

The ROYAL MARSDEN

Comments
received and
actions taken
April 2020 –
September 2020



COMMENTS RECEIVED AND ACTIONS TAKEN Q1 & Q2 2020/21

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>I've just seen the surgical appliances officer re a wig! What an absolute wonderful lady. So kind and professional - gentle loving lady. Thank you and thank you Royal Marsden for great care and thoughtfulness.</p>	<p>Thank you for your kind feedback. Your comments have been shared with the team.</p>
<p>1) Communication re appointments & procedures can be improved generally e.g. physical appointment issued whereas on arrival told it should have been a telephone appointment.</p> <p>2) I'm afraid I have found the level of information during Consultant appointments extremely inadequate, throughout my treatment so far. This is an area well worth addressing and would have benefits to the patients and to smooth running of the service.</p>	<p>We are sorry to hear of your experience. We recognise the importance of clear communication between staff and patients. We appreciate it is fundamental that patients receive detailed information during consultations whilst showing kindness and compassion, the latter being one of our Trust values. We will raise your concern at the next Urology consultant meeting and ensure staff are reminded of the importance of communication. If you do have any further concerns, we would encourage you to raise this with the team at your next appointment or you could discuss this confidentially with the Patient Advice and Liaison Service (PALS).</p>
<p>I wish there were some nutritious snacks in the vending machine. You should be promoting high standards of dietary intake.</p>	<p>Thank you for your comments. We have discussed this with our vending providers. They are reviewing the products currently offered to include some healthier choices.</p> <p>At the beginning of the New Year they will also be offering some new products from the CRUSSH range which will include healthier options.</p> <p>Initially this will be piloted to the vending machines within the restaurant area on the Sutton site and the Wallace wing transport waiting area on the Chelsea site.</p>

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<p>What a wonderful place. Everyone is so kind and so helpful. It's been hard not to be able to come into chemotherapy with my teenager, so knowing that everyone is so lovely has made it easier.</p>	<p>Thank you for your kind feedback. Your comments have been shared with the team.</p>
<p>Excellent care & service. Second to none.</p>	<p>Thank you for your kind feedback. Your comments have been shared with the team.</p>
<p>I have cancer in my spine and neck and find the chairs in the waiting areas very uncomfortable after a while, especially as I'm usually there for about 4 hours.</p>	<p>The chairs in Sutton were changed approximately 3 years ago but we will take your feedback into consideration. We are currently trying to minimise waiting times in the department by introducing phlebotomy appointments and virtual clinics.</p>
<p>If there is going to be a significant wait, please keep patients informed, if there is a genuine reason we don't mind. It's being left in the dark that rankles.</p>	<p>We endeavour to keep patients updated at all times of unexpected waits for treatment. Appointments have since been spaced out for Covid-19 cleaning, and we have reminded the teams of the importance of clear communication of delays.</p>
<p>I am grateful for the kindness and smiling ladies on the Maple Team. Knowing how far some travel to work here is amazing. Thank you one and all. Tremendous. Forever grateful.</p>	<p>Thank you for your kind feedback. Your comments have been shared with the team.</p>

