



# healthwatch Bristol



## HEALTHWATCH VISIT TO SOUTHMEAD HOSPITAL

NOVEMBER 2015

Healthwatch visited Southmead Hospital on 3, 4 and 5 November 2015 to speak to patients, visitors and staff about their experiences of the hospital. This visit was a follow up to the Healthwatch visit in August 2014.

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# HEALTHWATCH VISIT TO SOUTHMEAD HOSPITAL

NOVEMBER 2015

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## Introduction

Healthwatch Bristol and South Gloucestershire hosted a stand in the main atrium of the Brunel Building of Southmead Hospital on 3, 4 and 5 November to raise awareness of Healthwatch and gather feedback from patients, visitors and staff about their experiences of using services at Southmead Hospital. Healthwatch staff and volunteers also visited four wards to speak to patients, their carers and staff about their experiences of treatment. The key themes in the feedback gathered are summarised in this report and some recommendations made for consideration. The report will be used to continue Healthwatch Bristol and South Gloucestershire's work with North Bristol NHS Trust and monitor the progress NBT have made in moving towards the recommendations made in the previous Healthwatch extended consultation report in August 2014.

## What we did

### Healthwatch spoke to people in the atrium of the Brunel Building at Southmead Hospital

Healthwatch worked with staff at NBT to plan and promote the three day engagement at Southmead Hospital. A stand sharing information about Healthwatch and partner services including Well Aware and Advocacy services was erected adjacent to an NBT stand which promoted topics including good hygiene and infection control and dementia support for patients at the hospital. Staff and volunteers from projects provided by The Care Forum, including Healthwatch, spoke to patients, carers, visitors and staff and invited them to share their feedback about the services they were accessing or providing at Southmead Hospital (see appendix for list of prompt questions used). People were invited to share their feedback verbally, this feedback was recorded by a member of staff or volunteer, or by completing a Healthwatch feedback leaflets, writing on a post-it note or speech bubble poster. People were also invited to take away Healthwatch leaflets and contact details so they could share their feedback at a later date. All feedback gathered was kept anonymous. Where the person lived outside of Bristol or South Gloucestershire, their feedback was shared with their local Healthwatch organisation. Their feedback is also included in this report.

## Healthwatch visited four wards at Southmead Hospital

Healthwatch staff and volunteers were also invited by NBT staff to visit four wards to speak to inpatients, their carers and visitors and staff (see appendix for list of prompt topics used by staff and volunteers). Individuals were invited to share their feedback verbally, this feedback was then recorded by the member of staff or volunteer, write their feedback on a Healthwatch feedback leaflet and return to the staff member or volunteer during their visit, or take away a leaflet to complete and return at a later date. Where the person lived outside of Bristol or South Gloucestershire, their feedback was shared with their local Healthwatch organisation. Their feedback is also included in this report.

## Healthwatch shared the feedback with NBT and the Care Quality Commission

Healthwatch analysed the feedback and categorised the comments into themes. The comments were then shared with NBT before they were visited by the Care Quality Commission (CQC) in December 2015. The comments were also shared with the CQC before the visit.

## You said

Overall 548 comments were received from the engagement. The key themes to be identified are as follows:

### Staff attitudes and care:

- Staff and volunteers were praised for the level of care they provided and their friendliness. The **importance of good communication and caring staff was emphasised** by patients and carers.
- Responses to call bells for inpatients and the care provided by staff was praised.

### Parking and transport:

- Travelling to and parking at the hospital remains a major problem for many patients and their family members. The stress of travelling to and parking at the hospital causes patients and family members upset at an often already difficult time.

#### Getting around the hospital:

- The implementation of the new shuttle buggy in the atrium has helped patients and visitors get around the building, but there is still a need for clearer signposting and information on appointment letters.

#### Getting in contact with the hospital:

- Patients and family members were frustrated with how difficult it is to speak to someone who can help them when telephoning Southmead hospital for clarification about their treatment.

#### Understanding your treatment:

- Inpatients were happy when they knew what was happening with their treatment and plans for discharge
- Inpatients felt unhappy when they did not understand their treatment or know the timeframe for their discharge.

#### Single rooms:

- Some patients liked the single rooms, but many found the rooms lonely.

