

The Queen Elizabeth Hospital Stroke Unit Feedback

May 2023

In May 2023 we visited the Stroke Unit at The Queen Elizabeth Hospital to speak with patients about their experience with health and social care services. From this visit we received 11 reviews for the unit. The reviews have an average star rating of 4.5 out of five.

Healthwatch Norfolk Officers who visited the hospital noted:

- On arrival we were met and welcomed onto the ward.
- All staff were friendly and helpful and made us feel very welcome. We were given helpful information about the ward and the patients at the beginning of the visit which assisted us with our time on the ward and with the gathering of feedback from patients and staff.
- The ward appeared calm, relaxed and settled despite a number of different staff carrying out a variety of different tasks.
- Overall, the ward felt welcoming and well run.
- The day room was a nice bright room with a selection of different games and space for activities. There was a good choice of seating options, but it did appear rather cluttered with access to two leaflet stands blocked by lifting equipment. There is also a TV in the room although we were told that this was currently not working.
- We observed two patients involved in activities in the day room with staff and relatives. Both patients told us they enjoyed the activities.

Overall, patients and their loved ones that we spoke to were mostly happy with their experiences on the ward. The reviews mainly discuss their positive experiences with staff and mixed experiences with sleeping on the ward and the hospital food.

The reviews are displayed in the table below and can be found on our website here: www.healthwatchnorfolk.co.uk/services/the-queen-elizabeth-hospital-king-s-lynn-pe30-4et.

ID	Title	Review	Rating
210138	The staff are good	The staff are good on West Raynham Ward	5
210134	I feel well informed	The staff are friendly and nice, they all speak to you. I visit most days and they look after me too, which is nice. I feel well informed about my relatives treatment plan and the doctor is really nice, he even waved to me in the corridor. The doctor is easy to understand and I feel well informed. The refreshment staff and cleaning staff are all very friendly they speak to me and offer me drinks. Justin the cleaner is really friendly and helpful, everybody seems to like him. The car parking however is ridiculous, it's the worst thing about the hospital. Earlier in my relatives stay at the hospital I got a call from the hospital early in the morning asking me to come in. However when I arrived at the hospital there was no where to park and it took me ages to find a space. It was really stressful.	5
210133	The staff are very helpful with everything	It's very good. The staff are very helpful with everything. It's very good all round. Its comfortable and the food is very nice. The nights seem long but last night I slept better, but sleep at home is not good anyway.	5

210130	The Physios are great	The Physios are great- they trick you into doing something and push you which is good. Most staff are brilliant and passionate. I started on a strange diet which was awful but now it's not as awful! But hospital food is never going to be great. Sleeping has been difficult sometimes as the patient next to me keeps me awake.	5
210128	I can't praise them enough	The staff are faced with lots of different people and I know I am getting a tremendous amount of help. I can't praise them enough. I think some of them are getting bored with me but some are really good. The food is generally fine. Sleep can be a problem but that's probably me as I don't sleep that well at home.	5
210125	They are really, really wonderful people	I don't like being in hospital but they are very good. They are really, really wonderful people. Everything is kept nice and the cleaners clean everything. There was a problem with my diet but I think they are sorting it out now. I can't see anything they could improve. They all work hard and together.	5
210137	Staff are doing the best they can	I visit my loved one on the ward. It is a good ward and the staff are doing the best they can. The physio is really good and they do a good job. They could improve by employing more staff as it is difficult for one person to do so much and sometimes patients have to wait to use the toilet. This is why it would be good to have more staff to help.	4
210136	Everything is good	There are no problems, everything is good. The staff are good, the food is nice and I'm sleeping ok.	4

210132	I'm looked after okay	Everyone is very good. I'm looked after okay. I am fed up with it though as I want to get better. I sleep well but bedtime is 10pm or later here. At home I go to bed at 9pm. The food is alright but it's not what I normally eat. It's not dreadful though. More biscuit things would be good.	4
210131	Very happy with the care	It's fine, my experience has been good, very good. I'm very happy with the care and treatment. I can sleep well at night and the food is fine.	4
210129	I can't fault the nurses and carers	The nurses and carers are lovely, I can't fault them. I feel cared for, they try their hardest and do what they can. I can sleep okay and listen to my radio to help me get to sleep. I love my food and the food is good. There are not enough nurses and carers and the only improvement would be if there were more staff.	4

In addition to speaking with patients on our visit, we were shown around the Therapy Gym situated next to the main ward area. A member of staff explained that whilst they were lucky to have lots of good equipment in a dedicated gym space the gym was currently much smaller than usual as the space had been taken up temporarily by an out-patient clinic. The staff member also told us:

- As well as individual therapy sessions we also provide some group sessions including upper and lower limb groups and a relaxation group.
- Sometimes we can take patients in a chair for a therapy session outside.
- I think it's also good that we can refer patients with a phone call to the clinical psychology team. Patients are then usually seen within a week.
- There is a screen in the therapy gym that can be used to set up video calls with patients and relatives. The same screen is sometimes used to put special events on in the gym (e.g. the Queens funeral etc) for patients to watch.

We also spoke to other members of staff on the Stroke Unit about their views, their comments are presented in the table below:

ID	Comment
1	I like working here, everyone works as a team. Staff working together is part of the routine and it's good for patient care.
2	It's friendly on the ward and I really enjoy working here. I love it.
3	I love working here but there are never enough HCA's
4	<p>I love working for the stroke team and I love being an advocate. Some patients don't have as many relatives around them, and they can become isolated. I also love working with patients and their relatives.</p> <p>More space would be great, but I know we are lucky to have lots of equipment and a dedicated space.</p> <p>Everyone here is friendly.</p> <p>The tea staff are really good and prepare drinks correctly for patients.</p> <p>It would be good if we had more volunteers especially at mealtimes to help ensure patients are always properly fed and hydrated. Sometimes a patient simply needs somebody to prompt them to eat or drink.</p> <p>The domestic staff are excellent, and Justin is amazing, really good with the patients.</p> <p>I think as patients are often here for a while it would be good if the TV was free all day. At the moment it is only free until lunchtime and then patients have to pay. The radio is free all the time.</p>
5	Sometimes I think patients lack stimulation. There is not much for them to do. Also, I don't think the value of good domestic staff is appreciated. It's more than just cleaning we can have a good impact on the patients too. I enjoy chatting to them as I work.