

You said, We did 2018-19

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| <p>At North Devon District Hospital, the menu choice for inpatients with coeliac disease is too limited.</p> | <p>We reviewed the menu options available for patients with coeliac disease and improved the range.</p> |
| <p>We reviewed the menu options available for patients with coeliac disease and improved the range.</p> | <p>Patients are now collecting oral chemotherapy directly from pharmacy in order to reduce waiting times in the Seamoor Unit, although sometimes due to specific patient need they are collected for them if they are having other treatments in the unit.</p> |
| <p>While waiting for treatment in the Seamoor Unit it would be good to be able to leave the unit to go for a coffee. However, due to poor telephone reception, this is not possible in case staff are unable to contact the patient.</p> | <p>We have introduced a bleep for patients. If there is a delay to the patient's treatment, they can leave the area and be beeped when their treatment is ready.</p> |
| <p>In the outpatient waiting area at South Molton Community Hospital there are a number of contradictory signs directing patients.</p> | <p>We reviewed the signage and removed any unnecessary signs to prevent confusion.</p> |
| <p>More information of any delays to the list is required as waiting times are sometimes longer than expected. (Endoscopy Suite – NDDH)</p> | <ul style="list-style-type: none"> • We introduced an information sheet which is given to each patient to read on arrival. It explains how we work and informs patients that there could be delays due to unforeseen circumstances. • We will endeavour to keep patients updated if and when delays occur. • We are a teaching unit with training lists. These lists have a reduced number of patients as the procedures can take longer to complete. |
| <p>There are not enough chairs in the waiting room and it could be nicer. (Endoscopy Suite – NDDH)</p> | <p>We do not have space for more chairs as we have to accommodate wheelchairs and walking frames. However, we do ask that relatives leave the department (for a drink etc.) at the more busy times to free up the chairs we have. We try to keep the waiting area clean and tidy and have a selection of magazines to browse.</p> |
| <p>The unit is very cold at times. (Endoscopy Suite – NDDH)</p> | <p>The heating system for the unit has now been upgraded to work more efficiently. We monitor key</p> |

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| | areas for temperature and have access to portable heaters should they be needed. |
| I need to drink a bowel preparation to cleanse the colon ahead of my endoscopy procedure. The bowel prep tastes horrible and is too much to drink. (Endoscopy Suite – NDDH) | For most patients we have changed to a different bowel prep that is half the volume and is a different flavour (citrus). Some patients still require the original bowel prep. |
| There are no bariatric chairs in the main outpatient department / minor injury unit waiting area at Bideford Hospital. | We purchased two bariatric chairs for use in this area. |
| High back chairs are required in the eye clinic waiting area. | We purchased twelve high back chairs, six for the main Eye Clinic waiting area and six for the Exmoor Unit waiting area together with a bariatric chair for each waiting area. |
| The play area in the main eye clinic waiting area is too small and does not allow for paediatric patients to be separated out from the adults. | Paediatric patients attending the Eye Clinic are now sharing the play area previously used only by patients attending the Day Surgery Unit. This is located away from the main Eye Clinic waiting area and is equipped with a range of toys and seating for both parents and children. A lot of positive feedback has been received about the new arrangement. |
| Car parking at North Devon District Hospital needs to be improved. | We have developed a longer term traffic management plan, which includes creating over 100 new parking spaces during 2019, as well as plans to reduce the need to queue outside of the hospital. We have staff out in our car parks to manage the traffic and direct cars to available spaces. |
| Occasionally, bandages are not so good and some nurses would benefit from a refresher course in bandaging. (Leg Ulcer Service) | We provided a lot of training following the commencement of the leg ulcer service to ensure that all nurses are fully competent and confident in compression bandaging and leg ulcer management. Since July, 2018, 165 nurses have received formal training and more is planned. |
| Continuity of care and treatment with the same nurse would be preferable. (Leg Ulcer Service) | A team of 16 link nurses are increasingly visible in the clinics and are aiming to improve continuity and outcomes for patients. There is at least one link nurse for every clinic and monthly link nurse meetings with the leg ulcer nurse specialist. The link nurses have played a crucial role in the dissemination of good practice and standardising the service. |
| The oral and maxillofacial surgery and | We changed the signage to use the correct title of Privacy & Cookies Policy |

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| <p>orthodontics department is difficult to find. There needs to be better signage from level 2 and it is misleading to use the word 'dental' instead of 'maxillofacial'.</p> | <p>'oral and maxillofacial surgery and orthodontics' and matched the appointment letters to the signs.</p> |
| <p>Parents have said that they would like more involvement in their baby's care. (Special Care Baby Unit)</p> | <p>We now teach parents how to undertake skills previously only carried out by nursing staff such as feeding their baby by nasogastric tube. We have also introduced booklet diaries where parents and nursing staff both fill out information about the baby's day together with baby milestone cards (photographs of baby with parents) to document progress.</p> |
| <p>Parents who cannot be on the ward (e.g. those with older siblings to care for) have said that they would like to keep in touch as closely as possible. (Special Care Baby Unit)</p> | <p>We have introduced computerised parent diaries using the Badger data entry system to allow parents who cannot be on the ward to view updates on their baby's care and view daily photographs of their baby.</p> |
| <p>Mothers have said they receive inconsistent advice from staff in respect of breastfeeding. (Special Care Baby Unit)</p> | <p>We have achieved the Baby Friendly Initiative Stage 1 award and are moving towards gaining Stage 2 by the end of 2019. Specialised training has been developed. This will enable staff to empower mothers by teaching them more about expressing breast milk, responsive feeding and the importance of feeding in the development of a bond between mother and baby.</p> |
| <p>The parents of a patient with special needs requested more suitable communication methods for their daughter, explaining that their child was working with the Widgit word symbols. (Caroline Thorpe Ward)</p> | <p>We acquired the Widgit software and produced bespoke phrases for the patient in order to meet her communication requirements and thereby enhance her understanding of the hospital experience. This method of communication is now being used on an ongoing basis, as appropriate.</p> |



Last updated: June 7, 2019