

Response to Healthwatch Wandsworth Report: Visit to Champney’s Ward and Dialysis Services on the St George’s Site

Recommendations	Response
Ensure that all bed curtains are large enough to ensure privacy and dignity at all times.	The Renal service regularly assesses curtain length and depth to ensure it meets the Trusts requirements for privacy and dignity. Where curtains do not meet this standard, they are replaced.
Improve information provided for patients coming from out of London.	<p>As part of the London Peer Review, SGH is working with other providers across London to review patient literature across the region. The aim of this work is to ensure patients receive appropriate and consistent information. This work is underway, and should be completed within the next three to five months.</p> <p>The service has recently reviewed and updated its page on the Trust’s external website. This work is on-going and the service encourages the views of our patients in supporting improvements.</p>
Continue to monitor the temperature control on the ward.	At the time of the Healthwatch review, comfort cooling was in the process of being installed throughout the ward. The service is pleased to update that bays and side rooms on the ward can now be climate controlled. The comfort of our patients is important to us, and the service continues to monitor the temperature on the ward.
Address the lack of overnight accommodation for visitors, especially as the service has a wide catchment as far as the South Coast. In particular, investigate whether overnight accommodation attached to other wards could be “borrowed” or whether the hospital could have a contract with a local B&B or hotel.	The Renal service at St George’s acknowledges that it covers a wide catchment area, and visitors can travel from afar. Whilst the service is unable to offer accommodation for visitors, they do direct visitors to an onsite dedicated provider which offers reduced rates for patient visitors.
Investigate whether there are ways to improve communication with the wider team (e.g. Physiotherapists and OTs).	The service is always looking at ways it can improve communication with the wider team, and all suggestions are considered. To ensure all staff are appropriately briefed, there are twice weekly multi-disciplinary ward rounds, and all staff can access patient notes and care plans on the Trust’s electronic system.

Re-evaluate whether toast can be provided on the ward.	The service is pleased to report that toast is provided on Champney's ward.
Make every effort to avoid delays to surgery occurring because of mis-communication (e.g. leading to a breach of nil by mouth).	Understanding the anxiety and worry that surgery can bring, as well as the wider plans patients and their carers make around a surgical admission, every effort is made to avoid delays to surgery. Where a delay is unavoidable, for example, due to a medical emergency, the service always strives to ensure this is communicated to patients at the earliest opportunity. The renal service also collects information about late or on the day cancellations so that the team can learn from these and strive to prevent recurrence in the future.
Acquire and use the episode of BBC film "Hospital" which featured a transplant with living donor to help prepare transplant patients and their families. We appreciate that this programme had only just been shown at the time of our visit but it was a very positive suggestion.	Whilst we are unable to provide this episode of the of BBC film "Hospital", the service does sign post patients to www.mykidney.org , where patient information and videos are available.
Review transport arrangements urgently and set appropriate standards for notification to patients about collection for treatment, maximum waiting times at the end of treatment, journey times.	In response to this recommendation and suggestions from our patients, the service is in the process of writing a patient information letter that is due to be completed by Monday 24 th July 2017. The service plans to post this letter to relevant patients shortly thereafter. The Trust aims to support the needs and interests of our patients, and have regular performance meetings with both transport providers to highlight and act upon the views, concerns and comments of our patients.
Review the "first come first served" system for putting people onto dialysis machines. We saw a system of appointment times at Colliers Wood which appears to be working well for most people.	Due to the nature of ward activity, the ward needs to be less scheduled and more responsive to the urgent needs of ward based patient care. Relating to the Trust's estate, the service has needed to treat some outpatients on the Champneys ward dialysis unit due to their co-morbidities. We acknowledge that this may have reduced patient experience, and the service has been trying to re-allocate patients to appropriate dialysis sessions in community dialysis centres

	and with other providers. By minimising outpatient treatments through this area, it is hoped the majority of patients will receive an appointment time for their elective treatment.
Consider whether three nurses are required at the beginning of the morning session in order to keep sessions on time.	To avoid delays to patient care, the renal service confirms that there are three nurses at the start of a morning session. The service follows national guidance regarding safe staffing.
Improve signage to the SDU.	Signage across the Trust is in the process of being updated. The service will work with the Trust to review and improve signage to the SDU.
Ensure that emergency access to the SDU is not blocked.	Emergency access to the SDU and the safety of our patients and staff is paramount to the service. Where the entrance may become blocked by parked vehicles, staff have been advised to be vigilant and escalate this to security so that any issues can be resolved as a matter of urgency.