

Council of Governors Membership and Engagement Group Meeting

AGENDA

Date: Tuesday 1st October 2024

Time: 17:30 – 19:00

Venue: Boardroom, Level 1, King's Mill Hospital

No	Item	Status	Paper
1.	Chair's Welcome and Apologies for Absence <i>Quoracy check: (Minimum of 3 Governors, 1 of whom must be a public Governor, and 1 Trust Officer (from Communications) in attendance)</i>	Agree	Verbal
2.	Declarations of Interest <i>To declare any pecuniary or non-pecuniary interests</i> Chair	Declaration	Verbal
3.	Action Tracker Chair	Approve	Enclosure 3
4.	Communications Feedback / Membership Activity Rich Brown, Head of Communications	Assurance	Enclosure 4
5.	Membership Strategy Update Rich Brown, Head of Communications	Assurance	Verbal
6.	Meet Your Governor <ul style="list-style-type: none"> Hot Topic Feedback (Discharge) Kevin Stewart, Appointed Governor Hot Topic for next quarter (Patient Experience) Rich Brown, Head of Communications Hot Topic for following quarter Rich Brown, Head of Communications 	Assurance	Enclosure 6
7.	Feedback from Governors Chair / All	Update	Verbal
8.	Any Other Business		Verbal
9.	Date of Next meeting Date: January 2025 Time: 17:30–19:00 Venue: Boardroom, Level 1, King's Mill Hospital		

COUNCIL OF GOVERNORS - MEMBERSHIP & ENGAGEMENT ACTION TRACKER
16th July 2024

Present: L.Barrett (Chair), D.Walters, D.Wilson, I.Holden, J.Stubbings, K.Stewart, L.Dales, N.Cooper, N.Slack, P.Gregory, S.O'Neill, T.Burton, S.Brook Shanahan, R.Brown, S.Bradshaw (Actions)

Apols: A.Jackson, J.Dove, J.Wood, J.Wyatt, P.Kirby, R.Scott, S.Musson

Absent: V.Desai

**There were no declarations of interest
pertaining to items on the agenda**

Key	
Red	Action Overdue
Amber	Update Required
Green	Action Complete
Grey	Action Not Yet Due

Item No	Date	Action	Committee	Sub Committee	Deadline	Exec Lead	Action Lead	Progress	Rag Rating
M&E 23/19	03/10/2023	Aims and objectives for Trust membership to be discussed at the next Governor Forum	Membership & Engagement	None	09/04/2024 02/07/2024 04/10/2024 Jan 2025	R Brown / S Brook Shanahan		Update 09/01/2024 To be included as a topic for discussion at the governor conference on 16th April 2024. Review action at July meeting Update 10/07/2024 Membership Strategy on agenda for July M&E meeting Update 16/07/2024 Membership Strategy to be developed Update 26/09/2024 In-train with Membership Strategy being developed	Amber
M&E 23/23	03/10/2023	Consider having "You said, We did" posters / digital display boards in main public areas of hospital.	Membership & Engagement	None	02/07/2024 04/10/2024 Jan 2025	R Brown		Update 09/01/2024 To be included in discussion relating to Meet Your Governor at the governor conference on 16th April 2024. Update 10/07/2024 Action to be carried forward - to be considered from outcomes of 'Hot topics' work Update 17/07/2024 Governors are requested to submit any positive examples of change to Rich Brown Update 26/09/2024 No information received. Will be picked-up as part of Membership Strategy work.	Amber
M&E 24/01	09/01/2024	Ensure documents / communications issued by the Trust are of an appropriate reading age	Membership & Engagement	None	02/07/2024 January 2025	R Brown		Update 09/01/2024 Work underway looking at accessibility of website. Checking reading age will be incorporated into this work. Update will be provided in 6 months time. Update 10/07/2024 Ongoing; review of broader accessibility of Trust communications due to take place, starting with review of Trust website. Delayed due to vacancies within team.	Grey

M&E 24/03	09/01/2024	MYG forms to be refreshed	Membership & Engagement	None	02/07/2024	R Brown / S Brook Shanahan		<p>Update 09/01/2024 To be included as a topic for discussion at the governor conference on 16th April 2024.</p> <p>Update 10/07/2024 The proposals were discussed at the Governors' Conference and will be shared as part of the presentation on 'Hot topics' at July M&E meeting</p> <p>Update 16/07/2024 New electronic method of recording feedback presented to July M&E meeting Complete</p>	Green
M&E 24/04	16/07/2024	Consider engaging with local radio to promote membership of the Trust - Peter Gregory to provide contact details for someone at Newark Radio	Membership & Engagement	None	04/10/2024 Jan 2025	R Brown		<p>Update 17/07/2024 Contact details provided by Peter Gregory to Rich Brown, who will engage with Newark radio station</p> <p>Update 26/09/2024 Rich will engage with Newark Radio as part of Membership Strategy and future governor recruitment efforts</p>	Amber
M&E 24/05	16/07/2024	Consider approaching GP surgeries to show video to promote membership in surgery waiting rooms.	Membership & Engagement	None	01/10/2024	R Brown		<p>Update 17/07/2024 This will be factored into the Communication Plan for Membership and Engagement Complete</p>	Green
M&E 24/06	16/07/2024	Working group to be established to develop Membership Strategy	Membership & Engagement	None	01/10/2024	R Brown		<p>Update 26/09/2024 Verbal update to be provided to the meeting on 1st October 2024</p>	Amber
M&E 24/07	16/07/2024	Consider holding MYG session in an evening, possibly linked in with a governor meeting.	Membership & Engagement	None	01/10/2024	R Brown / S Brook Shanahan			Amber
M&E 24/08	16/07/2024	Consider sending MYG feedback to NEDs, noting this could form part of the Lead Governor report or M&E report for Full CoG meeting	Membership & Engagement	None	01/10/2024	S Brook Shanahan			Amber
M&E 24/09	16/07/2024	Feedback on progress of appointing a sepsis lead to be included in the CEO report for August CoG.	Membership & Engagement	Full CoG	13/08/2024	R Brown		<p>Update provided to August Full CoG meeting Complete</p>	Green

Approvals

Engagement forms to no longer be used.

Council of Governors – Membership & Engagement Group - Cover Sheet

Subject:	Membership and engagement report				Date:	1 st October 2024
Prepared By:	Rich Brown, Head of Communication					
Approved By:	Rich Brown, Head of Communication					
Presented By:	Rich Brown, Head of Communication					
Purpose						
To provide an update on membership engagement and activity for the last quarter.					Approval	
					Assurance	X
					Update	X
					Consider	
Strategic Objectives						
Provide outstanding care in the best place at the right time	Empower and support our people to be the best they can be	Improve health and wellbeing within our communities	Continuously learn and improve	Sustainable use of resources and estates	Work collaboratively with partners in the community	
Y	Y		Y	Y	Y	
Principal Risk						
PR1	Significant deterioration in standards of safety and care					
PR2	Demand that overwhelms capacity					
PR3	Critical shortage of workforce capacity and capability					
PR4	Failure to achieve the Trust's financial strategy					
PR5	Inability to initiate and implement evidence-based Improvement and innovation					
PR6	Working more closely with local health and care partners does not fully deliver the required benefits					
PR7	Major disruptive incident					
PR8	Failure to deliver sustainable reductions in the Trust's impact on climate change					
Committees/groups where this item has been presented before						
Not applicable						
Acronyms						
None used						
Executive Summary						
<p>The appended report provides an update on membership engagement and activity for the last quarter, including updates on:</p> <ul style="list-style-type: none"> • Member communications and engagement during the quarter • An analysis of member representation is detailed in the report • A brief look ahead to planned membership activity planned during the next quarter 						

Sickness absence of the Trust Membership and Engagement Officer

The Group is asked to note that the Trust's Membership and Engagement Officer, Christine Moody, is currently absent from work due to unplanned sickness absence. She is due to return to work in early October, although this is subject to change.