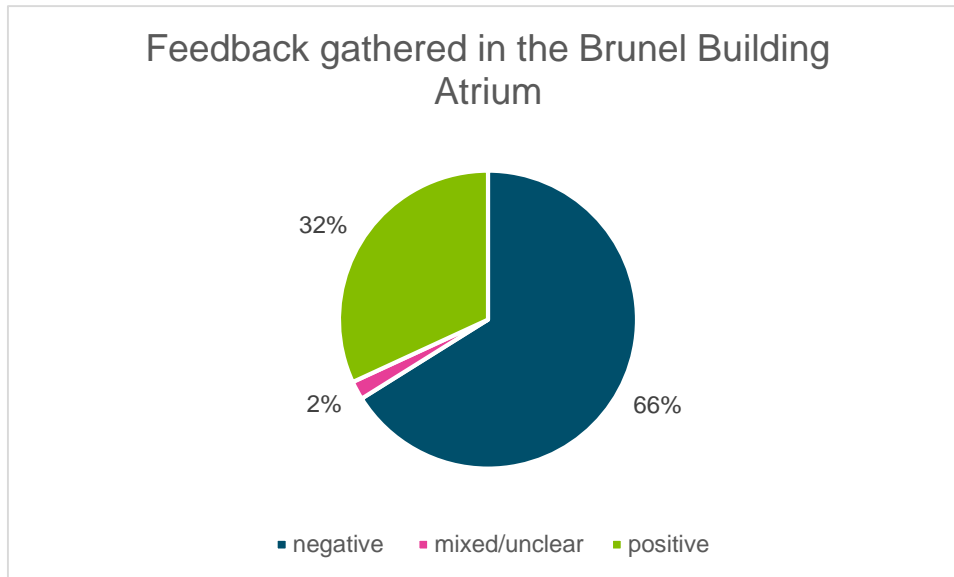
#### Food and hydration:

- Although most feedback regarding food for in patients was positive, some people with specific dietary requirements commented on a lack of choice.
- Outpatients and visitors asked for a cheaper food alternatives.

The following sections will analyse the comments based on where they were collected and by subject.

## Feedback gathered from people in the atrium of the Brunel Building

298 comments received



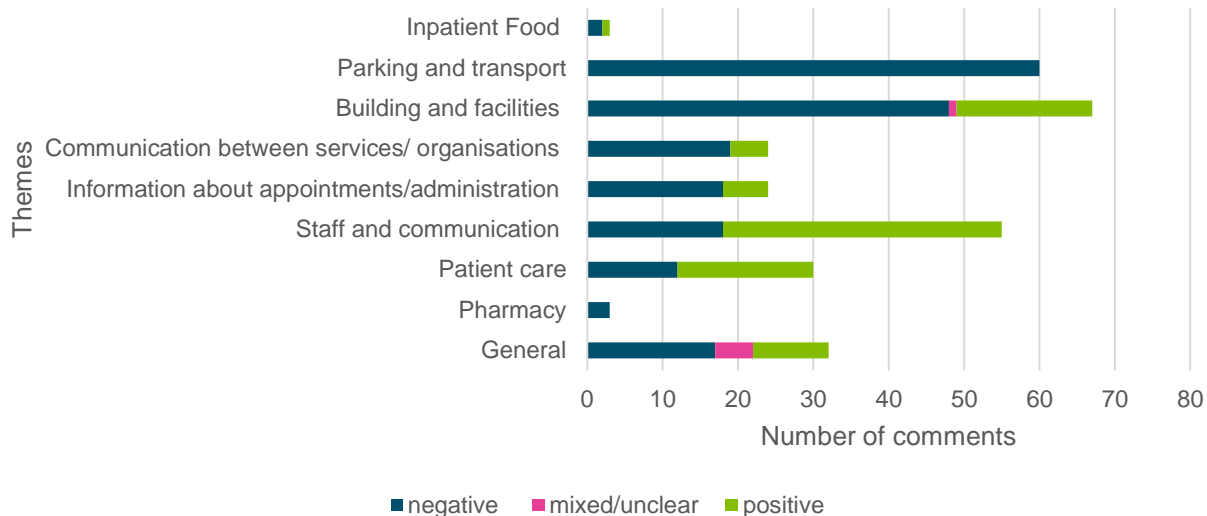
There were **more negative comments** than positive comments gathered during the three days Healthwatch spent talking to patients, visitors and staff in the atrium of the Brunel Building.

The **greatest number of negative comments** were with regards to **parking and transport** to the hospital.

The **greatest number of positive comments** were with regards to **staff attitudes** and their **communication** with patients and **patient care**.

The themes analysed from the feedback gathered from patients, visitors and staff in the atrium of the Brunel Building, were:

## Themes of comments gathered in the Atrium, Brunel Building, Southmead Hospital



### Buildings and facilities

People wanted **more and clearer signposting** both within the Brunel Building and across the whole of the Southmead site.

People **liked the colours** used to mark out different areas of the Brunel Building atrium.

- The commentator said that it would be good to have internal signposting in Southmead Hospital grounds as it is not clear how to find the multi-storey car park.
- The commentator said that the use of colours to show the different areas of the atrium at Southmead Hospital is helpful.

Within the Brunel Building people asked for **more information** for patients about their health conditions and available support.

- The commentator said that more leaflet racks and patient information areas are needed at Southmead Hospital. The commentator suggested this could be in the form of an information area of specific information at each gate.

A common request was for a **restaurant and cheaper food and drink options** than are currently available in the Brunel Building.

- The commentator said that with regards to the facilities, they would like a restaurant as they are visiting daily (often from 8.30am-9pm) and need something to eat during this time. The commentator's dependent is a patient at Southmead Hospital after being in a road traffic accident.

The **cleanliness** of the hospital was praised.

