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Steve Taylor
Healthwatch Hampshire Manager
Healthwatch Hampshire
Westgate Chambers
Staple Gardens
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Dear Steve

Thank you for sharing the feedback regarding our orthopaedic services that you have received in the course of your engagement activities and events this year. We welcome the opportunity Healthwatch Hampshire has provided us to listen to the views of patients who have used our services.

It is always good to hear the positive feedback about the excellent care our staff provide every day and to recognise the committed teamwork that makes such a difference to our patients.

We are extremely disappointed that we have not achieved the excellence in care that we always strive to achieve. Our staff teams regularly review and respond to the comments, concerns, compliments and complaints that receive. This provides a great opportunity to recognise what we do well and to take action to learn and improve our services. We have shared this report with relevant managers and frontline staff as part of this regular process of learning.

Our orthopaedic teams have been involved in several improvement initiatives over the last year. These have included participation in a Trust wide recruitment programme for new nurses and a review of staffing ratios and skills on each of our orthopaedic wards. The orthopaedic team have introduced new roles to support and enhance the nursing care we provide. For example, each trauma ward now has a nutrition and hydration assistant available every day to support patients who need additional help with food and drink. Assistant practitioners have also been introduced on the wards. As skilled support staff they are trained to provide specific aspects of nursing care for example providing the care of catheters and cannulas in addition to providing assistance in personal care.

The multidisciplinary teams in orthopaedic services have been actively involved in Trust wide initiatives to reduce the risk of falling and improve the quality of care provided. There has been a significant reduction in the number of falls across our orthopaedic services and we are committed to seek further improvement.

Everyone in the multidisciplinary team takes responsibility for ensuring call bells are responded to in a timely and appropriate manner and regular monitoring of this takes place. This has been a particular focus of improvement for the Trust and will remain a priority as we recognise the importance of this for our patients.

The teams have also participated in the 'Heading Home' initiative working with our partner organisations from across the health system to help get patients who are ready for discharge, home or into a more appropriate care environment without any delay. This initiative is a great example of team work with staff from all of the organisations involved in caring for people in hospital and in the community working together with the patients' best interests at the heart of every conversation.

We welcome the opportunity to learn from patients, their relatives and carers about their experience of our services and over the last year we have introduced 'Through your eyes' listening sessions. These informal sessions provide a unique opportunity for people who have provided us with their feedback to tell us about their experiences first hand and to share with us what worked well and what could be improved. We also use these sessions as an opportunity to understand how well we have dealt with the concerns and complaints they have raised with us so that we can understand how we can better listen, learn and respond to the feedback we have received.

Thank you for sharing the views and experiences that our patients have taken the time to tell you. I hope we have provided the reassurance that we have listened and taken the appropriate action in response to the recommendations for improvement.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Mary Edwards', written in a cursive style.

Mary Edwards
Chief Executive