

22.1 Your comments

All wards and outpatient areas have comment cards and boxes in which to place the completed cards. These boxes are emptied by Volunteers each week and ward staff discuss the comments cards. The information patients and families provide is used to improve our services, helping to create a high quality patient experience which you will be happy to recommend to others.

22.2 The Friends and Family Test (FFT)

The Friends and Family Test (FFT) is a national two question survey which asks patients whether they would recommend the NHS service they have received to family and friends who need similar treatment or care.

We would like to know how likely are you to recommend our service to friends and family if they needed similar care or treatment and the main reason for the score you have given.

You can also put your comments onto the NHS Choices website (www.nhs.uk).

22.3 Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service (PALS), is here to listen to patients, their relatives, carers and friends, answer their questions and resolve concerns as quickly as possible. The service also provides information, guides people through the complexities of the NHS and helps find speedy solutions to problems and concerns. PALS can provide information about the NHS complaints procedure and advice about making a formal complaint if this is necessary. They can also advise you about the role of independent advocacy services who can help you with a complaint and how to contact them.



22.4 Complaints

The Trust has an open and honest approach in dealing with any concerns or if something has gone wrong. Clinical staff are always keen to resolve your concerns at a local level whenever possible. If you are unhappy with any aspect of your care or your relative's care, please speak to your consultant or ward staff and they will be pleased to help you resolve any issues.

If your concern cannot be dealt with locally, you can complain formally to the Trust. Formal written complaints are dealt with by the Complaints Department and letters of complaint are acknowledged in writing and an investigation started within 3 working days. You can contact the complaints team by e-mail: complaintsoffice.trust@pat.nhs.uk or by calling the office on 0161 604 5800.

23. Getting involved with your hospital

We have around 600 active volunteers. They are based across our hospital sites eg in our tea bars, at our information desks, on the wards and many other areas. If you would like to apply to be a volunteer, please contact the Volunteers Office on 0161 604 5892.



24. Become a member – have your say

We are keen for our patients, local communities and members of staff to become members of our Trust as we aim for Foundation Trust status. This will help us to ensure we meet the needs of our patients and local communities we serve. By becoming a member of the Trust you will be able to 'have your say' on decisions that will impact on the development of the Trust's services. Members will also be entitled to elect and stand for election to a shadow Council of Governors, and help to shape the long-term future of the trust.

Membership is free and as a member you can:

- be consulted on plans for future developments to meet the needs of the community
- stand for election to a shadow Council of Governors
- help improve services within the hospital and the local health community
- help to raise funds to improve services in the hospital and the community
- volunteer in a variety of roles and settings
- attend health information events.

We realise that members will want to be involved in different ways and it is entirely up to you how involved you choose to be, from just receiving our regular newsletter to becoming more involved in our development. If you would like to become a Trust member please go online (www.pat.nhs.uk) to fill out the on-line membership form; you can also call us on 01706 517302 or email: ftmembership@pat.nhs.uk.

25. Fundraising

The Pennine Acute Hospitals Charity supports the Trust to provide excellent patient care in great facilities, using the best equipment across four acute hospitals and in the community. By making a donation or raising funds you can help us fund additional equipment, training and research which will enhance the care and facilities we are able to provide for our patients. You can choose to support one of our hospitals, a specific ward or department, or one of our appeals. Find out more about some of our fantastic appeals, upcoming events and how you can get involved, on our Trust Charity pages on the Trust website (www.pat.nhs.uk).

To register your support or for more information contact the Fundraising Office on 0161 908 4497 or email: charity@pat.nhs.uk.



26. The Pennine Acute Hospitals NHS Trust Website

Our website is designed in consultation with patients, staff, GPs, local community groups and volunteers. It is entirely designed on the feedback of these groups, whom we meet with on a regular basis to ask for their opinions and suggestions. The website now includes contact details and information for our hospital and community based services, latest news, job vacancies and links to the Trust's social media channels, including Twitter, LinkedIn and YouTube. We hope it is helpful to you in providing further information about the hospitals and the departments (www.pat.nhs.uk).