- The commentator said that Southmead Hospital is fresh, friendly and clean.

People **liked the new shuttle buggy service** which helps people get to their gates.

- The commentator said that they thought the entrance to the Brunel Building of Southmead Hospital is impressive and they like the internal shuttle buggy service which takes patients to their gate.

## Parking and transport

People reported **bad experiences of parking at or travelling** to Southmead Hospital. Patients, their family members and visitors said that the difficulties parking at the hospital added to the stress of being unwell or visiting someone who is unwell. They asked for more information about getting to the hospital and about support available for parking costs.

- The commentator said that it would help friends and family members of patients at Southmead Hospital, particularly those travelling long distances to the hospital, to have directions to the hospital from M4/M5. They also said it would be helpful to have an explanation of the parking problems at the hospital and information about alternative areas to park and, if necessary, walk to the hospital. They said that postcodes for places to park would be helpful as many visitors are reliant on sat navs. They added that this extra information would help calm visitors' anxieties.
- The commentator stated that they brought their child to a paediatric appointment at Southmead Hospital on 5 November and experienced the usual stress of finding a parking space. They added that “it is impossible to park at Southmead Hospital”, but said that they are aware that there is a carpark build in progress.
- The commentator states that they attend Southmead Hospital three times a week for diabetics and haematology appointments. They said it is a very good service and the only complaint they have is that parking is “atrocious” especially the lack of disabled car parking spaces for blue badge holders at the front of the hospital.

## Staff and communication

People expressed their gratitude towards and praise for the **kindness of staff** who they described as helpful, caring and friendly.

Where feedback about staff was negative, it referred to instances when staff **failed to listen to patients** or **did not give them enough information** about their care. This lack of communication was more common when people were describing care received from agency staff or with regards to understanding when they will be discharged.



- The commentator said that the front desk staff and Move Makers at Southmead Hospital are “fantastic”.
- The commentator said that the staff in the auditory department at Southmead Hospital were very respectful and that the doctors explained their options to them.
- The commentator, who has autistic spectrum disorder (ASD), said that there needs to be more tolerance from the NBT and NHS staff and better understanding of ASD and the problems and stress that goes with ASD.
- The commentator said that communication at Southmead Hospital is horrendous and that patients often do not know what is going on in terms of care and discharge.

## General

### Carers and family members asked for more support.

- The commentator, who is a carer for a patient at Southmead Hospital, told Healthwatch that it is stressful being a carer and that she feels she does not get listened to enough. She also said that she does not like to be called a carer by staff and would prefer to be called the wife of her husband. Her husband has dementia. The commentator said “thank you for listening” to Healthwatch Bristol and said that she would consider contacting the Carers Support Centre.

There was mixed feedback about the amount of time people wait to receive an appointment and when waiting in the hospital for their appointment.

- The commentator, a patient at Southmead Hospital, said that waiting times for appointments are long.
- The commentator says of her experience at Southmead Hospital “thank you for a pleasant and speedy service”.
- The commentator, a patient at Southmead Hospital, described the hospital as “really good and efficient”.

## Patient care

People praised the care they received at Southmead Hospital and often associated good patient care with friendly staff and efficiency.

Negative feedback about patient care included rare instances of poor personal care and the practice of moving people to different beds over night without alerting family members.

- The commentator wrote: “Even the consultant pushed me in my wheelchair. I cannot fault the service at Southmead.”
- The commentator wrote: “Southmead is the most caring, efficient hospital I have even been to and I have been to many at the age of 69.”
- The commentator, a patient at Southmead Hospital, said that they spent six days without having a shower and that during this time they were “stuck in procedure

room” with no window. They said that this affected their mental health and physical health.

- The commentator said that they are not happy with the procedure involved with moving patients from different rooms or departments in the middle of the night, without any prior notice or the patient’s family being informed. The commentator, further highlighted that it can be very distressing to both the patient and their family members, especially when they visits the ward and cannot see their loved one in the bed that they previously left them in.

## Communication between services/ organisations

Commentators did not feel confident that the different services involved in their care were successfully **sharing information about their treatment**. The lack of information sharing was particularly problematic around the point of **discharge** from hospital and for people who were using Southmead Hospital on a regular basis.

Patients, staff and family members expressed frustration that people who were **medically fit to be discharged from hospital had to remain inpatients** due to a lack of arranged support for them outside of hospital.

- The commentators were social workers based at Southmead Hospital. They said that there are often delays to discharging patients due to issues with transport and delays to receiving medication to take home. They said that discharges are aborted and patients stay in hospital for extra nights due to these delays. They said that there can be a wait of 24 hours for medication needed for people to take home.
- The commentator said that they have not been discharged by Southmead Hospital because there is no help available for them in their home. They added that their family are having to travel from Weymouth to try and liaise with Southmead Hospital to get them the care they need. The commentator said that “community care doesn’t exist so told family have to support on weekends”.
- The commentator said that the communication between their consultant at Southmead Hospital and their GP is not very satisfactory and that communication between Southmead Hospital and the Bristol Royal Infirmary (BRI) is also not good. The commentator said that they have to do the communicating between the services as “they seem to find it difficult to talk to each other”.
- The commentator said that they have been a patient at Southmead Hospital for 18 months and have not had any negative experiences. They said that the food has been excellent and the communication between their GP Surgery (in Bridgewater, Somerset) and the hospital has been good. When they were discharged from Southmead Hospital in August 2014, the hospital arranged all their support at home (for example district nurses) and the follow up support at the hospital (via outpatient appointments) has also been excellent.

