

The ROYAL MARSDEN

Comments
Received and
Actions Taken
April 2019 –
September 2019



COMMENTS RECEIVED AND ACTIONS TAKEN Q1 & Q2 2019/20

Comments are collected through Viewpoint cards that are available for anyone to complete. This report details the comments received and the actions taken.

Your Comments	Trust Action
<p>The staff on Robert Tiffany ward are amazing- very helpful and caring. However, the rooms need a mirror near the plug or free standing to do your hair, they also need bath mats.</p>	<p>Bath mats are an infection risk and there are plans to remove the all baths and convert these to showers. If a patient is unsteady in the shower they will require nurse support or a shower chair rather than a mat which will be offered to patients. Portable mirrors are available for patients on request and our room guides will be updated to reflect this to improve communication and facilities provided for patients.</p>
<p>Mobile phone use is very difficult; trying to arrange taxis or pick up by friends/relatives is very difficult.</p>	<p>We apologise for your experience. We are not aware of any mobile phone signal issues since we had the mobile signal equipment installed on the main building roof and can confirm that mobile phone signal is available across the complete site.</p>
<p>I have waited nearly 2 hours for the clinic with no apology or announcement in the waiting area. You need to deal with low risk patients over the phone for telephone consultations if the patient agrees. This is not best use of a valuable consultant's time. Look at process re- engineering on risk basis.</p>	<p>We do have a telephone clinic service and utilise that as best we can. We have fed this back to our staff in RDAC and the main outpatients to ensure delays are communicated in waiting areas.</p>
<p>In the main entrance the zebra crossing has been tarmacked over and not repaired for some time, this is a public safety issue.</p>	<p>Thank you for your feedback. We can confirm that these crossings have since been repainted.</p>
<p>Receptionist is very unfriendly, unapproachable and comes across very rude. Ask her to be more friendly.</p>	<p>Please accept our apologies for the staff rudeness. The staff member has been spoken to and a reminder has also been sent to staff about being courteous and polite at all times, even in times of stress. The reception area for MRI is also being redesigned which will separate the reception from the scheduling staff, which in turn will help to reduce this working environment stress.</p>

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<p>Therapeutically I feel 7 sessions would be useful. Follow on reflexology is as beneficial as traditional medicine, in my opinion. The therapist is great, I felt confident in her ability.</p>	<p>We do have a small complementary therapy team and thus are unable to provide more than 4 sessions per person. In Sutton, Maggie's are opening in September and will provide complementary therapy sessions to our patients to continue The Marsden sessions.</p>
<p>I received 4 sessions of reflexology; they were so helpful to relieve my peripheral neuropathy. Be very useful to have more than 4 sessions per patient to help the healing process.</p>	<p>We do have a small complementary therapy team and thus are unable to provide more than 4 sessions per person. In Sutton, Maggie's are opening in September and will provide complementary therapy sessions to our patients to continue The Marsden sessions.</p>
<p>The therapy was really beautiful I felt very relaxed and good after the therapy. I just want to suggest if you could give us more time, especially for people who benefits from it.</p>	<p>We do have a small complementary therapy team and thus are unable to provide more than 4 sessions per person. In Sutton, Maggie's are opening in September and will provide complementary therapy sessions to our patients to continue The Marsden sessions.</p>
<p>Asked to arrive at appointment at 12:30, still sitting in reception at 14:00. Why can't you stagger appointments? There are 3 of us waiting so wouldn't it make sense to give one at 12:30, one at 13:30 and one at 14:30. Apparently the doctor/ surgeon didn't arrive until 13:45, we stand no chance. Sorry an irate patient! Please look at the way you organise procedures. Chairs are so hard when you are sat here nearly 2 hours</p>	<p>Appointments are already staggered but unfortunately can over run for a number of reasons which cause delays. We are currently undertaking a review of utilisation to ensure our capacity meets demand and delays are avoided but appreciate the frustration that this can caused, for which we apologise.</p>
<p>Get blood room ticket 'counter' working again in the clinic waiting area. Add a further ticket counter in the canteen next to the prescription screen and label what the ticket counters do, I never knew what the counter in the clinic waiting area was for until I was told by someone. Have signs in the blood room waiting area advising people that they can wait elsewhere and return when they are 10 tickets away from their number.</p>	<p>The ticket counter is now working in the waiting area. We are also currently reviewing the communication to patients regarding blood tests and are developing a information leaflet.</p>

