

Farnham Hospital

Quality Assurance Report

November 2019

Quality Assurance - Farnham Hospital

In November 2019 Healthwatch Hampshire took part in **Quality Assurance Visits** on three wards at Farnham and Fleet Hospitals. During these visits Healthwatch staff spoke to patients, carers and family members to gather their views and experiences about their time on the wards. We asked patients to comment on;

- Care and treatment
- Communication and information
- Opportunities to discuss their medication
- Therapies and activities on the ward
- Involvement in discharge planning

Methodology

The following hospital was visited:

- Bentley and Runfold Wards, Farnham Hospital

The Quality Assurance visits were organised in advance, and in some cases, hospital staff had distributed leaflets to patients providing information about Healthwatch Hampshire.

While on the wards it was important that Healthwatch was sensitive to the needs of patients, many of whom were frail and unwell. Therefore, hospital staff advised on which patients had consented to participate and informed us which patients were too unwell to take part.

Healthwatch staff were aware that some of the more vulnerable patients were not able to take part, we therefore endeavored to talk to their carers' and/or family members so they could advocate on their behalf.

Everyone who answered the questionnaire was informed of its purpose and told that their comments would be presented anonymously in a report that would be available on Healthwatch Hampshire's website.

It is important to note that these visits capture a snapshot of patient experience, rather than being representative of all service user experiences on the wards.

Runfold Ward

Healthwatch Hampshire spoke to 5 patients,
carers/family members on Runfold

Care and Treatment

Every patient that we spoke to felt that the care on the ward was good. They also said that the physiotherapy they were receiving was 'excellent'.



"The physio on the ward is second to none"

"Well cared for, respectful staff - caring and kind"

"The care has been good - the food is good, the nurses are pleasant"

"Therapy has been excellent"

"Care has been good"



When asked if there was anything that would improve their stay or make them more comfortable most patients said "No". One patient said that they had very specific dietary requirements (wheat free and dairy free) which the hospital had struggled to cater for when they first arrived. The patient's wife said that the hospital had worked hard to provide suitable meals for him.

"Staff have tried really hard to accommodate for him but have really struggled."

She added that it has taken a few weeks, but she feels the meals are now meeting his needs.

Most patients said that staff were "always" available when they needed them. Some said that they had to "wait a bit at busy times".

"They always come when needed, I can wait a bit at busy times - 10mins on the odd occasion"

Patients were unanimous in saying they were "always" treated with dignity, respect and understanding while on the ward. As an example, one patient said, "They take the time to come and take me to the dining room and explain the menu to me".

Communication and information

Transfer onto the ward

All the patients we spoke to said that their transfer to the ward had been well coordinated.



"Yes, excellent, very efficient - told when it was going to happen, and it happened when they said it would - my family was told."

"Yes - it was comfortable, and I was prepared"



Staff roles

When asked if they had been given information on different staff roles, answers were mixed, with several patients indicating that they had not been told but had “picked it up” while on the ward. Others stated that they had been informed when they arrived.

Communication regarding care/treatment

A majority of patients said they were “sometimes” told what was happening next with their care.

“I don’t always get to know what they are going to do next”

One patient said they were “rarely” kept informed. They advised that they had been given a weekly planner with their therapy sessions plotted onto it, but they got “not much beyond that.”

The patients we spoke to felt that staff valued their opinions about their care.

“Very considerate, if we asked for accommodations staff would take action”

A patient spoke about how their therapy had been tailored to meet their needs.

“I was concerned about going up and down stairs and raised it and they helped me work on it - we went to the staircase to practice.”

Raising a problem or making a complaint

Regarding knowing how to raise a problem or make a complaint, responses were mixed, with some patients saying they knew who to speak to, and others indicating that they were unsure.



“Yes - the sister in charge spoke to us when we first came on to the ward and said speak to her if we had any problems”

“Not really - the sister in charge I presume or the person who I think is a senior nurse”



Medication

Half of the patients we spoke to said they had discussed their medication with staff while on the ward and that the information given had been clear. The others stated that it had not been discussed and they were unsure what medication they were taking.



“They changed my pills when I came here, and I am on a different set - some have been added and some not there - no one has explained why”

“I accept what they give me - haven’t a clue”



Therapies and activities on the ward

Social Activities

Every patient we spoke to said that there were regular activities on the ward. They said that there was a breakfast club, a newspaper discussion panel, and a health and wellbeing

session held weekly. Several also mentioned that they ate lunch in the dining room. Patients valued these activities as ways to socialise, as well as part of their therapy.

Therapy

Patients, carers and family members commented on the high standard of therapy on offer on the ward.

“Therapy has been very useful - gone forward in leaps and bounds”

One family member said “he does therapy every day. They have worked really hard with him.” They added that in two weeks her father had made amazing progress from not being able to walk, to being able to take little walks round the ward.

Discharge planning

There was only one patient who said they were ready for discharge. They said they were very happy with how it was being coordinated as they knew what care, equipment and follow up treatment had been arranged, and felt that their ideas and suggestions had been listened too. They said that although it had been “well handled by the hospital” they were frustrated as their return home had been “held up by the local authority”.