- The commentator, a patient at Southmead Hospital, said that their GP has been well informed about their treatment by the hospital.

### Information about appointments/ administration

People reported that the **information** they received about their appointments or treatment was sometimes **unclear, used jargon or complex terminology or gave the wrong time or date of the appointment.**

People also reported that it was difficult to seek clarification or information via telephone at Southmead Hospital as the **customer services was unsatisfactory** and they could not speak to the right person.

People **liked receiving text message alert reminders** about their appointments.

- The commentator, a patient at Southmead Hospital, said that the only problem they have had have been with the administration. They said that they have received conflicting information in letters and that when they have telephoned the hospital for clarification, they have just been transfer from department to department. They said the customer service is not helpful.
- The commentator said that they were admitted to Southmead Hospital for routine surgery on the gynaecology ward. They state that the ward was very busy with a high turnover of patients and that they did not feel cared for. They were then discharged home, but readmitted to a gastroenterology ward where they received excellent care. From there they were discharged home and told they would receive an urgent follow up within four weeks with a specialist. The appointment did not come. The commentator telephoned about the appointment several times over two or three days and was told that the hospital had no record of her second admission. The hospital promised to phone her back, but nobody did. The commentator eventually got through to the consultant's secretary who also had no record of her, but did manage to chase it up and get back to her.
- The commentator said that they like receiving text reminders about their appointments at Southmead Hospital and have been offered cancellations as well. They said: "I feel [Southmead Hospital] have been quick with all the investigations I've needed."
- The commentator said that they had experienced smooth communication during their appointment at Southmead Hospital that day. They added that this was the third time they have attended Southmead Hospital and that this has been smoothest. They said that the appointment had run just as their appointment letter had said it would.

### Inpatient food

People **liked the food** provided for inpatients, but people with **specific dietary requirements reported having fewer choices.**

- The commentator said: "The food, except breakfast is very good, but on a wheat free diet there are days when I can't find anything as also I have short bowel so am very limited."
- The commentator said that the food is better in the new Southmead Hospital than it was in the old hospital.

## Pharmacy

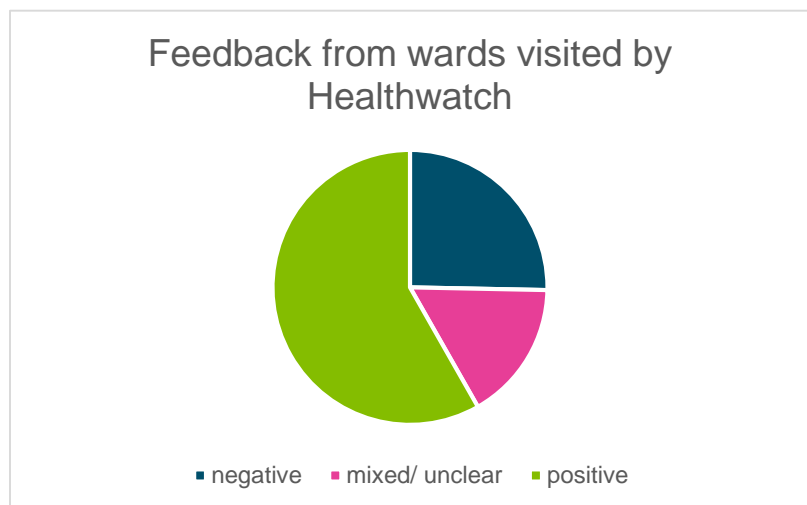
Feedback about the pharmacy service at Southmead Hospital was limited, but all referred to **long waiting times** for medication.

