

## Recommendations summary

Recommendations	Comments from the service provider
<ul style="list-style-type: none"> <li>• Clearer signage for patients on where to wait for an X-ray</li> </ul>	<p>An existing review is leading to the replacement of all signage and this includes x-ray. The x-ray department is run by the RUH and not Virgin Care Services Limited.</p>
<ul style="list-style-type: none"> <li>• Review the parking arrangements for patients and staff and consider whether there could be systems in place for better parking</li> </ul>	<p>This is an ongoing issue which remains unresolved. Receptionists do advise visitors and staff where possible of alternative parking. The issue has been raised with NHS Property Services as owners of the carpark.</p>
<ul style="list-style-type: none"> <li>• Have WiFi available in the main waiting room</li> </ul>	<p>Public Wi-Fi is already available in the waiting room but generally for staff only. We are currently looking into this.</p>
<ul style="list-style-type: none"> <li>• Have a sign that displays the expected waiting time for the Minor Injuries Unit</li> </ul>	<p>We will be applying for funding from our improvement fund for an electronic signage system. We are currently setting this up in St Martin's outpatients waiting area.</p>
<ul style="list-style-type: none"> <li>• Consider having a café on site</li> </ul>	<p>Unfortunately this isn't feasible but we do have provision for hot drinks.</p>
<ul style="list-style-type: none"> <li>• Make sure all reception staff know about the Accessible Information Standard and the need to ask patients about their communication needs</li> </ul>	<p>This policy is already in place and we are already compliant.</p> <p>Ward staff look at communication needs as part of the formal admission process. This is documented on the admission paperwork and any requirements are dealt with from there.</p> <p>Reception staff have now been briefed.</p>

	The Accessible Information Standard poster is now prominently displayed around the site.
<ul style="list-style-type: none"> <li>Update the ‘How we are doing’ displays which are out of date</li> </ul>	We are sorry that the information for the “How we are doing” board was not updated. This was an oversight and the ward manager will ensure this is updated routinely every month.
<ul style="list-style-type: none"> <li>Remove clutter from corridors on the John Stacey ward</li> </ul>	<p>Storage is an ongoing issue for the ward and some equipment unfortunately has to be stored in the corridor.</p> <p>The visitor chairs are always in the corridor for ease of access for visitors.</p> <p>Commodes are not routinely kept in the corridor and the ward does have adequate storage for these.</p>
<ul style="list-style-type: none"> <li>Revamp the family room on the John Stacey ward to make it more welcoming</li> </ul>	The dayroom on the ward has recently been refurbished. Following your recommendations the ward has introduced tea and coffee available in the dayroom for patients and visitors. The ward team will discuss further ways in which the dayroom can be further improved and will be encouraged to apply to the improvement fund.

**Please return by Wed 24 January 2018 to:**

**Healthwatch Bath and North East Somerset  
The Care Forum, The Vassall Centre, Fishponds, Bristol BS16 2QQ**