Other comments

“Why do they exclude family members from the lounge at mealtimes? It would be good if they could help with feeding their family members.”

One patient said that they had problems with hospital transport. This is not the responsibility of the hospital/ward but an external transport provider. They were taken to an appointment at another hospital and had a 2 hour wait to get transportation back to Farnham Hospital. They said that their son was forced to get a taxi for them on the return trip.

Bentley Ward

Healthwatch Hampshire spoke to 4 patients, carers/family members on Bentley Ward.

Care and treatment

Patients on Bentley Ward said that staff were friendly, caring and helpful. A patient also said that ward staff had encouraged and supported him to be as independent as possible while on the ward, which he felt was positive.



“I like that they are allowing me to do as much as I can myself”

“Very good staff - I don't feel like I am in hospital, the nurses are friendly and helpful”

“The nurses are nice and help you - they are chatty, which really makes a difference”

“Very good care, help me a lot”



When asked if anything could be done to make their stay better or more comfortable, most patients said “no” and indicated that they were happy with their care and treatment on the ward. One patient did say that they would like two sessions of physiotherapy a day and that they needed “more staff as sometimes I have to wait a long time”.

Patients felt that staff tried hard to be available when they needed them, acknowledging that at busy times, such as in the morning, they may have to wait for their buzzer to be answered.

“In the morning sometimes, it takes a long time, as they are very much in demand”

Every patient spoken to said that staff “always” treated them with dignity, respect and understanding.



“They are so helpful and discreet with personal care”

“Yesterday I went to Frimley Park for a hospital appointment and the nurses all came in to wish me luck, it was so thoughtful of them”



Communication and Information

Transfer onto the ward

All the patients we spoke to had been transferred to the ward from another hospital and felt that their transfer had been well coordinated. Most said they felt prepared for the move and their family had been informed. One patient said, “I didn’t know I was being moved, but it didn’t matter”.

Staff roles

A majority of patients said that the different staff roles had not been explained to them. One patient said “no - I’m still working it out”.

Communication regarding care/treatment

Many patients felt they were kept informed of what would happen next with their treatment. Staff listened to them and explained anything they did not understand.



“I am hard of hearing and so have to ask them to repeat things a lot, but they don’t mind and always explain”

“If my daughter comes in and they want to do some therapy or something, they say don’t worry let’s leave it and do it later, so I can see her”

“Very clear, I always know what is coming next”



One patient felt that they had not been kept up to date with what was next for their treatment.

“All I know is that I am in for physio...they just come in and ask and you just have to do it [physiotherapy]”

Medication

Every patient we spoke to said that they had discussed their medication with staff while on the ward. However, one patient indicated that they had to prompt staff to explain when they noticed changes in their medication.



“I am on two new pills and both have been discussed with me and I am clear about them.”

“Sometimes it’s clear, I was given tablets that are different from at home and I asked why am I taking them? I didn’t know what they were.”



Raising a problem or making a complaint

Most patients said they knew who to talk to if they needed to raise a problem or make a complaint. One said “no one had mentioned this” but went on to explain that staff had supported them in registering a complaint about waiting times for hospital transportation.

Therapies and Activities

Patients said there were regular activities on the ward. They said they went to a Breakfast club where they served themselves breakfast. They also said there were social groups during the week, and they were encouraged to eat lunch together in the dining room. All the patients were undertaking physiotherapy and felt that it had been “extremely” useful in aiding their recovery.



“I do group therapy, doing arm stretches and playing skittles”

“They have given me exercises that I can do in bed. I have also been doing cycling - I did 13mins today and am really proud of that as I did 10 last time - I am building it up”.

“The therapy has been very good here”



Discharge planning

A couple of patients said that they were ready for discharge and both felt they had been consulted and listened to during discussions about discharge arrangements. They also felt confident that enough equipment and support had been put in place for their return home.



“I have care arranged to come in in the mornings. I will also have physiotherapy at home as well. They have arranged transport to take me home.”

“Yes, I have been able to say what I think I need - physiotherapy and occupational health has been exceptionally good”



Other comments

A patient told us that staff on the Ward had supported them to make a complaint about hospital transport. This transportation is not the responsibility of the hospital/ward, but an external transport provider. The patient said they left Farnham Hospital at 9am for their appointment, and did not return until after 5pm, which was a long day. They had a 3 hour wait for transportation back to Farnham Hospital.

Another patient said “we don’t see doctors enough. One doctor who comes in the afternoon doesn’t really tell me anything. They talk to my daughter and not to me - they ignore me - like I don’t understand or am not here.”

Provider Response:

The Provider asked us to remove the comments regarding community transport as this was the fault of the transport provider and not the hospital.

Acknowledgments

Healthwatch Hampshire would like to thank all the patients, carers and family members who took part in this survey. We would also like to thank the ward staff who made us welcome and facilitated our visits.