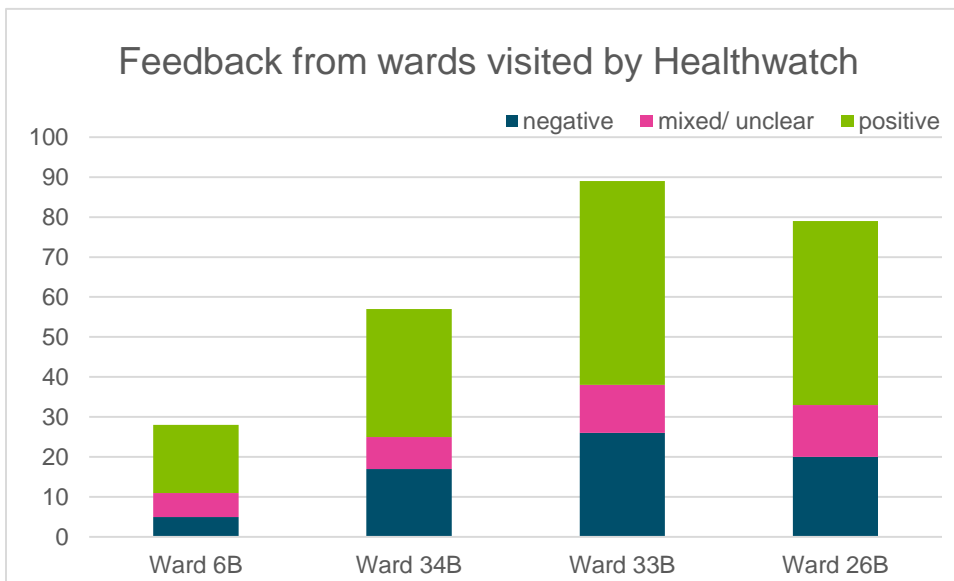
- The commentator said that there was a long wait for TTAs (To Take Away) medication for her husband following his surgery.

## Themes from feedback on the wards

Healthwatch staff and volunteers visited wards 26B, 33B, 34B and 6B to speak to patients about their experiences of Southmead Hospital.

All four of the wards Healthwatch visited received **more positive comments** than negative comments from their inpatients.





People were happy with the care and support they received from **friendly and helpful staff**.

- The commentator, currently a patient on ward 26B at Southmead Hospital, said that he would give the doctors and nurses 10 out of 10.
- The commentator, currently a patient on ward 26B at Southmead Hospital, said that the staff on the ward have been “marvellous”.

Some people liked the **single rooms and en-suite** bathrooms.

- The commentator, currently a patient on ward 26B at Southmead Hospital, is in a single room and says that she has found this to be “very good” and that she prefers it to a bay. The reasons the commentator likes the single room are that she has her own toilet and she does not need to worry how she is dressed.

Some people found the **single rooms isolating and lonely** and expressed a preference for the four bed bays in which they could speak to other patients. There was frustration about the lack of televisions and radios in the single rooms especially from patients who were unable or unwilling to use the communal room on their ward.

- The commentator, who was a patient at Southmead Hospital on ward 33B, described their single room as “like being in a prison” and said that there is not much social contact.
- The commentator, who was a patient at Southmead Hospital on ward 33B, said that the single room they are in is pleasant, but can get lonely particularly if you are not mobile. They added that they are surprised there is no TV. They also said that the facilities, including the wet room, are very good.

People **liked the food** provided for inpatients, but people with **specific dietary requirements reported having fewer choices**.

- The commentator, currently a patient on ward 26B at Southmead Hospital, said that the food is ok, but that some food is not hot especially the toast.
- The commentator, who was a patient at Southmead Hospital on ward 33B, said that there is a lack of fruit provided for patients and that it is being brought in for him by his family.

Inpatients were concerned about how **difficult it was to park at the hospital** as this made it difficult for people to visit them or collect them when they were discharged.

- The commentator, who was a patient at Southmead Hospital on ward 33B, said that the parking for their visitors is very expensive. They said that one of their visitors had been fined £35 for parking in a side street even though the parking sign was very small.

Most patients were **happy with the call bell system** and the response times from staff.

- The commentator, currently a patient on ward 26B at Southmead Hospital, said that the call bell system is good and the nurses come whenever he requests help. He said that he can hear when it is busy on the ward and understands that he has to wait.
- The commentator, who was a patient at Southmead Hospital on ward 33B, said that the response to call bells is varied and that you can wait for up to half an hour. They added that most of the time the response is “pretty good”.

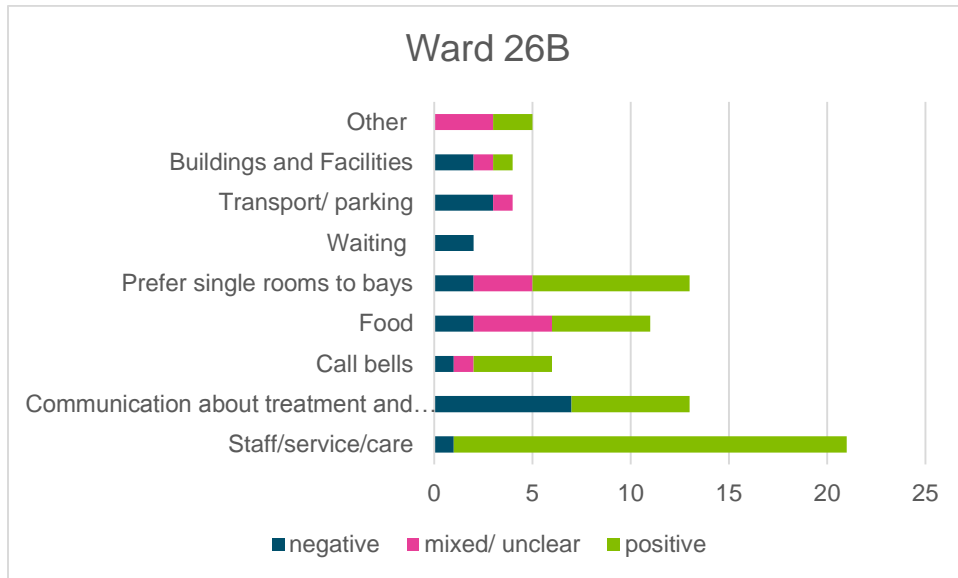
People had **mixed experiences of how much information staff** had given to them about their **discharge**.

