and helpful, they help me to wash"

"Nurses have been excellent"

"All treatment has been explained to me"

"Staff have been excellent, feel treatment can be rushed because they are busy"

"I get checked on regularly and asked if I am ok"

"Food was horrible, chip were not cooked properly"

"Nurses and doctors have all been supportive and caring, staff help me to wash and go toilet"

"All staff have been pleasant, their behaviour is so nice"

"When I have been giving medication I have been told what it is and what I am taking it for"

### Overall experience:

Patients were happy with their experience at Abbey Ward. Some patients require extra assistants with washing and going to the bathroom which has helped to build a good relationship between the patient and staff, staff help the patients when needed but try and encourage the patients to wash themselves where they can to help retain some independence then help with the areas they can't reach. Patients felt the referral process was too long, patients had waited several months for an appointment after being referred by their GP. There is a day room available that has TV and some reading material. The door to the day room was a fire door that had a keep shut sign, the door was being held open by bin. There were two Medical trolleys with equipment in front of the reception desk.

### Recommendations:

- To praise staff for positive feedback received
- It is understandable that Abbey Ward receive a lot of referrals, is there a way to reduce the length of time patients are waiting after being referred by their GP?
- Keep medical trolleys away from front reception desk
- Do not use a bin to hold pen a fire door

### Service Response:

Thank you for this helpful feedback.

- **To praise staff for positive feedback received**  
All feedback (both positive and negative) is shared with staff at handovers and ward meetings. We also display feedback in the staff room and on the notice board.
- **It is understandable that Abbey Ward receive a lot of referrals, is there a way to reduce the length of time patients are waiting after being referred by their GP?**  
The Trust is undertaking a demand and capacity review of services that are under pressure to deliver against national standards. The Trust is being supported by NHS I in this endeavour. Meanwhile, in order to free up capacity for urgent referrals, the use of other resources including outsourcing or routine procedures is being pursued for those services where there is a concern that they may not be able to meet the various national standards for assessment and treatment
- **Keep medical trolleys away from front reception desk**  
Medicine trolleys need to stay near their allocated nurse's station. We will review the feasibility of relocating each of the trolleys to the far end of the nurse's station so that they are away from the reception desk area.
- **Do not use a bin to hold pen a fire door**  
We will address this directly with the team to ensure that this does not happen.