Governors will know the vital role that Christine plays in supporting governors with their important work and her absence will be felt within the team.

Despite Christine's absence, the Communications Team has continued to offer considerable support to Trust governors in continuing their important work, with continuing support including:

- Preparing future editions of the monthly *Trust Matters* e-newsletter
- Supporting the running of the monthly *Meet your Governor* events, focused on the agreed 'hot topics'

Member communications and engagement

The Trust Communication team continues to produce a monthly *Trust Matters* e-newsletter that is sent to all members of the Trust who have consented to being contacted by email.

- The August edition was sent on 23 August 2024.
- The September edition is due to be shared on 30 September 2024.

Member representation

The current public membership total stands at 13,322, compared to the 13,405 reported at the last Membership and Engagement Forum in July 2024.

A brief analysis of the gender, age demographics, ethnicity, socioeconomic groupings and constituencies is provided below:

- **Gender**
Males are still underrepresented among the Trust's membership, with a total of 4,672 male members across all constituencies. Males currently make-up just 35.07% of the Trust's membership.
- **Age group**
Just 73 (0.55%) of the Trust's membership are aged under 22, with young people remaining significantly underrepresented among the Trust's membership.
- **Ethnicity**
Of the Trust's 11,984 public members who have declared their ethnicity, just 3% identify as non-white British. This compares to 13.4% across the East Midlands area who are classed as non-White British, according to 2021 Census data. There are no

members who identify as gypsies, despite the area having a notable gypsy population.

- **By public constituency**

A breakdown of the Trust's membership by public constituency area is provided below:

- 10,053: Rest of East Midlands
- 3,124: Newark and Sherwood
- 124: Rest of England
- 21: Out of Trust area

Once proposed changes to the Trust's constitution are implemented, the Trust's membership database will be updated to reflect the new constituency areas.

Appendix one of this report below contains a more comprehensive dashboard of public membership data.

Mapped analysis of the Trust's membership and governors

Governors previously requested that a mapped analysis of the Trust's membership be provided to assure the Council of Governors that the Trust membership was reflective of the Trust's patient base. The request was also made to show governors' home addresses.

That analysis is provided in appendix two attached.

Appendix one: Dashboard of public membership data

Data	Local population data by volume	Local Census data by (%)	Local Census data by (%), adjusted to remove under 16s	Trust membership data					
				11/04/2024		09/07/2024		20/09/2024	
				#	%	#	%	#	%
Total population	4,947,180	-	-	-	-	-	-	-	-
Total public members	-	-	-	13,469	82.28%	13,405	82.37%	13,322	82.31%
Total members with email addresses (#)	-	-	-	2,387	17.72%	2,363	17.63%	2,357	17.69%
Breakdown by constituency	Population by constituency			Members by constituency		Members by constituency		Members by constituency	
Rest of East Midlands	-	-	-	10,167	75.48%	10,119	75.49%	10,053	75.46%
Newark and Sherwood	-	-	-	3,157	23.44%	3,141	23.43%	3,124	23.45%
Rest of England	-	-	-	124	0.92%	124	1.00%	124	1.00%
Out of Trust area	TBC	-	-	21	0.16%	21	0.16%	21	0.16%
Public membership breakdown by demographic									
Gender									
Male	2,449,272	49.51%	-	4,747	35.24%	4,720	35.21%	4,672	35.07%
Female	2,497,908	50.49%	-	8,524	63.29%	8,487	63.31%	8,452	63.44%
Transgender	-	-	-	1	0.01%	1	0.01%	1	0.01%
Unspecified	-	-	-	197	1.46%	197	1.47%	197	1.48%
Age profile									
0-16	969,345	19.59%	-	0	0.00%	0	0.00%	0	0.00%
17-21	298,874	6.04%	7.51%	76	0.56%	75	0.56%	73	0.55%
22-29	489,649	9.90%	13.31%	250	1.86%	225	1.68%	214	1.61%
30-39	618,319	12.50%	19.39%	853	6.33%	867	6.47%	867	6.51%
40-49	584,196	11.81%	9.05%	852	6.33%	826	6.16%	814	6.11%
50-59	687,913	13.91%	11.66%	1,795	13.33%	1,785	13.32%	1,772	13.30%
60-74	825,787	16.69%	15.84%	3,794	28.17%	3,742	27.91%	3,704	27.80%
75+	473,097	9.56%	10.44%	4,824	35.82%	4,863	36.28%	4,860	36.48%
Not stated	-	-	-	1,025	7.61%	197	1.47%	1,018	7.64%
Ethnic Origin									
White - English, Welsh, Scottish, Northern Irish, British	3,883,712	78.50%	-	11,791	87.54%	11,733	87.53%	11,656	87.49%
White - Irish	28,729	0.58%	-	52	0.39%	51	0.38%	51	0.38%
White - Gypsy or Irish Traveller	3,556	0.07%	-	0	0.00%	0	0.00%	0	0.00%
White - Other	143,635	2.90%	-	106	0.79%	106	0.79%	106	0.80%
Mixed - White and Black Caribbean	40,443	0.82%	-	5	0.04%	5	0.04%	5	0.04%
Mixed - White and Black African	8,824	0.18%	-	8	0.06%	8	0.06%	8	0.06%
Mixed - White and Asian	21,723	0.44%	-	10	0.07%	10	0.07%	10	0.08%
Mixed - Other Mixed	15,343	0.31%	-	14	0.10%	14	0.10%	14	0.11%
Asian or Asian British - Indian	168,979	3.42%	-	41	0.30%	41	0.31%	41	0.31%
Asian or Asian British - Pakistani	48,941	0.99%	-	10	0.07%	10	0.07%	10	0.08%
Asian or Asian British - Bangladeshi	13,259	0.27%	-	8	0.06%	8	0.06%	8	0.06%
Asian or Asian British - Chinese	24,433	0.49%	-	15	0.11%	15	0.11%	15	0.11%
Asian or Asian British - Other Asian	37,936	0.77%	-	16	0.12%	16	0.12%	16	0.12%
Black or Black British - African	41,801	0.84%	-	15	0.11%	15	0.11%	15	0.11%
Black or Black British - Caribbean	28,926	0.58%	-	19	0.14%	18	0.13%	17	0.13%
Black or Black British - Other Black	10,807	0.22%	-	4	0.03%	4	0.03%	4	0.03%

Other Ethnic Group - Arab	9,747	0.20%	-	0	0.00%	0	0.00%	0	0.00%
Other Ethnic Group - Any Other Ethnic Group	15,999	0.32%	-	8	0.06%	8	0.06%	8	0.06%
Not stated	400,387	8.09%	-	1,347	10.00%	1,343	10.02%	1,338	10.04%