- Commentator, currently a patient on ward 34B at Southmead hospital, said that he needs to arrange for his daughter to pick him up from the hospital, but is waiting for confirmation that he can be discharged. He said that if he has to wait much longer for confirmation that he can be discharged, then it will be too late for his daughter to drive from Devon to Bristol to collect him and he will have to stay in Southmead hospital for another night. The commentator said that he had to come to Southmead for an Artificial Urinary Sphincter operation as they do not do it in Exeter.
- Commentator, currently a patient on ward 34B at Southmead hospital, said that he is confident that he knows what will happen with his care next and that is policy is that “if you don’t know, ask”. He said that if he does not know why a member of staff is doing something, he always asks them.

## Comments broken down by ward

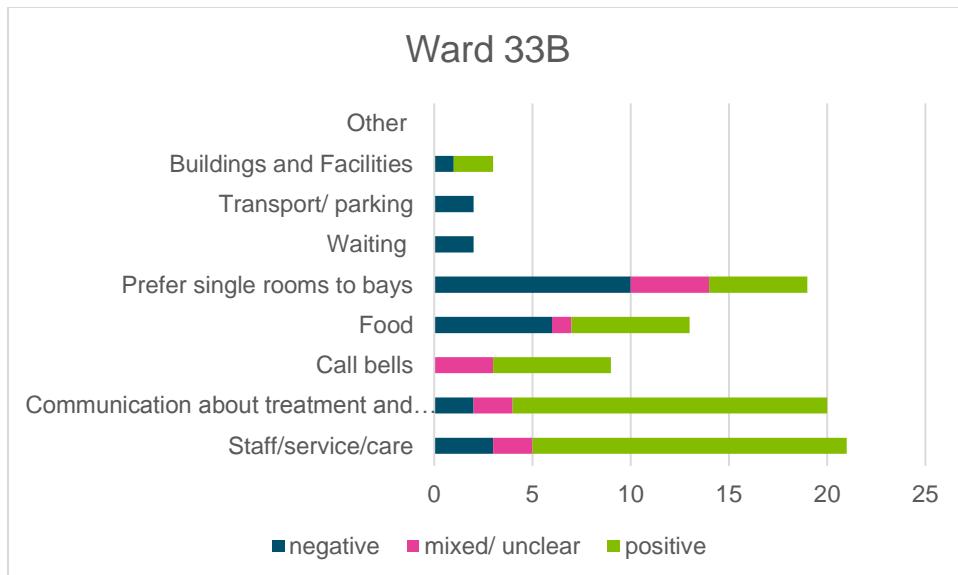
### Ward 26B

76 comments received from 17 people



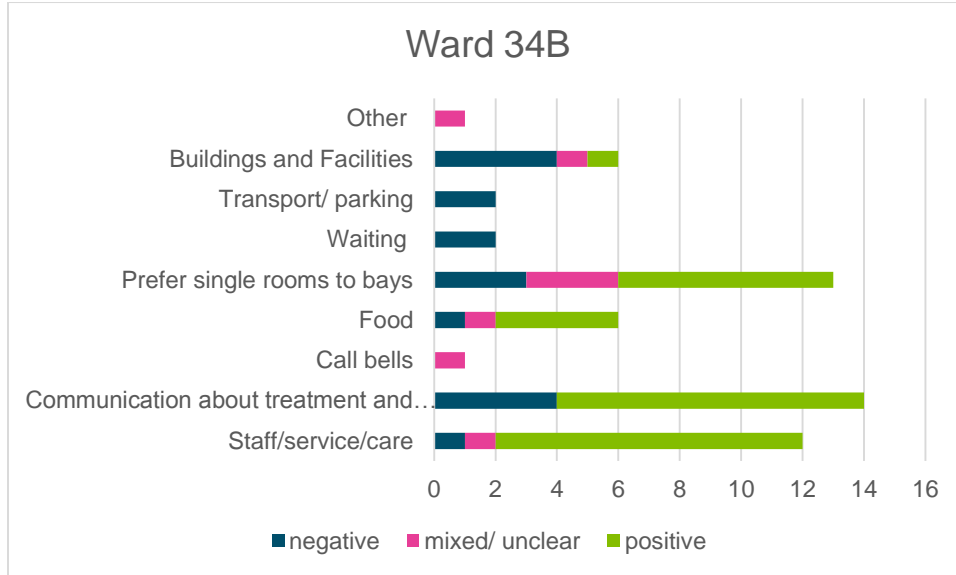
### Ward 33B

89 comments received from 13 people



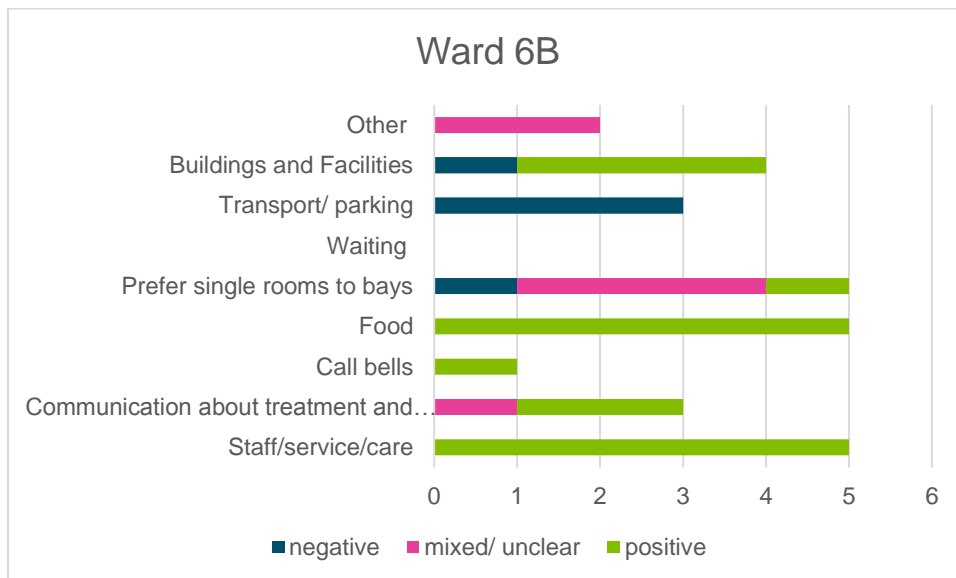
## Ward 34B

57 comments received from 13 people



## Ward 6B

28 comments received from 5 people





## Conclusions

Working in partnership with NBT, Healthwatch Bristol and South Gloucestershire and other projects within The Care Forum were able to conduct a very successful engagement project with patients and visitors to Southmead Hospital.

While feedback collected from the atrium was in the majority negative, this was largely focused on the issues of transport and parking. Healthwatch hope that with the opening of the planned new car park this will be resolved. Analysis of the remaining comments from the atrium and ward visits is far more mixed, with feedback on staff and care received being generally very positive.

The extending consultation in 2014 by Healthwatch highlighted various issues with the new hospital and as a result NBT introduced the 'move maker volunteers' and made changes to parking charges. Many of the issues highlighted in this consultation are not new to NBT. It is hoped that as the televisions are installed, and when new data clerks to handle telephone calls and making appointments come into post, a number of the frustrations people feedback will be eased.

## Recommendations for consideration

### Staff attitudes and care:

- Healthwatch ask North Bristol NHS Trust to pass on the positive feedback to staff and volunteers.

