

# Patient Information Sheet

## Care Opinion Postings in the Forensic Division

Patients Care Opinion Postings from Rampton Hospital, Wathwood Hospital, Arnold Lodge, and Low Secure Services at the Wells Road Centre.



### Introduction

There is now a Divisional Patient Experience, Improvement and Involvement Group which meets every other month. The patients that attend that group said that they sometimes found out what the response was when they made a comment or highlighted a concern which was posted on the Care Opinion site but in the majority of cases they didn't find out what other patients were commenting on or what responses were given. It was agreed that this information sheet would be produced to provide additional information about the postings and responses.

### What is Care Opinion?

Care Opinion was founded in 2005 and is now the UK's leading independent non-profit feedback platform for health services. Care Opinion is about honest and meaningful conversations between patients and health services. We believe that your story can help make health services better.

How it works:

- Share your story of using services at Rampton Hospital, Wathwood, Arnold Lodge or Wells Road
- Your story will be sent to staff so that they can learn from it
- A response will be submitted online
- Your story might help staff to change services



**Share your story and help make health service better!**

# Care Opinion Postings & Responses – Rampton

## What was good?



The bigger the word in the cloud above shows how often patients have posted about what is good. Therefore from September 2017 patients mentioned staff and activities the most when making comments.

### You Said

That there were some really good caring staff and we agreed with you.

### We also said

We are also looking at making sure new staff are caring and share our trust values. We want all staff to be caring, make sure patients are safe, receive good care and that patients receive a positive experience.

### You said

That you enjoyed activity groups and patients commented on being able to walk and bike around the DRG.

### We Said

We are keen for activities to take place and encourage patients to exercise and get fresh air. We are also working with patients on a project called the West Field Area Project. This will allow the opportunity for additional patients to be able to use similar facilities. It is planned that there will be a cycle, walking and running track for patients and a multi purpose astroturf sports area.

## What could be improved?



The bigger the word in the cloud above shows how often patients have posted about what could be improved. Therefore from September 2017 patients mentioned Staffing the most.

### You Said

Although we had some good staff during holiday times there is not a lot of staff to take patients off ward I. e. therapies etc. This also happens on bank holidays.

### We said

We apologised that patients have been on the wards more during holiday times and the hospital management is working hard to ensure rostering of staff is more effective to attempt to avoid this happening in the future. We are also doing lots to try to get more nurses to come to work at Rampton Hospital.

## Care Opinion Postings & Responses – Arnold Lodge

### What was good?



The bigger the word in the cloud above shows how often patients have posted about what is good. Therefore patients Mentioned Staff the most when making comments.

#### You Said

I want to thank my consultants PA for all the hard work she has put into my care pathway in order to get my leave approved. I just wanted to say a big thank you to her and all of the PAs and admin workers that work hard behind the scenes to keep things moving forward. Unsung heroes.

#### We Did

Your comments have been passed onto, and are, very much appreciated by the PA to the Consultant for Cannock Ward. We hope your care and treatment continues to go well during your time at Arnold Lodge.

### What could be improved?



The bigger the word in the cloud above shows how often patients have posted about what could be improved. Therefore patients Mentioned Staff Shortage the most.

#### You Said

shortage of staff, means leave and visits are sometimes cancelled and can not go ahead but I know the managers know about this.

#### We Did

I acknowledge your concerns about staffing on the wards. Ward teams make great efforts to rearrange leave and visits if these have to be cancelled. We are actively recruiting new staff for the wards, and the staffing situation should improve in the coming months.

## Care Opinion Postings & Responses – Wathwood

### What was good?

**involved in care plan**



The bigger the word in the cloud above shows how often patients have posted about what is good. Therefore from September 2017 patients mentioned involved in care plan the most.

#### You Said

I am involved in my care plan goal setting. If I ever have any problems then I can always talk to the staff. I've been here quite a long time and help out if I can. It's nice to see other people, especially my old mates. I like swimming and do yoga once a week. I used to work in the shop quite a lot and I also join the relaxation group every week. I also work in the main kitchen - cleaning pots and pans.

#### We Did

It is really good to hear your positive feedback about your care at Wathwood Hospital and the activities you are enjoying. Staff at Wathwood work extremely hard to provide quality, recovery focused care and they will appreciate your feedback.

### What could be improved?



The bigger the word in the cloud above shows how often patients have posted about what is good. Therefore from September 2017 patients mentioned more activities the most.

#### You Said

I would like to see more activities here as it is boring sometimes. I do like to go swimming and I like the Library and the DVDs

#### We Did

In relation to your feedback about more activities, it would be really helpful to discuss this further. I would encourage you to make time with your named OT or approach ward staff to arrange a meeting with me so we can look at this in more detail.

## Care Opinion Postings & Responses – Wells Road

### What was good?



The bigger the word in the cloud above shows how often patients have posted about what is good. Therefore from September 2017 patients mentioned Staff the most when making comments.

#### You Said

I am writing about my staff team who is very caring and very supporting and loving. I would like to say thank you to these staff for understanding me and giving me so much support to me.

#### We did

I am really pleased that you have had a great experience working with our staff, and share my belief in how caring, compassionate and motivated to help improve lives they all are.

### What could be improved?



The bigger the word in the cloud above shows how often patients have posted about what could be improved. Therefore from September 2017 patients used the tag 'Staff' in 1 stories.

#### You Said

I am writing to say I would like to see a pay rise and more staff on the ward so we can have more leave's and move on with our things, and a pay rise for more staff who works hard.

#### We Did

I welcome your comments that the staff deserve a pay rise. Unfortunately NHS staff are paid on a national pay range called "Agenda for Change", and we are all paid within the banding laid down by this. It isn't anything that I am able to change, but I will ensure that staff are as well looked after as I can.