

The ROYAL MARSDEN

Comments
received and
actions taken
October 2019 –
March 2020



COMMENTS RECEIVED AND ACTIONS TAKEN Q3 & Q4 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 |
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| The extended delay to provide a basic prescription item was pathetic, unacceptable & very inefficient | Thank you for your feedback, we are sorry for the delay you experienced. The Trust has invested in the set-up of a new outpatient dispensary pharmacy 'RM Medicines' to be launched in September 2020. The aim for RM Medicines is to deliver an improved service to our patients, introducing new models of care which will help manage capacity constraints and minimise waiting times. Together with The Royal Marsden Team, the Pharmacy team at RM Medicines will be committed to reviewing the existing patient pathways to ensure the patient has the best experience. |
| Appointment made for 9:00, at 9:25 still not called in as the staff are in meeting. Appointments should be coordinated. | We apologise for this delay. The department will look to coordinate appointments around any scheduled staff meetings. |
| Lose the plastic cups at the water machines and replace with recyclable paper cups. | The Facilities team are working on a waste segregation system which will be introduced in Sutton initially then rolled out to Chelsea. |
| Could we have auto-check-in kiosks to speed up registering? | Plans for auto check-in are included in our specification for the new Electronic Patient Record (EPR) transformation programme and will be rolled out as part of the programme. |
| Please recycle much more. All paper cups and cones should be recycled. Paper plates recycled! | The Facilities team are working on a waste segregation system which will be introduced in Sutton initially then rolled out to Chelsea. |
| Completed my treatment today. Thank you for making me better, such lovely staff and care. | Thank you for your feedback, your comments have been shared with the team. |
| Such a lovely "smiley" welcome from everyone - it makes so much difference to patients. Thank you all so much. | Thank you for your feedback, your comments have been shared with the team. |
| I have just completed a course of reflexology. It was really helpful and of benefit to me. I would recommend this to anyone having treatment. | Thank you for your feedback, your comments have been shared with the team. |
| Regarding plastic tablet dispensers, could they be replaced by a wax covered alternative to save in the plastic waste on a one use item. | This is being reviewed as part of the Trust wide recycling scheme. |

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| <p>My therapist was amazing, I totally enjoyed the massages especially the reflexology. She made me feel so at ease and listened when I had days when I was feeling so low! Fantastic and amazing, thank you.</p> | <p>Thank you for your feedback, your comments have been shared with the team.</p> |
| <p>Our local hospital takes 1 hour to process bloods so I can't understand why there is such a long wait for people who have travelled a long distance.</p> | <p>We are sorry for the delay and appreciate this can be frustrating. At the Trust, it takes approximately 2 hours to get blood results back and we need to wait for the blood results to be available, prior to consultation with the doctor, due to the nature of clinical trials.</p> |
| <p>The radiographers who looked after me were EXCELLENT, as was the Consultant. I would like this feedback to be communicated back to the staff as it is important our NHS heroes get positive feedback.</p> | <p>Thank you for your feedback, your comments have been shared with the team.</p> |
| <p>Lovely staff very kind and understanding. I was seen very quickly with no waiting. The team seem to enjoy their work and are very kind.</p> | <p>Thank you for your feedback, your comments have been shared with the team.</p> |
| <p>After going through cancer operations, chemotherapy and radiotherapy (which has now left me with the use of only one arm) the last year has been tough, really tough. When I started the massage, it was like heaven, it's the only time I am thoroughly relaxed and able to enjoy something. It makes a major difference in recovering for me. Please keep this service as it's a boost for distress.</p> | <p>Thank you for your feedback, your comments have been shared with the team.</p> |
| <p>Staff are very helpful and friendly; they couldn't be better but they're being overwhelmed by the sheer weight of numbers. I never realised how common cancer was until coming here. I think you need more staff.</p> | <p>We have the recommended number of posts funded by the Trust for the number of patients we treat, but the department has been impacted by staff sickness. We are currently recruiting into some posts.</p> |
| <p>I have a slight cold and unable to get a mask at my local chemist. I thought I would be able to buy one at Boots but they do not stock them. Please could you ask Boots to stock them or supply Boots with a box.</p> | <p>Boots pharmacy only keep limited range of lines based on patient/staff needs. At the time of your feedback masks was not identified as an item Boots needed to stock; however, following on from your feedback we have ensured masks are available for purchase on both sites.</p> |
| <p>I have been coming for appointments for over 15 years for dozens of visits and have never missed or even been late for any of them. Why therefore are you now inflicting me with inconvenient machine - generated robotic reminder phone calls? They are invasive, annoying and unnecessary</p> | <p>The appointment reminder service was introduced earlier this year to reduce the volume of patients not attending appointments. Patients can opt out of the service by replying STOP or informing the Trust that they are no longer required. We will also be handing out flyers to patients to make sure they are aware of the service and what we are trying to achieve.</p> |