### Parking and transport:

- Healthwatch will share information about the developments to parking facilities at Southmead Hospital.
- Healthwatch recommend that NBT promote the support available for patients with regards to parking charges and public transport to the hospital. There is information about transport to the hospital available in a small room in the Brunel Building atrium, but many patients are not aware of it.

## Getting around the hospital:

- NBT to consider working with patient groups to improve signage.
- NBT to consider reviewing their appointment letters.

## Getting in contact with the hospital:

- NBT to consider methods of giving patients contact numbers for the specific team they need to speak to.

## Understanding your treatment:

- NBT to continue to train staff to give accurate and clear information to patients about their treatment and include patients in the planning of their discharge and support after discharge.

## Single rooms:

- NBT to provide an update on when televisions will be installed in the single rooms.
- NBT to increase activities on wards for patients unable to leave their rooms.

## Food and hydration:

- NBT to ensure that all patients, regardless of dietary requirements have access to a range of nutritious meal option.

## Southmead Hospital (North Bristol NHS Trust) said...

### Parking and Transport

We are aware that parking continues to be a challenge and apologise for the additional concern that is added to the experience of those attending the hospital. There will be more parking and drop off available points once the second Multistore care park is opened early summer of this year.

The website information on transport including buses coming to the site as well a parking costs: <https://www.nbt.nhs.uk/our-hospitals/southmead-hospital>

We will most likely never meet all the needs of staff, patients and visitors, and we will continue to listen and take forward where possible ideas that help improve matters.

We are now looking to see how we can make the information in the transport office more accessible either by further promotion of the transport office or making it physically accessible elsewhere. We will keep you updated.

### Staff and volunteers

Thankyou we have done this - it is much appreciated and reinforces to staff what matters most to our patients and their loved ones.

### Responses to call bells

We continue to monitor call bell response times taking action as required.