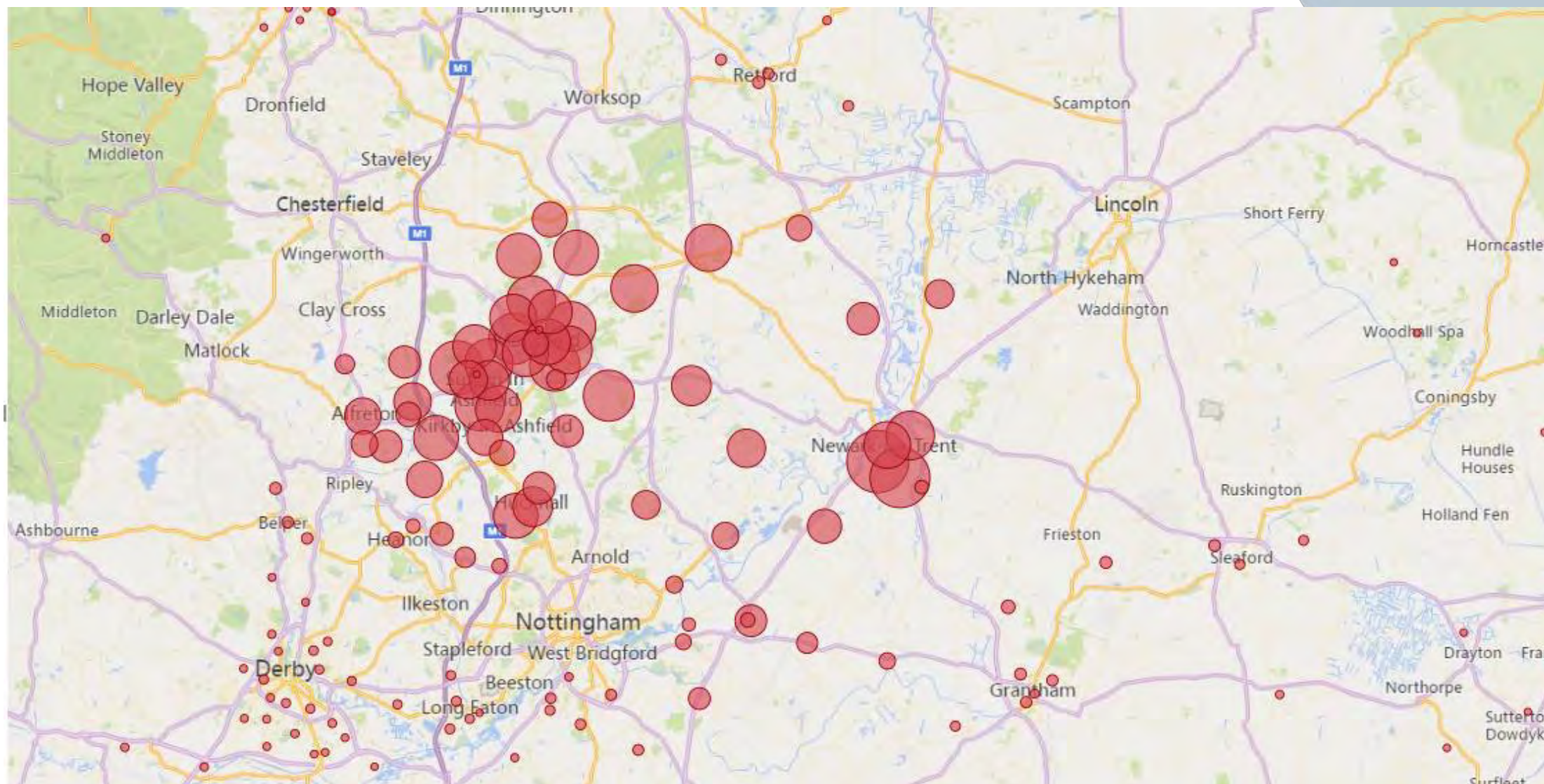
Mapped analysis of Trust membership

Rich Brown, Head of Communication

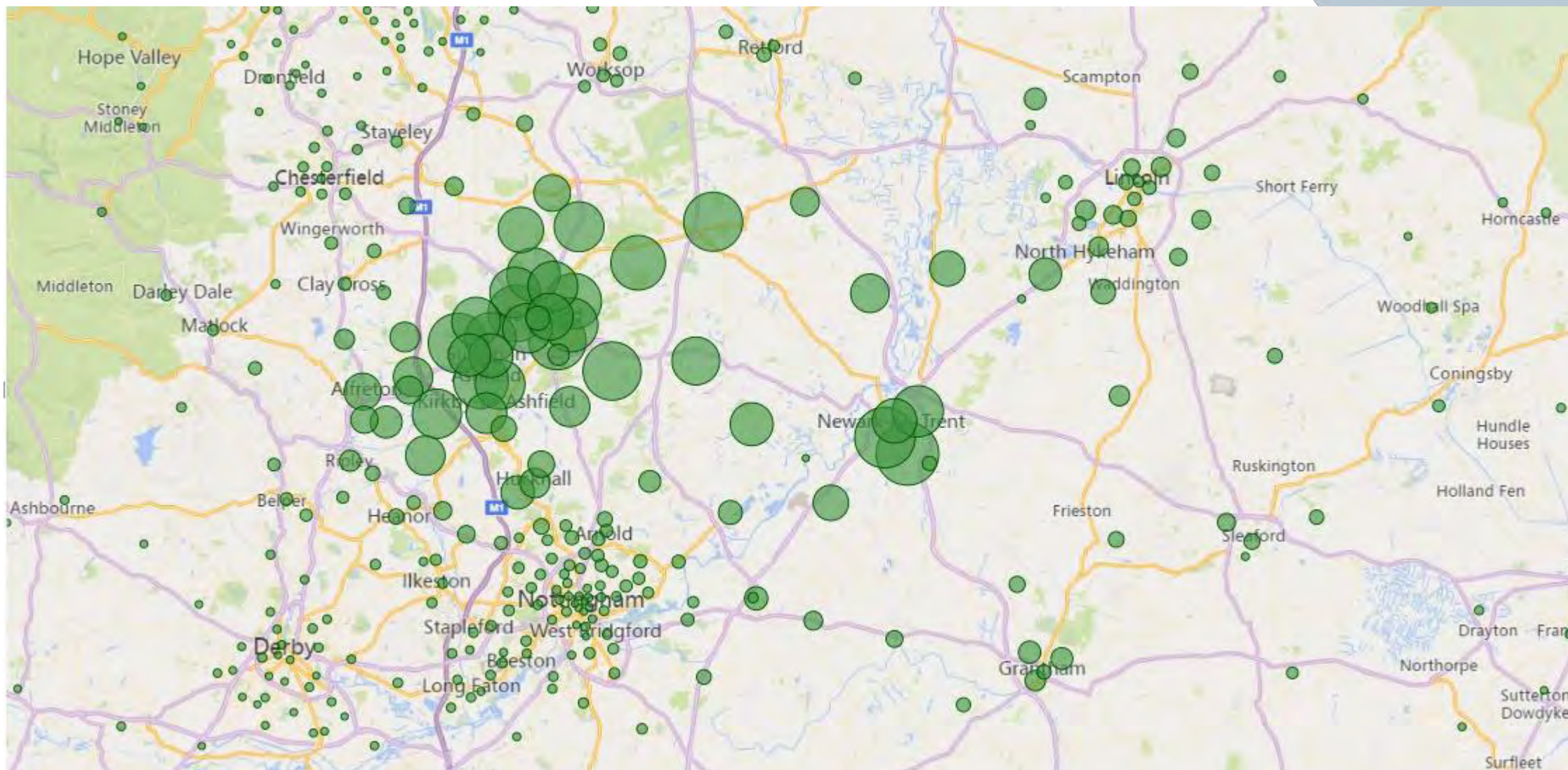
24 September 2024



Patients map: UEC attendances



Patients map: Outpatients