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| <p>I came for bloods that were taken at 10.15, it is 14:00 and still no results. If I was having drugs as well, I wouldn't get home until 20:00. My trial is 5 days a week, on a 3-week cycle, and I dread it.</p> | <p>There are several issues which can lead to additional waiting times for results. We do inform patients that they will have a long waiting time for blood results when they enter onto a clinical trial and we will continue to review how this is communicated. Regarding the waiting time, we have worked with the laboratory and now use priority stickers for blood processing.</p> |
| <p>Absolutely painful today, still here at 16:00 as the Doctor did not sign the prescription. We were 2 hours late in being seen for our 11:00 appointment. My wife is in the car in tears - not good enough</p> | <p>There were multiple factors leading to your poor experience and we are very sorry for the delay. We note that your concerns were escalated immediately and you were seen by the doctor the next day who apologised for the series of events.</p> |
| <p>Lovely staff. Very helpful, supportive and great food. Staffing was good but there was a noticeable shortage on Sunday. Obs were late and it took a while to get help on call bell.</p> | <p>Staffing levels are reviewed prior to each weekend to ensure this meets the acuity and dependency of the patients on the ward. Vacancies have since been recruited to.</p> |
| <p>Lovely stay at the hotel Marsden but unfortunately there was not enough staff on Sunday and I waited a long time to be discharged.</p> | <p>Staffing levels are reviewed prior to each weekend to ensure this meets the acuity and dependency of the patients on the ward. Vacancies have since been recruited to.</p> |
| <p>Please enable appointment letters etc to be sent to patients by e-mail if people want it. It is a more secure and reliable system than post and means that I am more likely to have the appointment letter with me at appointment.</p> | <p>We have piloted a trial of this for Urology patients and if successful we will expand this to all tumour groups.</p> |
| <p>From the first consultation, through to the operation, and my 15 sessions of radiotherapy, I feel privileged to have been treated at The Royal Marsden. Everyone has been so kind and caring. Thank you all so much.</p> | <p>Thank you for your feedback, your comments have been shared with the team.</p> |
| <p>Whilst I appreciate the coffee shop is run by a franchise it is unacceptable to demand a £3 minimum to be spent on a card in order to buy something to eat or drink. This is 2019, nowhere charges a £3 minimum, not even the canteen on the first floor NHS outpatients. Which brings me on to the quality of what is sold at the coffee shop. It is a disgrace. This is a cancer hospital and all you can buy are items laden with salt and sugar. You would be better off having the ladies who run the 1st floor canteen also making food for the ground floor coffee shop. Alternatively offer the site to someone like Pret, Pure or M&S as they would offer a much better array of food & not demand an extortionate £3 minimum card spend.</p> | <p>We are very sorry to read that you were unhappy with the minimum spend. Unfortunately, there is a £3 minimum card spend due to the fee the bank charges the Trust for using the card machine. The items we sell are required to be in line with the CQC standards which offers a range of both healthy and sweeter items. Unfortunately, we are extremely limited with space in the area and, unlike upstairs in the 1st floor canteen, we have no space to make fresh sandwiches. The coffee shop is not a franchise, it belongs to the Trust, however, if the area does get acquired by a franchise then prices/charges will reflect the change.</p> |

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| <p>While my wife was in the Radiotherapy department, I took my grandson to Cherry Tree for a treat. He has a potentially lethal nut allergy and Cherry Tree staff were unable to give any assurance on which food was nut free. Even the British Museum last week had a list of offerings and their ingredients.</p> | <p>Our policy is that we cannot guarantee that a product is completely nut free and this is stated in the Cherry Tree. We are currently looking at products that are nut free as per the Allergen Policy, however, as this is a serious risk, we are reviewing our options to ensure that if we do offer these products, they fully meet the requirements.</p> |
| <p>The two toilets in this area are at best described as "shabby" but in fact they are worse than shabby.</p> | <p>Thank you for your feedback, we shared this with the Facilities department and the toilets have been redecorated and will be monitored regularly.</p> |
| <p>Patients should have a direct contact number of doctors/secretaries for emergencies and they should be told the results of diagnostic exams without waiting until they get in the clinic.</p> | <p>The contact numbers for administrative staff is on all first and future appointment letters, and these members of staff are able to escalate all queries appropriately. For urgent clinical concerns The Royal Marsden Macmillan Hotline is accessible to all patients who should have the contact number for the relevant Clinical Nurse Specialist. The Diagnostic Imaging department give an aftercare information leaflet to all their patients who have had investigations and this states the relevant contact details. We are very sorry if this was not provided to you. Any Diagnostic results are given to patients face to face whenever possible. When the result is not available straight away patients are booked into clinic or have a scheduled telephone call from the nurse practitioner to receive the results. This is confirmed with the patient at the time of the investigation.</p> |