### Understanding your treatment

Patient and carer feedback continually reminds us of the importance of clear information provision - and checking that patient / carers have understood what they have been told. This reinforced at induction and throughout other training and learning events (we note the reference to agency staff). There are many information leaflets about health problems / conditions and procedures that should be given to patients to help reinforce the information that has been shared verbally. We are coordinating a review of leaflets and their accessibility to patient/carers. This year 2016/17 we will be monitoring patient experience in aspect of care through additional questions on the Friend and family Test feedback form.

There is considerable work being undertaken in relation to discharge of patients and we are aware that our communication with patients and those caring from them needs to improve. The comment on the importance of information sharing between different services especially at discharge is noted Staff are constantly being reminded of the importance of involvement and good communication with patients and carers and between services.

We are about to complete a discharge information leaflet for patients/carers.

Further work will be undertaken 2016/17 to promote and facilitate the partnership between patients, carers and staff in the discharge process.

## Getting around the hospital

We have also received feedback from our Move makers concerning the need to improve wayfinding in and from the Emergency Department. We will be reviewing this with them and our patient representatives and will also include a review of wayfinding to the outpatient departments.

We will keep Healthwatch updated through our Patient Experience Group.

General outpatient letters were reviewed with the Trust patient Panel in February 2016 .The revised version will be sent to them for sign off. This included writing in plain English and not using jargon. We would be pleased to share this with Healthwatch in the light of this feedback.

Further work to improve communication in relation to Outpatients will be taken through the Patient Experience Group.

## Getting in contact with the hospital

Many Wards (gates) and Specialist services provide business cards with contact details. We will recommend this service to all.

It would also be helpful to have more information on the types of difficulties experienced.

## Single rooms

### TVs

March 2016: All Brunel wards have now been furnished with televisions. Many Medi - rooms have televisions on wheels with one port labelled for a television. Work is continuing to facilitate TV access in intensive care.

Solutions are being explored to improve the infrastructure to allow TV access for Elgar, Maternity, Renal gate 5 and the satellite units.

### Activities for patients unable to leave their rooms

We have volunteer befrienders on many wards that are able to talk with patients and do activities with patients We will review the access to activities material and report back through the Patient Experience Group.

For patient with Dementia we have a developing program of meaningful engagement and activities that will happen every day. This is currently being undertaken currently on Gate 28a and b and 9b through the Dementia Strategy Group and reported through the Patient Experience Group.

## Food and Hydration

There has been considerable work undertaken by the Hydration and Nutrition Group in ensuring access to nutritious meal options. Patient representatives are part of this group.

Patient feedback is reporting improvement in this area including those with specific dietary requirements. Monitoring continues. A presentation of this work will be requested to be brought to the Patient Experience Group in June 2016.

## Next steps

- Healthwatch Bristol will continue to work with NBT to monitor the experiences of patients and visitors to Southmead Hospital and use their feedback to improve the service provided.
- Healthwatch Bristol and NBT will continue to work together through the Patient Experience Group and other topic focused engagement projects.
- All the feedback provided through this engagement project has been inputted to Healthwatch Bristol's Feedback Feed Forward database and will be included in the Healthwatch Bristol quarterly report. Healthwatch Bristol will be sharing this report with Healthwatch Bristol partners including Bristol Clinical Commissioning Group, the Health and Wellbeing Board, Bristol City Council, The Care Quality Commission, NHS England and Healthwatch England. The report will also be presented to the Healthwatch Bristol Advisory Group to propose further uptake of the issues identified in this report. The report will be available on the Healthwatch Bristol website ([www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk)) and circulated to our mailing lists via the monthly e-bulletin.

## Tell Us Your Story...

Healthwatch Bristol want to hear from you about your experiences so that we can tell services your needs to create the best local services.



Text us - text bris followed by your message to: 07860 021 603



Email us at: [info@healthwatchbristol.co.uk](mailto:info@healthwatchbristol.co.uk)



Call us: 0117 2690400



Write to us at: Healthwatch Bristol,  
The Care Forum, The Vassall Centre,  
Gill Ave, Fishponds, Bristol, BS16 2QQ

Or visit our website to see more at: [www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk)

## Appendix:

1. Healthwatch Bristol's report on Southmead Hospital after the first visit in 2014: click [here](#) to view.
2. Link to press release promoting Healthwatch Bristol's visit to Southmead Hospital in November 2015: click [here](#) to view.
3. Link to You Said, We Did based on previous visit: click [here](#) to view.
4. Prompters and questions used to support members of the public and staff to share their experiences:

## What do **you** think about Southmead Hospital?

- How do you feel about the **quality of the information** you received about your appointment and/or treatment at Southmead hospital?
- What **other** health and social care **services** do you use?
- Do hospital services, GPs and other services you use **communicate with each** other to support you? Do they know what the other services are doing or have told you?
- Do you feel **supported to understand** your treatment? Do health care staff explain your treatment to you in a way you understand?
- Do you know **how to give feedback** about your experiences?
- Do you feel **confident to care for yourself**?
- Do you feel **confident taking your medication**?
- What do you **like** about Southmead Hospital?
- What would you like to **improve** about Southmead Hospital?

**#MySouthmead**