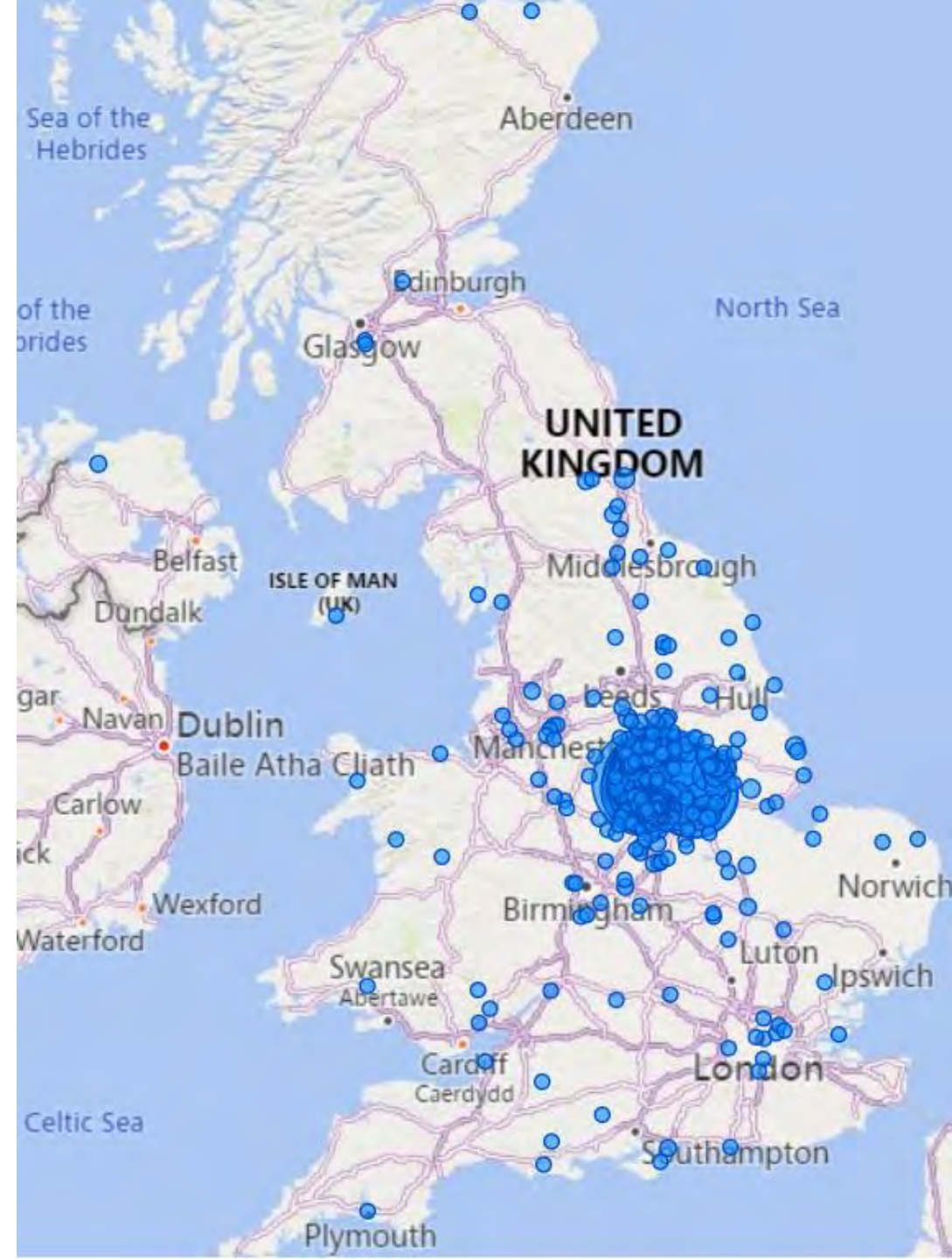


Membership map: UK-wide overview

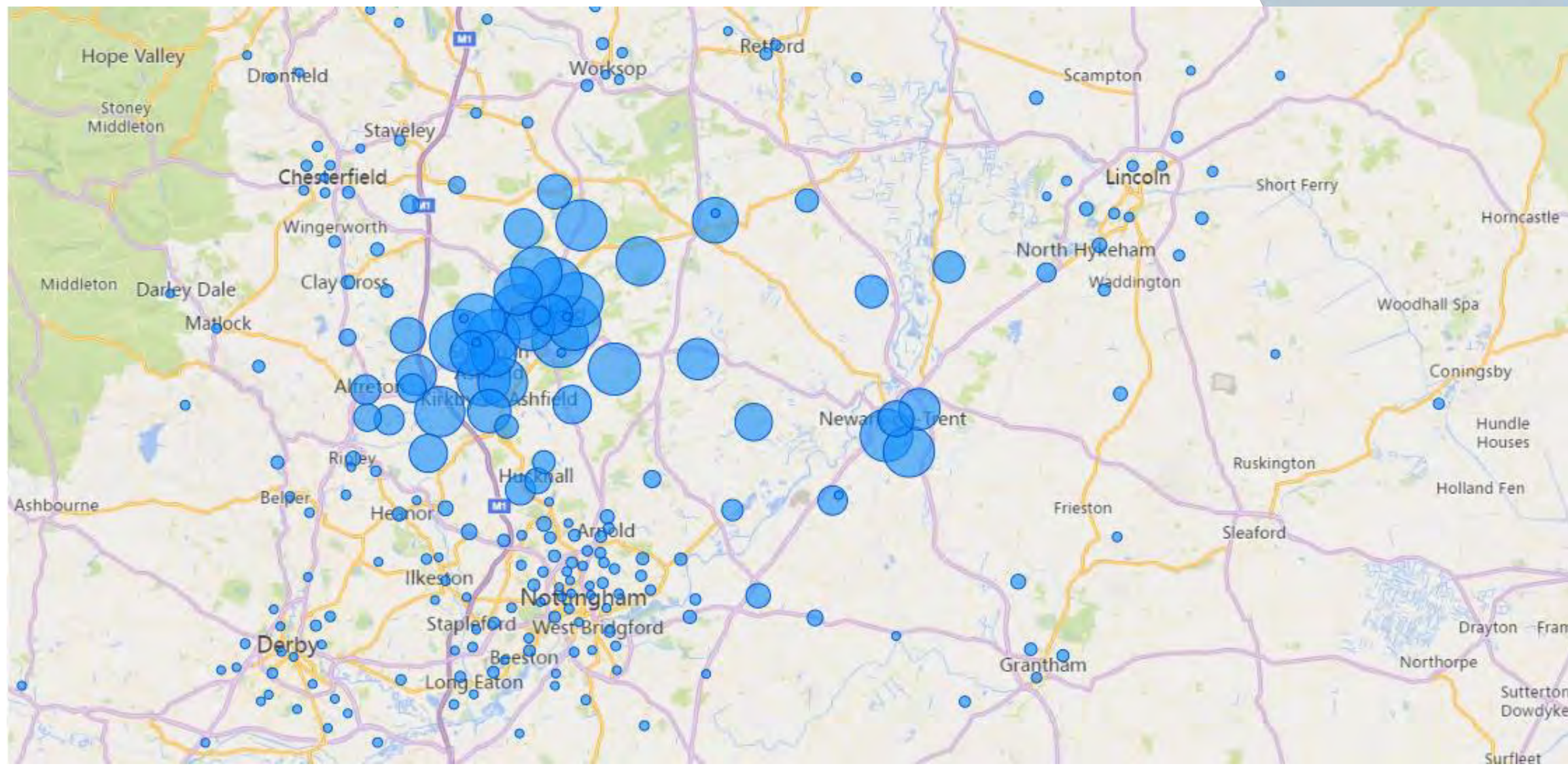
Members by constituency:

- Rest of East Midlands: 10,119 (75.48% of all members)
- Newark and Sherwood: 3,141 (23.43%)
- Rest of England: 145 (1.08%)