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| <p>There is a lack of seating which is exacerbated by long wait times. I've been here since 10:00 and so far have only had my bloods done (its 13:30) and had a 2 hour wait where I was told to find a seat before my first chemo. I'm currently sat in the overcrowded cafe It feels like the staff expect you to know what you're doing, whereas at Chelsea, the staff were really helpful at keeping you informed – it's weird you're the same hospital. The seating issues could be resolved by having a better 'flow' of people in the hospital. Do you really need everyone here all day? How can you make it more efficient for staff and patients? Could you have an AM and PM session with some patients to halve the number of people waiting or prioritise those who are actually having treatment? I'm on my own but some people have 4+ people with them which seems excessive given lack of space. Also having to wait excessively long times can add to the anxiety of those awaiting treatment, and given I left my 10-month-old baby at 08:00 this morning. Speaking of babies, the hospital really isn't baby friendly - mums get cancer too!! Not just old people.</p> | <p>Thank you for your feedback and we are sorry for any discomfort or frustration caused. We have recently extended the waiting area for phlebotomy adding additional seating capacity. We recognise that there are periods when the waiting areas within the hospital are extremely busy and we are working with our transformation team to find ways of improving the patient flow in areas. 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> |
| <p>I come every year for a check-up appointment and it usually takes ages to be seen. But there's obviously been a lot of changes made in the last year with the blood room and outpatients' area. This year, I was seen, had my blood taken and was all finished within 15 minutes of my appointment time. Incredible efficiency and a really great experience. Good work everyone!</p> | <p>Thank you for your feedback, your comments have been shared with the team.</p> |
| <p>The radiotherapy department should have a dedicated nurse. My skin is broken, and they have been trying to get a nurse to see me this week & their efforts have failed. Today is my last treatment and I am going without my sore skin being seen by a nurse.</p> | <p>We are very sorry for your experience. We put forward a business case for a dedicated Radiotherapy nurse at our Sutton site, but this has unfortunately been postponed due to COVID-19. However, it is a priority area for recruitment.</p> |
| <p>Thank you and your staff for your care and kindness.</p> | <p>Thank you for your feedback, your comments have been shared with the team.</p> |
| <p>I like the improved seating area however no seat was high enough for my daughter. We went to the refreshment area to sit there and were disappointed to find cups, tissues, wrappers etc and no bin. A Shame! Would suggest seats are too low for many and difficult to rise from.</p> | <p>We apologise for the lack of bin in the TV area. This area is normally monitored by our Radiotherapy Aide's group and the feedback has been passed onto the team. The seating is standard Trust height, but we have taken this feedback onboard for when we order additional furniture.</p> |

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| Very nice welcoming staff, very relaxing, very friendly, worthwhile. | Thank you for your feedback, your comments have been shared with the team. |
| Staff member was really helpful, accommodating and I couldn't have asked for better help. Comfortable facilities at Dame Unity House. | Thank you for your feedback, your comments have been shared with the team. |
| You have no idea how much stress is relieved by the parking permits. Many Thanks. | Thank you for your feedback, your comments have been shared with the team. |
| In the bathroom on Wilson ward there is nowhere to put clean clothes/toilet bag/towels etc other than on the 'offensive waste' bin or 'general waste' bin. This is unhygienic. The bathroom is large with plenty of room to put up a couple of shelves for the purpose. | Shelving is not ideal due to infection control; however, the Estates department will install coat hooks. |
| It would be good to light the front steps by main entrance as they are quite dark when walking down. | Thank you for your feedback, the Estates department will look to upgrade the lighting. |
| Just a suggestion - please make the toilet doors located on the Franklin corridor sliding doors, they open out and can hit someone as the corridor is narrow. | Sliding doors can be difficult to install in some areas, but the Estates department are looking at available options. |
| Area next to patient travel at 11:45 - thank you to the nice lady at the desk who was very helpful. | Thank you for your feedback, your comments have been shared with the team. |
| All branches of RMH, 3 questions - Concerning the coronavirus why are you not giving everyone visiting your premises face masks? Have all staff members regardless of department been tested for coronavirus? and if they have what are the results? | Infection Prevention and Control guidance is rapidly evolving in accordance to national COVID-19 guidance. In February 2020, facemasks were not mandatory for visitors to the Trust and testing for COVID-19 was not widely available in the UK. Since the Government lockdown in March 2020, all persons visiting the premises are provided with masks - visitors at the designated entrances and staff in their places of work. All staff have been offered testing for COVID-19 antibody and antigen regardless of department, however, the results of the testing is confidential to the individual and will not be released without their consent. |

