

What our adult inpatients told us

Positive Comments

- 99% of patients said they were well looked after by non-clinical staff
- 95% had confidence and trust in the doctors that cared for them
- 97% had confidence and trust in the nurses that cared for them
- 96% thought that staff worked well together
- 96% of patients said they were given enough privacy when examined or treated
- 96% of patients said staff answered their questions about the operation or procedure in a way that they could understand
- 97% said they were treated with dignity and respect
- 95% said the hospital was clean



Praise for all hospital staff:

Compassionate
Effective treatment
Professionalism
Personalised care
Sensitive
Thoughtful
Grateful
Caring
Supportive
Friendliness
Patient

Points for improvement

- 38% said that the hospital changed their admission date
- 22% said that after arriving at the hospital, they had to wait a long time to get a bed on a ward
- 20% said that they were not given enough information about their condition or treatment while in the A&E department
- 18% said that there were rarely or never enough nurses to care for them
- 14% said that the quality of hospital food was poor
- 53% said that their discharge was delayed on the day they left the hospital



What the Trust is doing

Access and waiting for a bed

- Projects to improve flow (Same Day Emergency Care, Hospital Ambulance Liaison Officer, nurse lead Front Loaded Initial Care, primary care streaming and new signage)
- Trust-wide improvement programme
- Trust's Corporate Recovery Programme (CRU)



Staffing

- International nursing recruitment campaign
- Building positive relationships with Plymouth University
- Reducing the use of agency staff
- Decreasing the bed occupancy
- Leadership framework at ward and matron levels



Emergency department

- Assessing and learning from changes during Covid-19 response
- Additional surveys to understand patient experience in light of changes in response to Covid-19
- Setting out expectations: piloting new checklist for patient and families



Discharge

- *Your Pharmacy* project to reduce the time it takes for patients to receive medication to take home
- Changes in consultant ward rounds
- Software improvements
- Electronic solutions to improve flow
- Improving communication with patients about discharge. #HelpMeHome campaign
- Electronic prescribing
- New volunteer support role



Estates and facilities

- Refurbishment of many clinical areas
- Insourcing of hotel services
- Changes to the hospital environment



Quality of food

- Introducing Diet Grids and Mealtime care plans
- Making Mealtimes Matter Week
- Working with dietetics to improve menus
- Increasing the range of special diets
- Recruitment of a Catering Manager
- Refresh of the Trust's Food and Hydration strategy

