

## **Feedback from outreach at Royal South Hants Hospital – 9<sup>th</sup> November 2016**

The Community Development Worker and 2 volunteers from Healthwatch Southampton spent the at Royal South Hants Hospital on 9<sup>th</sup> November 2016. We were there to promote Healthwatch and engage with the public around experiences of health services. We asked people two questions: How is your experience of the health services at the RSH today? And Is there anything you would like to see improved? Their replies are below:

### **Summary**

It was very positive on the whole although a couple of issues were raised: there is a regret at the loss of the Healthy Bite, and the parking machine doesn't take the new £5 notes. I have passed this information onto the Site Services Manager and will contact the GU clinic about the request for a drop-in service.

Thank you to the volunteers who helped and to the hospital staff for accommodating us on the day.

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### **How was your experience of health services at the RSH today?**

Perfect

I have used the General Hospital and the Royal South Hants. Both have been excellent. We are very lucky.

Pretty good - staff helpful.

Satisfied. Everything's good.

Absolutely fantastic. No complaints.

Brilliant.

Excellent.

Satisfied.

Good service.

Brilliant. Really good.

X-Ray staff are lovely.

Wonderful. Staff are caring and nice.

Lovely.

Very helpful.

The member of staff was very helpful directing her exactly where to go.

Very good. Very helpful.

Staff good. Polite.

Clean and tidy.

Staff good.

Seen very quickly. Even before the appointment time.

Fine. Very good today.

Staff very good, no waiting times, pleasant experience.

Two hour wait for service.

Good. But took so long. Three hours.

Not great. I had to see someone else and the problem was not resolved. The main problem is waiting.

Waiting time 1 hour and ten minutes.

**Is there anything you would like to see improved?**

Walk-in services reinstated at the GU clinic. The telephone appointment system is not flexible enough.

Less wait.

I needed some more information regarding using equipment for a broken ankle. Only complaint.

Speed in getting an appointment.

No.

Sometimes hard to get an appointment – ENT.

Everything's good.

It is frustrating waiting.

There was a mistake on transport. It was booked for the wrong day.

All fine.

No. All good as far as she could see.

No food available. Restaurant closed.

Ticket machine doesn't take the new £5 notes.

No restaurant. No notice of closure. Very disappointed in not having a good meal available.

Very bare, no posters not a homely feeling or very bright welcoming experience.