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<p>I do not think that 2 hours is an acceptable waiting time for a prescription. Boots are inefficient and/or under staffed.</p>	<p>We apologies for the long time you had to wait. On occasion the clinical teams need to be contacted to get clarification on a prescription which can take some time. During periods where clinics are very busy the pharmacy can receive a high volume of prescriptions which can cause some delays. We have a television screen with ticket numbers in the canteen and encourage patients to use these facilities during longer than expected waiting times.</p>
<p>I find the clinic arrangements, meeting a doctor/consultant, in a room without any IT facilities so bad. Discussion of previous blood test results is dependent on memory or the patient bringing in paperwork. Very unhappy with this.</p>	<p>Thank you for your feedback and we are sorry to hear of your experience. IT facilities are available throughout Outpatients and in all of the clinical hub rooms. There are also IT facilities available in the individual consulting rooms not attached to a central hub. It is an individual clinical decision as to whether the reports are accessed on the PC or not, however we have passed on your comments to the Head & Neck Teams for consideration.</p>
<p>The orange fish in your Aquarium (1st floor) are being attacked by the tiger fish - the orange fish are afraid of the tiger fish. (orange fish) behaviour has completely changed since you have but the tiger fish in with them. Clearly they don't belong together. please remove/separate them!!! its distressing to watch! these are 2 different kinds of fish.</p>	<p>Thank you for bringing this to our attention. We have contacted our maintenance company with a view to re-homing the tiger fish as soon as possible.</p>
<p>1. Encourage patients to use hand gel at reception. 2. Have you ever thought of a strip monitor with name of patient called on it. Hope this is useful</p>	<p>Thank you for your feedback. We will review the signs and availability of hand gels on reception and increase if appropriate. A strip monitor has been considered in the past but it was felt that it would possibly compromise patient confidentiality having individuals names displayed on the monitor.</p>
<p>More seating in reception would be great. I had 4 blood tests over 4 hours and nowhere comfortable to sit and wait.</p>	<p>Thank you for your feedback and we are sorry for any discomfort caused. We have recently extended the waiting area for phlebotomy adding additional seating capacity. We recognise that there are periods when the waiting room is extremely busy and we are working with our transformation team to find ways of improving the patient flow in the area. We have also produced a leaflet for the blood room which we hope will explain our opening times and busy periods encouraging patients to come at quiet times where possible therefore improving waiting times overall.</p>

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<p>My comment is to advise the employers not to wear shoes that make noise when they walk.</p>	<p>We do have a uniform and dress code policy in place which all hospital staff are aware of. Unfortunately some of the surfaces and corridors throughout the hospital can create excessive noise and echo's which are unavoidable. We are sorry for any frustration caused.</p>
<p>Your ambulances mechanically are defective, it is scandalous to bounce cancer patients up +down/around for miles like this!!! Surely you are not that skint you cant sub-contract mechanically sound vehicles. What with all your Blah-Blah about wanting the best for our patients Etc, Etc,Etc</p>	<p>We are sorry to hear of your experience. All of the ambulances on the existing fleet with our current contractor are less than 5 years old and conform to EU legislation. Vehicles are also maintained in accordance with EU legislation. Unfortunately vehicles can be a little bumpy from time to time particularly if there are poorly maintained road surfaces and / or speed bumps but we do aim to make every journey as comfortable as we possibly can. Please do contact our transport department if you have any further concerns.</p>
<p>The patient toilet in here is so dull and tatty compared to the cleanliness and smartness of other parts of the hospital.</p>	<p>Thank you for your feedback and we can confirm that we are currently looking into refreshing the bathrooms.</p>
<p>That bin in the toilet has been broken all the time I have been coming here! Perhaps you could buy a new one soon. Thanks.</p>	<p>Thank you for your comment and we are sorry that this has been missed. We will try to identify this area and replace the bin.</p>