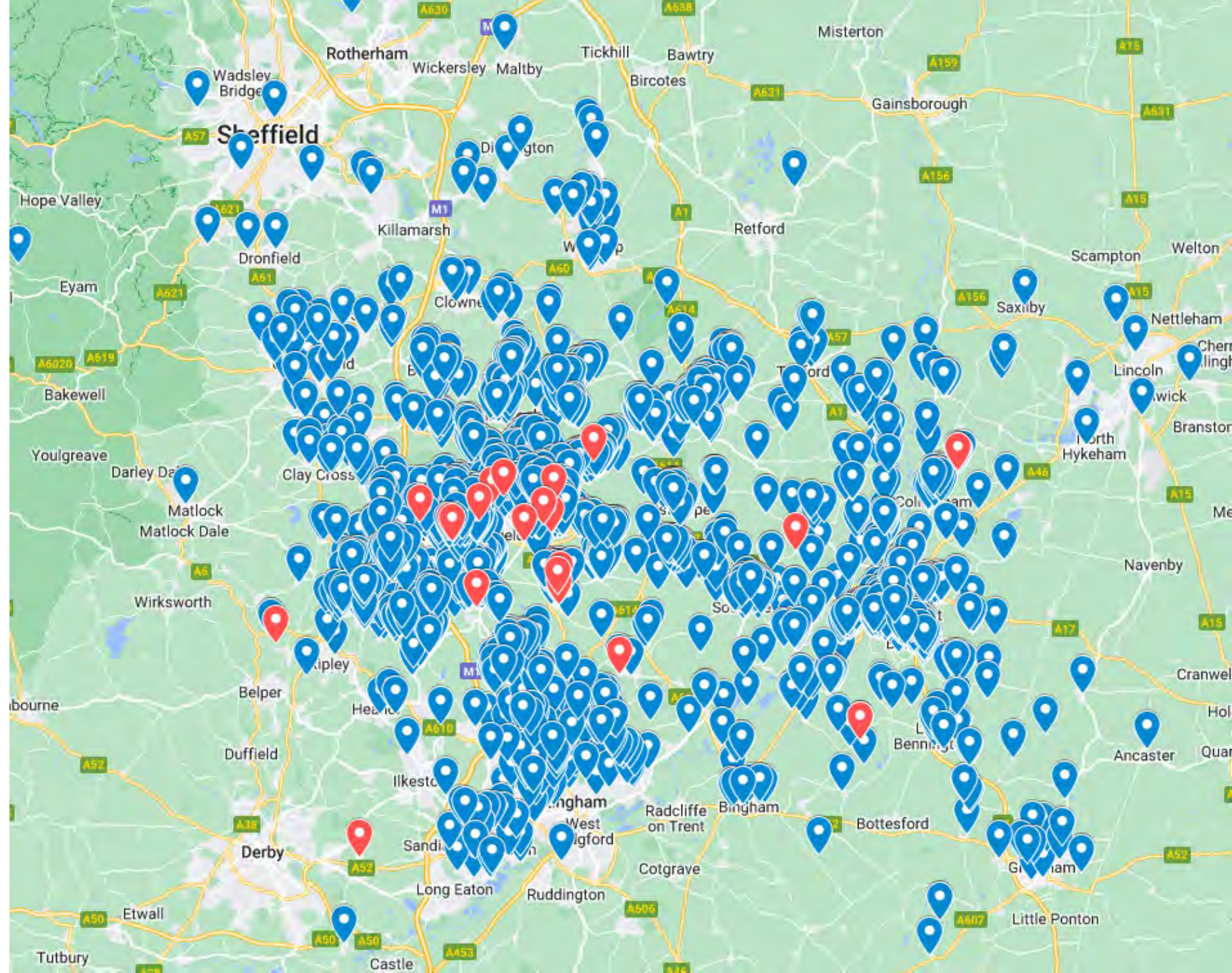
Note: Members will need re-assigning to new Trust constituencies, once constitution fully approved



Membership map: East Midlands only



Membership map: Combined map of members and governors



Forward plan and next steps

- Information to be updated each quarter and built into future quarterly updates to Membership and Engagement meetings

Questions for the group:

- Is this information helpful?
- How else could this information be developed to make it more useful?



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Thank you for listening



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Meet your Governor

Hot topic review

Kevin Stewart and Rich Brown
2 October 2024



What we're presenting today

- ✓ Recap of the approach
- ✓ Round-up of activity completed
- ✓ Key findings from the first 'hot topic' sessions
- ✓ Lessons learned
- ✓ Next steps
- ✓ Opportunity for feedback and questions

Recap: Agreed high-level changes

As-is process

- Governors undertake monthly *Meet your Governor* across Trust's three hospitals
- Governors capture feedback on a paper form that includes the number of people spoken with, new members signed up and the topics of conversation
- Generic feedback provided to the Membership & Engagement Committee

Agreed principles for new process

- Refresh of format to promote greater exploration of both concerns and strengths to enable qualitative information to be collected and shared
- Move to quarterly focus on agreed 'hot topics,' starting with patient discharge (July to September 2024)
- Key benefit: Targeted focus on 'hot topics' that generate meaningful and actionable feedback for the Trust and specific services.
- One governor to act as the 'hot topic lead' each quarter, as per newly-drafted role profile.

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Key findings



Key findings

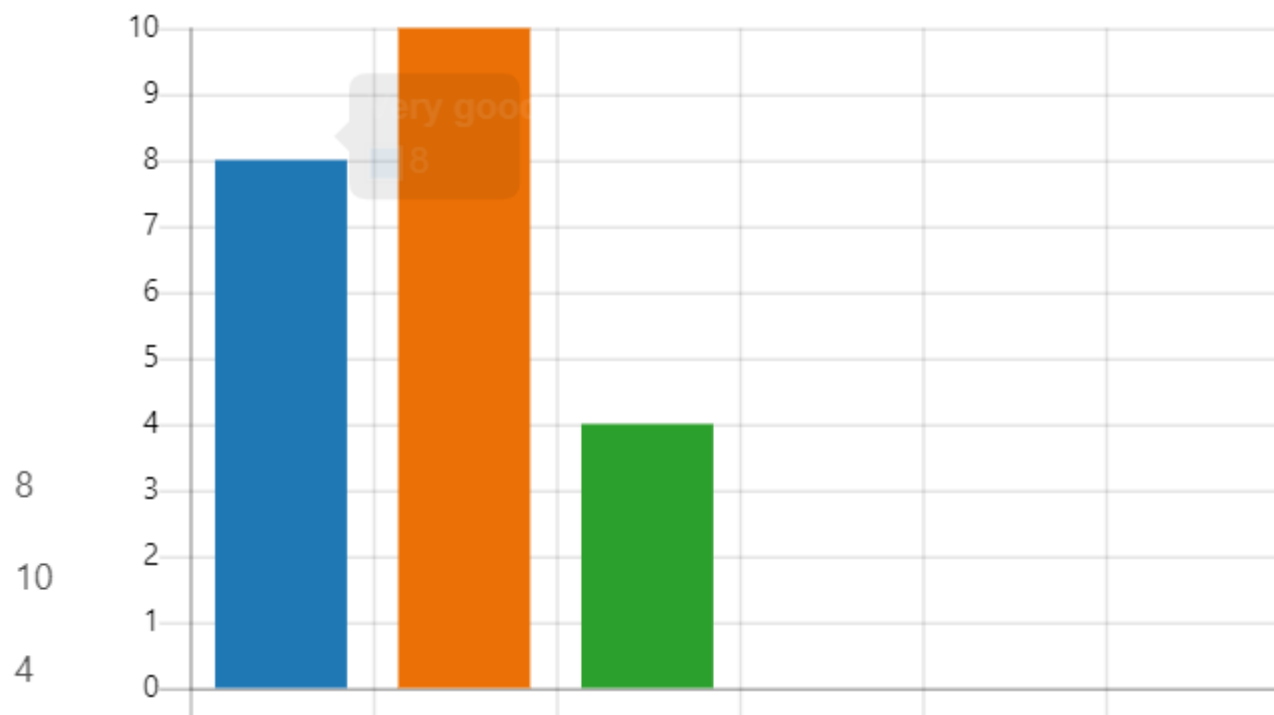
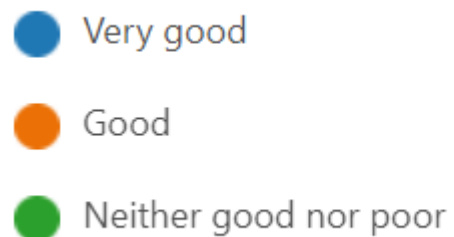
- Four sessions ran in August and September, with six governors taking part
- 22 conversations recorded with patients in the Discharge Lounge at King's Mill Hospital
- Majority (84%) of feedback was from patients, with just 8% from carers and 8% from family members
- 95% (all responses bar one) relate to King's Mill Hospital
- All of those spoken to spent time in the Discharge Lounge



Key findings

Overall experience

- The majority of patients (81%) reported a good or very good experience of Sherwood Forest Hospitals' services



Key findings

Planning for patients' discharge

- The majority of patients (68%) said hospital staff took their family/home situation into account when planning their discharge
- A similar number (59%) said hospital staff discussed any further health or social care services they may need after leaving hospital
- The majority (59%) said that staff communicated their discharge plan and delays with them

Did hospital staff take your family or home situation into account when planning your discharge?

