



Mystery shop – March 2024 Royal Sussex County Hospital

Service name:	The translation facility at the Royal Sussex County Hospital
Service Provider:	University Hospitals Sussex NHS Foundation Trust
Date and Time:	July 2024

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

Overall

Healthwatch volunteers review patient leaflets produced by University Hospitals Sussex. These leaflets provide information on a variety of procedures and conditions. A dedicated [webpage](#) provides all of the available leaflets.

Our volunteers also attend a regular meeting with staff at the Trust to discuss patient information. In July, our volunteers were given a full update on progress on patient education and information.

In July, our volunteer took the opportunity to visit the Trust's translation facility which they felt was very impressive. The facility is open to the public.

Our volunteer visited the main reception area in the new building and asked where they could access health information leaflets. The receptionist had no idea such information was available. Our volunteer walked past reception to the cafe and spotted the Health Information Point which was clearly signposted with a big banner. We felt that some training was necessary for reception staff. We have already passed this information on to Trust staff and also pointed out that it might be difficult for some patients using the search facility as terms like haematology and cardiology might prove a challenge for those less familiar with medical terms. We hope that our feedback will make the facility more useful for patients and members of the public.



Healthwatch Brighton and Hove

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