

Response to Action - Ref; 248/20

We use the feedback to shape services. See some examples and You said and We did responses to feedback

#### Outcomes – Gynaecology Oncology Survey

**I have implemented a teaching session on anticoagulation to our gynae oncology pre-assessment. As our ladies have to have an injection of enoxaparin the night before surgery this now allows them to self administer at home instead of having to travel to and from the hospital the night before their op. This now reduces their exposure to covid and the hospital environment as well as travelling and waiting on the ward for administration.**

**I am hoping to carry out a post implementation survey which I will start soon which will hopefully show the improvement.**

#### Outcomes – Working from home Survey

**The information from the Working from Home sections has been passed to the Flexible Working Cell project group, which I'm part of. We started meeting two weeks ago and are looking at creating a framework for SBUHB on agile/flexible work. We don't have a timeline yet on this.**

**Some of the information collected on behalf of Wellbeing and SB Health Charity is in their hands and I know that they're looking at it for actions.**

#### Outcomes – HEPMA NPTH Survey

**The results of the survey that we distributed earlier this year will be analysed and used to:**

- a) **Provide us with baseline measures pre-pilot**
- b) **Contribute to a national evaluation for e-prescribing**

**We now need to carry out the same baselining activities for Singleton before we implement e-prescribing there, hence my request for minor changes.**

#### Outcomes

- **Issued identified regarding hospital WiFi were quickly highlighted to the IT team, who were able to support the increase of signal in weaker areas.**
- **We supported the Neurodevelopmental Disorder Service to collect virtual feedback. The feedback from patients was so positive regarding the use of virtual clinics the team are reviewing the service. Previously children had to attend 4 'eyes on' clinics which sometimes were upsetting for the children. But this changes to 3 virtual clinics where staff can see the child in their own home environment. And 1 'eyes on' visit to the clinic, saving 3 trips to the clinics for families.**

#### **You Said, We Did examples**

**Endoscopy, Singleton Hospital: You said:** Follow up procedure was late.

**We did:** To help reduce our waiting list we have now developed a second surveillance room.

**Endoscopy, Morriston Hospital, You said:** They didn't ask if the student could watch the procedure.

**We did:** We ask the patient if they are happy for a student to be present for admission and during the procedure. Sometimes we are unable to let students actually watch the procedure if there is a lot going on in the room. We will remind staff to ensure that patients are asked if they would like the student to be present.

**Physiotherapy Outpatients, Singleton Hospital: You said:** Patient had been sent a letter to attend Singleton Physiotherapy Department for an appointment but in the letter it states to ring to confirm attendance. Patient had rang the department a number of times, left messages but has been unable to get hold of anyone and he is worried he will be taken off the list. He would like someone to contact him as soon as possible so he can confirm his appointment.

**We did:** PEAS contacted Singleton Physiotherapy Reception and arranged for them to telephone the patient directly to confirm his appointment. PEAS also rang patient to apologise for the difficulty he experienced in getting through and that no one from the department had rang him back. He was grateful for the call and for the concern to be closed.

**Main Entrance Toilets, Morriston Hospital, You said:** The bins in the disabled toilets were incorrect ie: could not be used by patients in wheelchair.

**We did:** The hospital changed the bins to the ones that can be lifted by hand and therefore used by patients in a wheelchair.

**PALS Team, Morriston Hospital: You said:** There is no hand sanitizer in main reception outpatients. **We did:** we have supplied main reception desk with 2 bottles of hand sanitizer