Your Care : Information Cards



Infection Control

Key steps for infection control

As a patient or visitor, you can help by:



1. **Not coming to hospital to visit a patient if you have been unwell with vomiting /diarrhoea or flu-like symptoms in the last 48 hrs**
2. **Cleaning your hands with the alcohol based hand gel every time you enter or leave a ward or use the nearest sink to wash your hands with soap and water**
3. **Not sitting on patients' beds**
4. **Washing your hands after using the toilet and before eating**

Infection Control

Key steps for infection control

Staff will:



1. **Clean their hands following the 5 'moments' of hand hygiene, using alcohol gel or soap and water**
2. **Be 'bare below the elbows' in the patient environment**
3. **Always follow Aseptic Non Touch Technique (ANTT) and be annually assessed as competent**
4. **Use Personal Protective Equipment as single patient-use items**
5. **Assess each patient with diarrhoea for Clostridium difficile infections (CDI) and isolate them in a timely way**
6. **Clean all equipment daily with Chlor-Clean or Virusolve wipes or after use for patients with infections / diarrhoea**

Medicine Matters

Key steps for good medicine administration

As a patient you can help by:



1. **Bringing your current medicines and a list of them, into hospital with you**
2. **Taking your medicines as soon as the nurse has given them to you. If you need assistance please ask the nurse. If you wish to take your own medicines whilst in hospital discuss with the nurse, doctor or pharmacy staff**
3. **Ensuring the nurse asks you, every time you receive a medicine, to confirm your name and date of birth**
4. **Asking questions about your medicines; if you need more information please ask your nurse, doctor or pharmacy staff**



Medicine Matters

Key steps for good medicine administration

Staff will:



1. **Check your name band to positively identify you confirming allergy status and gaining consent to treatment**
2. **Systematically work through your drug chart / Electronic Prescribing Medicine Administration (EPMA) chart, checking all sections including symptomatic relief, once only medicines, all regular prescriptions and PRN medicines**
3. **Accurately document any missed / omitted or delayed doses on the back of the prescription chart / EPMA chart and enter relevant supporting information in the nursing /medical notes**
4. **Prepare medicines to be administered using a non-touch technique and perform hand hygiene at appropriate times. Take the prescription chart / EPMA record and medicines to your bedside**
5. **Ensure that you are supervised and assisted to swallow oral medications. Some fruit juices interact with medicines. It is usually best practice to swallow tablets with water**
6. **Sign the prescription chart / EPMA immediately after you have taken your medication (no medicines must be left around the patient bed areas)**

Observations

Key steps for observations

(eg pulse, temperature, blood pressure, respiration)

As a patient you can help by:



1. **Informing the nursing staff how much you have had to drink**

2. **Informing the nursing staff if you feel thirsty or your urine looks dark and concentrated**

3. **Informing the nursing staff if you feel too hot, too cold, or 'shivery'**

4. **Informing the nursing staff if you are feeling unwell**

Observations

Key steps for observations

Staff will:



1. **Complete and record observations on all patients at the time of admission**
2. **Complete a minimum of 8 hourly observations for all patients**
3. **Calculate an Early Warning Score (EWS) with every set of observations**
4. **Ensure that the frequency of observations is recorded on the observations care plan and reviewed as the patient's condition indicates**
5. **Escalate and increase the frequency of observations in response to abnormal observations in line with the Adult Standard for Patient Observation Practice Policy**
6. **Commence a fluid balance chart on all patients, with Acute Kidney Injury (AKI) or other appropriate cause for concern**

Nutrition Matters

Key steps for good nutritional care

You and your family can help by telling your nurse:



1. If you have any food allergies or follow a special diet
2. If you have recently been struggling to eat either due to a poor appetite, or problems with chewing or swallowing
3. If you follow a special diet but are uncertain about what to eat whilst in hospital
4. What food and drinks you like and dislike
5. If you need help at mealtimes, for example opening packets or if you normally use special cutlery to help you to eat on your own



Nutrition Matters

Key steps for good nutritional care

Staff will:



1. **Prepare patients and the surrounding environment at mealtimes and provide hand wipes or help, to wash your hands if you need this**
2. **Ensure patients receive food and fluids that are appropriate to their needs**
3. **Assist patients who may need additional help at mealtimes, including offering feeding aids to allow patients to eat independently**
4. **Make use of food available at ward level if patients have missed meals or if they require an alternative to the meal supplied**
5. **Before discharge, provide the patient with information and communicate on-going concerns / treatment between health care settings**



Contenance Matters

Key steps for good continence care

As a patient you can help by:



1. **Reducing caffeine intake**

2. **Ensure you drink 6 to 8 times a day**

3. **Let us know if you have any bladder or bowel problems**

4. **Make sure you understand your treatment programme and follow the advice given**

5. **When you leave hospital please make sure you know the contact number of your local Continence Service**

Contenance Matters

Key steps for good continence care



Staff will:

1. Ask all patients about bladder and bowel problems on assessment
2. Ensure all patients who are identified as having bladder or bowel problems, have a 3 day voiding and / or bowel chart completed
3. Ensure urine is tested from every patient with urinary symptoms to exclude any infection or abnormalities
4. Ensure a toileting programme is initiated for those patients who have memory problems
5. Provide advice on fluid intake (reduce caffeine intake) and diet
6. Assess the need for continence pads when all alternative treatment and management strategies have been excluded. Use appropriate absorbency of pad (refer to voiding diary)
7. Ensure catheterisation is not used as a treatment for incontinence
8. Ensure that if the patient requires a urinary catheter, the rationale will be documented and reviewed every day, advice sought by nurse specialists / medical colleagues if required. An indwelling catheter core care plan should be commenced
9. Patients with indwelling catheter are given catheter care advice and emergency contact numbers. The catheter bag should be positioned above the floor on a catheter stand, or securely fastened to the patient's leg to prevent reflux, kinking and contamination

Falls Prevention

Key steps for preventing in-patient falls



As a patient you can help by:

1. **Using your usual walking aids and wearing your glasses**

2. **Keeping your bed area tidy**

3. **Telling us or using your call bell if you need any assistance**

4. **Wearing hospital socks, laced up or snug fitting shoes or slippers with rubber soles**

Falls Prevention

Key steps for preventing in-patient falls

Staff will:



1. Ask about a history of previous falls and of fear of falling at the time of admission and at least every month for long stay patients
2. Test urine on admission
3. Avoid prescribing night sedation for patients who have not had it before
4. Ensure a call bell is within reach
5. Ensure appropriate footwear is available and in use
6. Assess whether there is a need for and provision of walking aids
7. Ensure a cognitive assessment - Mini Mental State Examination (MMSE) or Abbreviated Mental Test Score (AMTS) - is conducted in all admissions aged >70yrs
8. Test those at risk for delirium (Confusion Assessment Method)
9. Conduct an assessment of risk versus benefit for use of a bedrail
10. Conduct a visual assessment
11. Take lying and standing blood pressure with a manual sphygmomanometer
12. Review medication for cardiovascular and central nervous system acting medications
13. Ensure they assess, based on observation, toileting arrangements and tailor care according to individual needs

Discharge

Key steps for discharge

As a patient you can help by:



1. **Ensuring that you can get into your home the day of discharge**

2. **Where possible, asking a family member or friend to collect you on the day of discharge**

3. **Asking the nurse in charge or doctor for your estimated date of discharge**

4. **Ensuring that any potential delays to discharge from your view, are notified to the nurse in charge of your care as soon as possible**

Discharge

Key steps for discharge

Staff will:

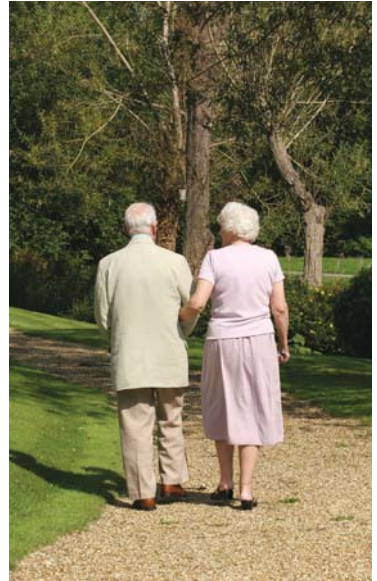


1. **Ensure that planning for discharge begins as early as possible following admission**
2. **On admission, provide all patients with the hospital discharge information regarding their admission and discharge**
3. **Provide an estimated date of discharge within 24 hours of admission to hospital**
4. **Identify, following an initial assessment, if further care needs may be required for discharge. If so, a referral (Section 2) will be sent to the hospital social work team (Single Point of Access)**
5. **Ensure that when you are medically fit and all assessments have been completed, they will send a further referral (section 5) to the hospital social work team (Single Point of Access), if needed**
6. **Complete a discharge checklist**

Leaving hospital

Before you leave, make sure you:

- **have your discharge letter**
- **have your medicines and they have been explained to you**
- **know who to contact if you have any questions or concerns**
- **know when your next appointment is.**



Have your say

You can speak with:

- a member of ward staff looking after you
- a ward sister / manager or matron
- Spiritual Care Chaplaincy Service
- Patient Advice and Liaison Service (PALS)

The service helps patients, their relatives and carers find an effective solution to any problems they encounter. They can also provide information about our services as well as listening to your feedback about the Trust.

Contact our PALS on 0161 604 5897 or put your feedback on a card and put it in one of our feedback boxes. Alternatively you can email pals@pat.nhs.uk or visit our website at www.pat.nhs.uk.