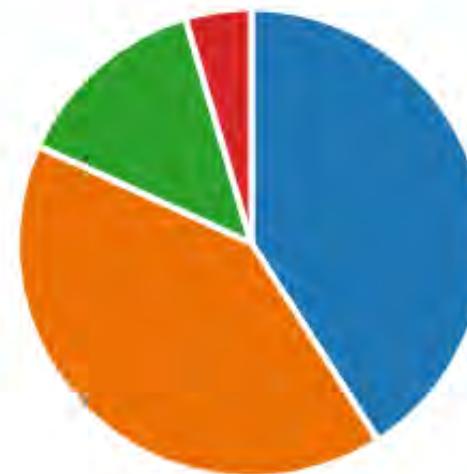


Key findings

Experience of the Trust's Discharge Lounge

15. How long has your stay on the Discharge Lounge been so far?

● Less than four hours	9
● More than four hours	9
● Less than 12 hours	3
● More than 12 hours	1

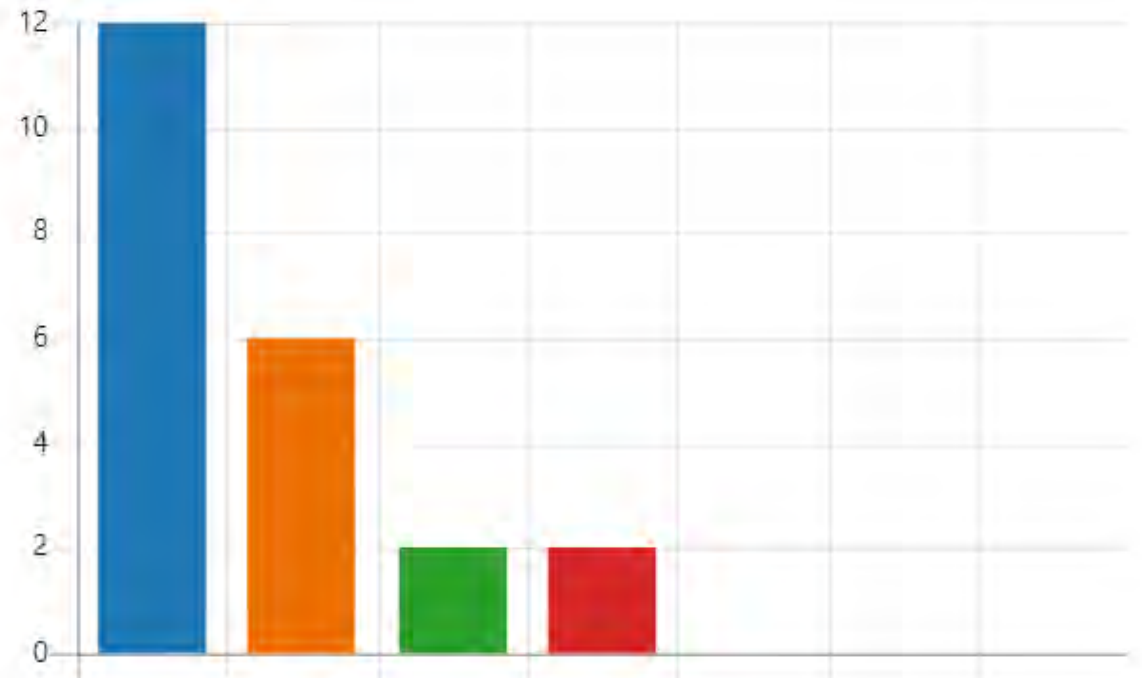


Key findings

Experience of the Trust's Discharge Lounge

- 82% rated their experience of using the Trust's Discharge Lounge at King's Mill Hospital as very good or good; 9% rated their experience as poor
- 90% said they were happy with the cleanliness of the Discharge Lounge
- The seating in the Discharge Lounge was rated 4/5 for comfort

Very good	12
Good	6
Neither good nor poor	2
Poor	2
Very poor	0
Don't know	0
Did not use Discharge Lounge	0



Key findings

Other findings:

- 21 of 22 respondents (95%) reported being happy with the food they had
- No new members were signed-up as a result of these sessions
- 14 patients gave feedback about other topics, with their feedback provided opposite

Were you happy with the food you had?



Key findings

Other findings:

14 patients gave feedback about other topics. The themes of their feedback are provided below, with their verbatim responses provided in the attached spreadsheet:

- | | |
|------------------------------|--------------------|
| ✓ Communication | ✓ Mental health |
| ✓ Community care | ✓ Patient care |
| ✓ Discharge process | ✓ Quality of sleep |
| ✓ Environmental | ✓ Transport |
| ✓ Food | ✓ Waiting times |
| ✓ General patient experience | |

Only four of the comments required actions, with these being progressed.

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Lessons learned



Lessons learned

From governors

- Build-in provision for Newark and Mansfield Community Hospital
- Forward plan more dates, ideally two full months in advance
- Relatively lower volume of feedback
- Continued encouragement of more governors taking part would be beneficial
- Four governors sent apologies for confirmed sessions, with one session being cancelled due to no governors being able to attend.

From Trust colleagues

- Stronger engagement with Trust Patient Experience team will ensure compliments and supports are appropriately managed and follow Trust processes
- Consideration to be given as to how best to support governors to report specific concerns in-line with Trust Patient Experience policies
- New format does provide richer feedback but is more time-consuming to facilitate – both from within Communications and in requiring support from Discharge Lounge colleagues.
- Not every question on the questionnaire was answered, so only limited insight available in some areas

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Next steps



Key findings

What will happen with this feedback?

- Feedback and findings to be shared with the Discharge Lounge team and Trust Discharge lead
- Specific actions to be fed back to relevant departments and fed into Trust Patient Experience processes, where possible



Next steps

- ✓ Arrange further discharge-focused sessions for October
- ✓ Bring final report (incorporating October feedback) to next Membership and Engagement Forum meeting
- ✓ Feedback will be shared with Trust teams closest to discharge processes
- ✓ Begin planning and kick-off next 'hot topic' focusing on Patient Experience



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Thank you for
listening
Any questions?

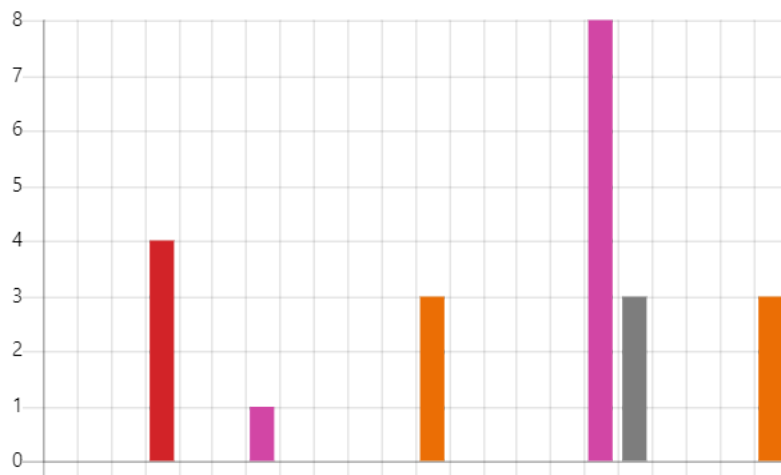


Meet your Governor feedback

22 Responses 411:47 Average time to complete Active Status

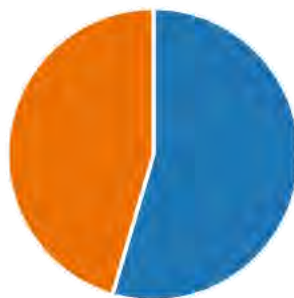
1. Name of the governor gathering the feedback

