



Great Western Hospital

In July 2021, Healthwatch Swindon, Wiltshire and West Berkshire heard the experiences of patients that had used the Emergency Department (ED), Urgent Care, and four inpatient wards at Great Western Hospital (GWH) in Swindon. The following changes have since been made by Great Western Hospitals NHS Foundation Trust, based on the feedback we heard.



You said
Help us find the right service



What's changed?

- Social media campaigns to highlight other services available
- Navigation Hub to help patients find the right service quickly
- Navigator in ED reception to direct patients on arrival



You said
We need a better night's sleep



What's changed?

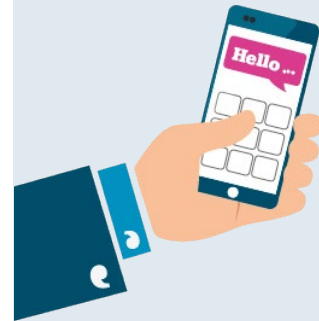
- Eye masks and ear plugs given to patients
- Noisy waste bins replaced
- Sleep Champions to promote the importance of a restful environment



You said
We want to talk more with our loved ones

What's changed?

Dedicated Patient and Family phones on all wards, and virtual visiting options



You said
We need more information when we're discharged

What's changed?

Safety Netting process calls patients once they've been discharged to ensure services are in place



You said
We would like a better choice of food



What's changed?

Working with hospitality services provider Serco to increase food options and cater more for specific diets



You said
Carers need to feel more involved



What's changed?

- Carers' Café relaunching
- More recliner chairs on wards so carers can stay overnight
- Admiral Nurses hold weekly dementia advice sessions on Teal Ward



You said
Tell us what's happening while we're waiting



What's changed?

New signage and information boards in ED

Visit our websites for more information