

**Wexham Park Hospital**  
 Wexham Street  
 Slough  
 Berkshire  
 SL2 4HL

**Mr Steve Taylor**  
**Healthwatch Hampshire**

13<sup>th</sup> November 2015

Dear Steve

Thank you for your email dated 13<sup>th</sup> November in which you included your report on patient feedback from different local Healthwatch organisations over the last 12 months relating to Frimley Park Hospital. Frimley Health welcomes feedback from any source, and Claire Marshall, Head of Patient Experience has provided me with information to enable me to respond in full.

I am pleased to read that there are many positive comments from patients and their families about the care and service provided by Frimley Park Hospital. I have included a table below to address some of your points and recommendations from the report and I hope you find this useful.

You Said	Our Response
<p>Patients did not always find it easy to complain</p>	<p>The Trust has been working on many complaints process improvements during 2015. These include</p> <ul style="list-style-type: none"> <li>New complaints leaflets are available in all areas since the beginning of November 2015</li> <li>“How to raise a concern” information is in all bedside folders</li> <li>Easy read complaints posters are being printed and will be distributed before the end of December</li> <li>New Trust website launched in October 2015 includes signposting to “Sharing your views”</li> <li>“Ask Andrew” is available on the website to raise any concerns directly with CEO</li> <li>Patient Advice and Liaison services (PALs) advertise on TV units</li> <li>PALs office is in prominent location open 5 days per week</li> <li>Staff are trained regularly to ensure they can try to resolve problems as they occur</li> <li>When someone makes a formal complaint the acknowledgement letter outlines process as well as independent advocacy support and Parliamentary Health Service Ombudsman contact details</li> <li>All complaint responses contain information of what do if you remain unhappy or have outstanding questions</li> <li>All NHS choices and Twitter comments are answered and directed appropriately</li> <li>In 2016, in line with good practice, we plan to survey a selection of</li> </ul>



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	patients that have received their complaint response to see how they found the process.
Inform patients before the day if operations need to be cancelled	Due to bed pressures from emergency admissions it is not always possible to go ahead with planned procedures or to cancel them in advance. The Trust is working to reduce such cancelled operations and appointments, please be assured that we only cancel if there is absolutely no alternative. A further 21 beds have opened at Farnham Hospital in November 2015 to help create additional capacity.
Send out reminders to patients about upcoming appointments	Text messaging and appointment reminders are already in use at Heatherwood and Wexham Park Hospital sites. This is being considered as part of the outpatient project for Frimley Park site.
To have an illuminated sign in outpatient departments so patients with hearing difficulties can see when they are called.	As part of the outpatient planned improvements the Trust will have a patient on screen call system installed which will have a name flash up on the screen when the patient is called – the idea being that the patient will be called both aurally and visually. This will be in all outpatient departments in the future,
Develop a leaflet to describe the discharge process for patients	The Trust is focusing work on discharge and the flow of patients, with a Safe Transfer of Care Steering Group being set up. Governors at Frimley Park Hospital will also be involved in ensuring the patient voice and feedback is fed into this group. A leaflet will be considered as part of the broader workstream.

Your report will be shared with the wider team and across Frimley Health for the learning points and I look forward to continuing to work with you to improve patient experience.

Yours sincerely



Sally Brittain  
Deputy Director of Nursing – HWP

Cc Nicola Ranger, Director of Nursing and Midwifery  
Alison Szewczyk, Deputy Director of Nursing - FPH  
Claire Marshall, Head of Patient Experience