TEST DATA	0
Neal COOPER	0
Liz BARRETT OBE	0
Tracy BURTON	4
Cllr Linda DALES	0
Vikram DESAI	0
John DOVE	1
Bethan EDDY	0
Peter GREGORY	0
Ian HOLDEN	0
Cllr Angie JACKSON	0
Pam KIRBY	3
Samantha MUSSON	0
Shane O'NEILL	0
Ruth SCOTT	0
Nikki SLACK	0
Kevin STEWART	8
Jane STUBBINGS	3
Cllr David WALTERS	0
Dean WILSON	0
John WOOD	0
Justin WYATT	3



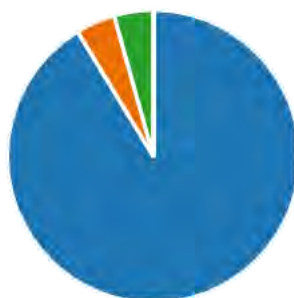
2. Name of the person giving feedback

Anonymous	12
Other	10



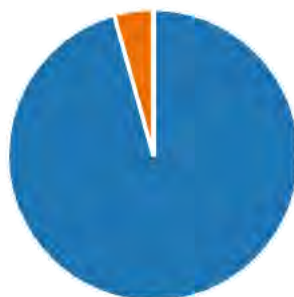
3. Are you giving feedback as...

A patient	21
A carer	1
A patients' friend, family mem...	1
A staff member	0
Other	0



4. Which site does your feedback relate to?

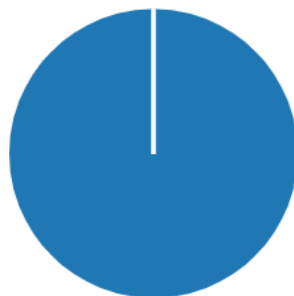
King's Mill Hospital	22
Mansfield Community Hospital	1
Newark Hospital	0
Other	0



5. Would you like to give feedback about the Trust's Discharge Process?

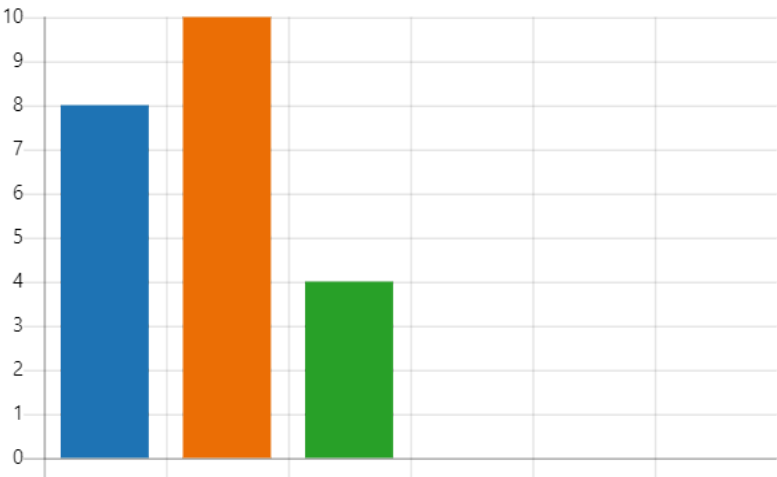
This will help us to improve our services in future and help prepare patients to go home.

Yes	22
No	0



6. How was your overall experience of Sherwood Forest Hospitals' services?

Very good	8
Good	10
Neither good nor poor	4
Poor	0
Very poor	0
Don't know	0



7. Is there any additional feedback you'd like to give about your general experience?

4
Responses

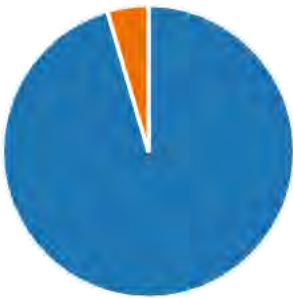
Latest Responses

"No"

"Too much waiting especially in discharge lounge"

8. Were you happy with the food you had?

Yes	21
No	1



9. If not, why not...?

1
Responses

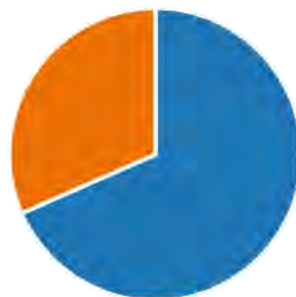
Latest Responses

10. Question

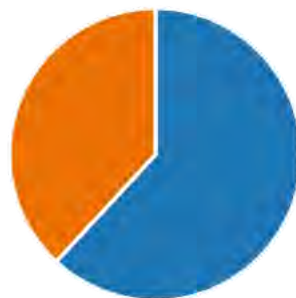
0
Responses

Latest Responses

11. Did hospital staff take your family or home situation into account when planning your discharge?

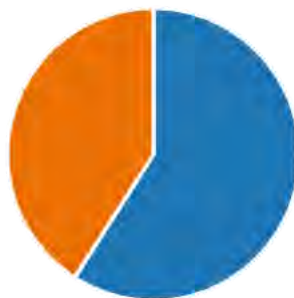


12. Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?



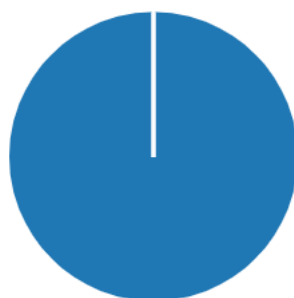
13. Did staff communicate the plan and any delays with you?

Yes	13
No	9



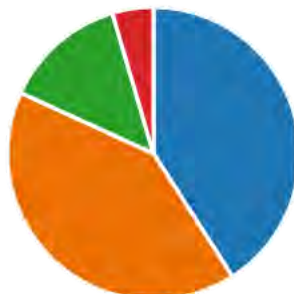
14. Did you spend time in the Discharge Lounge at King's Mill Hospital during yours or your loved one's stay in our hospitals?

Yes	22
No	0



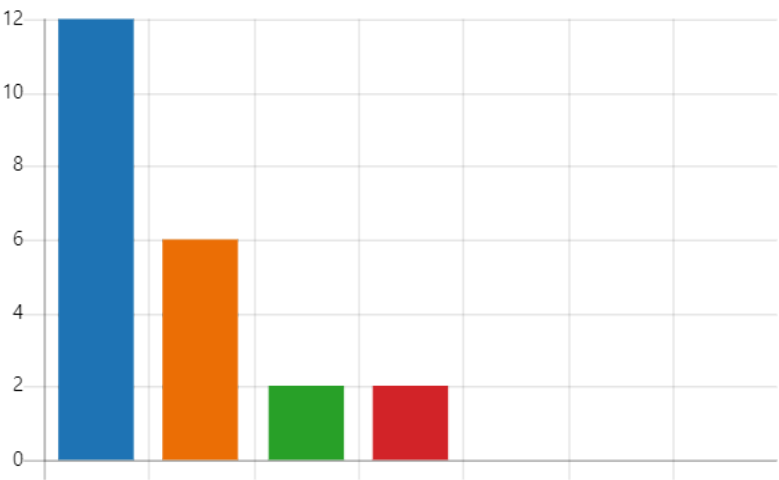
15. How long has your stay on the Discharge Lounge been so far?

Less than four hours	9
More than four hours	9
Less than 12 hours	3
More than 12 hours	1



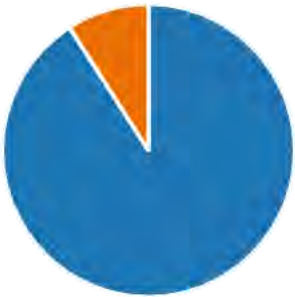
16. How do you rate your experience of using the Trust's Discharge Lounge at King's Mill Hospital?

