

ELHT National PLACE Assessment 2017

PLACE Assessor Feedback

Site	Area	Feedback
CCH	Patient Assessor Summary	A Very calm modern building where patients are clearly treated with respect and dignity. There is a friendly and professional atmosphere which instils confidence. The catering service provided outstanding service both in terms of food quality and delivery. There is a feeling that there is underutilisation of the excellent outpatients facilities .We are pleased to see that previous outpatient's reports have been acted upon by the Trust.
BGH	Elective Centre	Elective centre not on the site maps and would be difficult to locate if required to attend the area
BGH	Ward 27	The ward is exceptionally clean. All staff seemed pleasant and it is obvious to the team that they go the extra mile to engage patients in their care. (Great Ward)
BGH	Patient Assessor Summary	The multi - level and block site directional signage could be improved as it is very confusing. In general staffs were helpful and pleasant and environments were clean.
BGH	Patient Assessor Summary	We visit old and new parts of the hospital, The older parts have challenges but the areas are managed very well and generally clean. The New ward was excellent standard in all aspects of the criteria (Ward 16).
BGH	Patient Assessor Summary	We visited some excellent areas (Ward 15) and other area that required refurbishment (Physiotherapy). Food assessment – food good Taste / texture / temp)
BGH	Patient Assessor Summary	Old Building very hard to find your way around, signage very confusing
BGH	Patient Assessor Summary	Patients on the Antenatal ward very complimentary off staff and the care they were receiving during their stay. The PLACE assessors felt the ward was very welcoming, friendly and the lounge area was very nice. Patient bedside TV usage for patients was raised as an issue by staff and patients as they are not situated in the correct places.
BGH	Patient Assessor Summary	Rainbows centre a fabulous resource however seemed very much underutilised.
BGH	Patient Assessor Summary	BGH is a multi – level sites with buildings of differing ages which is very difficult to get around with the use of the signage, very confusing.
BGH	Patient Assessor Summary	Staff on areas were welcoming
BGH	Patient Assessor Summary	The areas visited were all modern clean and well equipped. The areas were very well maintained and staffs were welcoming, friendly and very helpful.
RBH	Patient Assessor Summary	Modern building built for purpose. Generally a pleasant atmosphere. Just beginning to show signs of wear and tear. Ward C5 was excellent , well designed and was very calming and relaxing for the patients

RBH	Patient Assessor Summary	A hospital with a number of buildings of differing ages with good cleanliness, well maintained and where patients are treated with dignity and respect. The food service was very good. The staff we encountered through the assessment was very friendly, knowledgeable and enthusiastic about their area and patients. They are a credit to the Trust.
RBH	Patient Assessor Summary	A relatively Modern building with a good standard of cleanliness. Well maintained although access to areas can make maintenance difficult to maintain the standards.
RBH	Patient Assessor Summary	Clean hospital, staff were very welcoming and friendly
RBH	Patient Assessor Summary	A modern building on the whole a very clean Hospital
RBH	Patient Assessor Summary	A good, large modern hospital. Patients are treated well with respect and dignity. The food was excellent.
RBH	Patient Assessor Summary	This is a fabulous site where there are innovative works on-going. The staff are all friendly and helpful. I felt immensely proud to be involved with this assessment as things have dramatically improved and continue to improve.
RBH	Patient Assessor Summary	The standard of care in the organisation depends wholly on the expertise / efficiency of the Matron in charge of the ward. This is highlighted in the differences found between ward assessments.
RBH	(Patient Feedback) Ward C22	Food Service – “Excellent food” “Beautiful Food” “great choice” “Better than a 5 star hotel” All patients commented they had received the meal they ordered or was given a choice of food if new inpatient to the ward
RBH	Amu B)	The whole team were very impressed by the attitude of the staff were all pleasant and helpful. The Ward was an area of serenity and calm even under difficult situation. (Bereavement)The staff were calm and professional. The team were extremely confident that patients would receive the treatment and care they required on this ward. Jane the Ward Sister was particularly professional and welcoming.
RBH	Critical Care Unit	I would put my Trust in the staff on this unit; I would Trust them with my life! “lovely staff
RBH	Coronary Care Unit	Very attentive staff, very reassuring environment.
PCH	Patient Assessor Summary	Considering the age of the building, although beginning to show signs of wear and tear in some areas, all in good condition overall. The Day room on Reedyford Ward could be made more homely currently unwelcoming.
PCH	Patient Assessor Summary	Concerning facility for preparing patients to cope in their own homes, the ones in OT are not being used for re – hab and were advised there was better facilities on the ward, however this was not evident on the ward visited (Reedyford ward)
PCH	Patient Assessor Summary	This is an excellent Community Hospital where patients are well cared for.
PCH	Patient Assessor	Although this hospital is aged it is spotlessly clean. There are a few issues with storage but generally this hospital is well

	Summary	staffed / equipped and supported.
PCH	Patient Assessor Summary	Generally the condition of the building was in very good condition and well maintained. Signage could be improved on. The team felt some areas (outpatients) were underutilised. Staff were very Friendly
PCH	Patient Assessor Summary	The external roadways / entrance area requires some maintenance repairs, but generally in good condition. Good Atmosphere on the wards, calming, confident in the care provided, very good relationships with staff and patients.
AVCH	X Ray	Significant improvement with the lighting and the fabric of the building I, not cluttered this department from last year. The area was bright, clean and calming
AVCH	Ward 2	Day room not be used for patients, only had plastic visitors chairs in the room. Meeting being held in this room at the time of the PLACE Assessment
AVCH	Patient Assessor Summary	An old building generally well maintained and clean could benefit from some modernisation. Very good food quality for patients.
AVCH	Patient Assessor Summary	Hospital needs some modernisation especially the physiotherapy department. Nice Building with Character but is looking a bit tired.
AVCH	Patient Assessor Summary	The Building is extremely well kept even though some areas show signs of wear but this reflects the age of the building. It would be nice to see some up to date art work around the building, what is there is very out of date.
AVCH	Patient Assessor Summary	A lovely clean hospital which is old, therefore there are a few maintenance issues. Very polite and welcoming staff across the site.
AVCH	Patient Assessor Summary	Due to being an old building, there are challenges with maintaining the building to a good standard.