Very good	12
Good	6
Neither good nor poor	2
Poor	2
Very poor	0
Don't know	0
Did not use Discharge Lounge	0



17. Were you happy with the cleanliness of the Discharge Lounge?

Yes	20
No	2



18. If not, why not...?

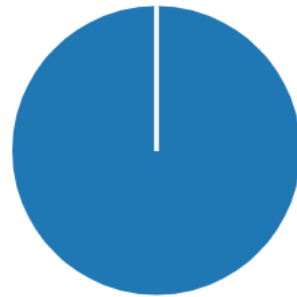
1
Responses

Latest Responses

19. Was clear communication provided to you by the ward prior to transfer to the Discharge Lounge?

- Yes
- No

2
0



20. What would have helped to improve communication with you in the Discharge Lounge?

0

Responses

Latest Responses

21. How would you rate the seating and facilities on the Discharge Lounge on a scale of one to five, with one being very uncomfortable and five being very comfortable?

2

Responses

4

Average Number

22. Was information relating to your care and treatment provided to you in a understandable way whilst on the Discharge Lounge?

- Yes
- No

1
1



23. If not, what would make this better?

1

Responses

Latest Responses

24. What else do you feel would improve people's experience while on the Discharge Lounge? Was there anybody who was outstanding?

0

Responses

Latest Responses

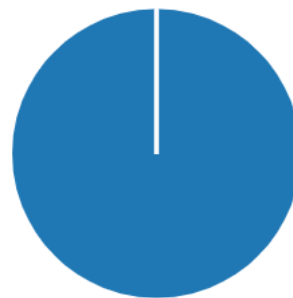
25. Were you kept informed on your discharge arrangements and provided with an opportunity to contact your Next of Kin/Relative?

Yes

2

No

0



26. Is there anything else you'd like to share with us about your experience of being discharged from our hospitals?

1

Responses

Latest Responses

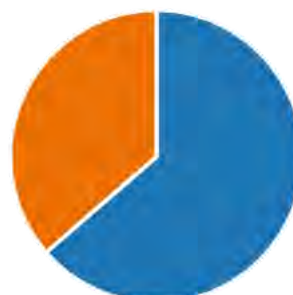
27. Would you like to give feedback about something else?

Yes

14

No

8



28. What would you like to give feedback about?

14
Responses

Latest Responses

"Sent to discharge lounge, not sure why she's here no cha...
"Discharge lounge patient would expect to come in here e...

29. **Would you be happy to share your email address to keep up-to-date with the hospital's work by becoming a member of Sherwood Forest Hospitals?**

You will need to share your email address and it will mean that you're able to have your say in the running of your local hospitals.

● Yes 0
● No 22



30. **Your first name**

0
Responses

Latest Responses

31. **Your family name/surname:**

0
Responses

Latest Responses

32. **Your postcode**

0
Responses

Latest Responses

33. **The first line of your address**

0
Responses

Latest Responses

34. **Your email address**

0
Responses

Latest Responses

35. **Your date of birth**

0
Responses

Latest Responses



Patient name (if provided)	Question this relates to	Sentiment	Feedback received	Feedback theme	Action required on specific feedback?	Specific action to be taken	Action progress
Anonymous	Were you happy with the food you had? If not, why not...?	Negative	Waiting too long at teatime long wait	Waiting times	No		Not required
Anonymous	Were you happy with the cleanliness of the Discharge Lounge? If not, why not?	Negative	Not keen on green!	Environmental	No		Not required
Anonymous	Was information relating to your care and treatment provided to you in a understandable way whilst on the Discharge Lounge? If not, what would make this better?	Neutral	Wants to review the process for discharging people when waiting for medication.	Discharge process	No		Not required
Anonymous	Is there anything else you'd like to share with us about your experience of being discharged from our hospitals?	Negative	Struggled to sleep in the hospital overnight due to noise from other patients, despite being given a quiet room. Delays with discharge due to delays with medication. Significant delays with drugs being made-up, even with the patient offering to pay for medication to be delivered by taxi.	Quality of sleep and Waiting times	No		Not required
Anonymous	What would you like to give feedback about?	Negative	TTO wait too long	Waiting times	No		Not required
Anonymous	What would you like to give feedback about?	Negative	When coming into ED patient asked for toilet. Support never came she wet herself.very disturbing	Patient care	Yes	Time of feedback to be given to be shared with Discharge Lounge team to see whether individual patient can be identified.	In progress
Anonymous	What would you like to give feedback about?	Neutral	Virtual team stopped. District nurse coming Monday so concerned about weekend if bandage goes wrong over weekend.	Communication	No		Not required
Anonymous	What would you like to give feedback about?	Neutral	No	Misc	No		Not required
Anonymous	What would you like to give feedback about?	Negative	Came in through ED very busy move to a ward. The ward staff did not communicate the update on care , management resulting in being anxious and panic attacks . Move to discharge longe - very short time period.	Communication	No		Not required
Anonymous	What would you like to give feedback about?	Negative	Staff polite and respectful no communication re discharge planning different doctors gave different advice / decisions 16 day stay	Communication	No		Not required
Anonymous	What would you like to give feedback about?	Neutral	A E good Care good 3 hours on AE Then A side then 35 -ve nurses not qualified to administer medication	Patient care	No		Not required
Anonymous	What would you like to give feedback about?	Mixed	Very efficient kept informed food portions too small medical explanations could have been simpler	Communication & Food	No		Not required
Anonymous	What would you like to give feedback about?	Mixed	Didn't expect to be waiting too long, it's quite boring sitting here. Food acceptable but not as good as described on the menu, jacket potato was very nice. 1 ward much better than the other I've been on - better organised	Food & Waiting Times & General patient experience	No		Not required
Anonymous	What would you like to give feedback about?	Mixed	Some people only have pyjamas and are in a mixed environment which segregates them a bit, and can be degrading for them. Waiting for tablets is a problem Good choices of food but adequate, though hostesses very good and accommodating where possible Overall a good stay, doctors very good at explaining diagnosis and treatment options Dementia patients can cause problems during the night	Communication & General patient experience & Sleep & Waiting times	No		Not required
Anonymous	What would you like to give feedback about?	Negative	Neither pt nor wife were informed of transfer to the discharge lounge, wife went to the ward to see him to find someone else in his bed, and wife knew the patient in the bed - surreal. At home visit Linda was told she'd have to move out the furniture to accommodate Roy's bed. That's looking after Roy but not me as Linda said, she has fibromyalgia Now waiting for transfer to MCH for further rehab and assessment	Communication & Community care	No		Not required
Anonymous	What would you like to give feedback about?	Negative	Has used discharge lounge before, this time had to go into a cubicle, which was isolating and room very cold, soup was not very nice and I couldn't eat it, food while I have been on the ward was lovely	Food & General patient experience	No		Not required
Anonymous	What would you like to give feedback about?	Negative	Discharge lounge patient would expect to come in here everything ready for discharge, not waiting hours in here	Waiting times	No		Not required
Anonymous	What would you like to give feedback about?	Negative	Sent to discharge lounge, not sure why she's here no changes to medication and patient able to take her home so unclear what she's waiting for.	Waiting times	No		Not required
Anonymous	Outside of Hot Topic process	Negative	clinic 5 related to a 90 year old lady who had had a consultation around 3pm , after she was informed she had to wait till 8.15 pm for the transport to take her back to the nursing home.	Transport	Yes	Feedback fed into Patient Experience process; awaiting response	In progress

Anonymous	Outside of Hot Topic process	Negative	I spoke with a man in a wheelchair outside clinic 8 in the corridor . He told me he was instructed to wait there till transport arrived. He had been sat there for 3 hours. No water or drink supplied and he wanted the toilet but dare not go in case the transport came.He had no idea when it was coming.	Transport	Yes	Feedback fed into Patient Experience process; awaiting response	In progress
Anonymous	Outside of Hot Topic process	Negative	Concern with patient self-discharging from Emergency Department after presenting with mental health concerns.	Mental health	Yes	Feedback fed into Patient Experience process; awaiting response	In progress