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21 July 2017

Dear Natasha

Thank you for your email dated 29th June 2017 in which you included your draft report on the visits to Wexham Park Hospital (WPH) and Frimley Park Hospital (FPH). I have discussed the report with the relevant staff involved and they have provided me with information to enable me to respond in full.

I am pleased to read that overall you found much that works well and that most of the patients and relatives reported a positive experience. I have included a table below to address some of your points and recommendations from the report and I hope you find this useful.

You Said	Our Response
Hospitals should consider reviewing their methods of record keeping preventing patients from having to repeat their medical history to hospital staff.	<ul style="list-style-type: none"> • The Trust is in progress with moving to an electronic patient record which will ensure improved communication • The Frimley Health STP is also working on a shared care record across all health partners to enable improved sharing of patient information • FPH has implemented the Red Bag Initiative for NEH&FCCG patients. Patients admitted from local care homes will attend with a red bag containing overnight clothes and documentation to aid communication between all services. There are plans in place for this to be implemented across other CCGs.
Hospitals should consider reviewing the way in which they are providing medicine to patients upon discharge, with an aim of discharging patients in a more timely fashion.	<ul style="list-style-type: none"> • The delays encountered are often in the writing of the prescription rather than the dispensing of the medicines by pharmacy. The Trust is working towards ensuring that take home medication prescriptions are written on the day before discharge by introducing the SAFER discharge bundle. Matrons are undertaking discharge checks at 48 hours prior to planned discharge using a traffic light system to alert the team to action. • The Trust is introducing an electronic prescribing solution which will also reduce the time taken for the prescription to reach the Pharmacy department



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	<ul style="list-style-type: none"> The Trust has introduced volunteer Pharmacy runners to reduce the time waiting when the medications are ready. This has demonstrated a reduction in waiting time from 68 minutes to 44 minutes at WPH.
Hospital staff should discuss with all patients, as appropriate, the need for health and social care services after leaving hospital	<ul style="list-style-type: none"> Introduction of SAFER discharge bundle Integrated Hub now on site at Frimley Park Hospital (IRIS) where health and social care partners are based in the hospital improving discharge communication Wexham Park Hospital working with East Berkshire Clinical Commissioning Groups on the 7 pillars – working towards an integrated hub on site at WPH
Hospital staff should communicate to all patients their care plan, including any services that they may expect to receive and any services that may not be provided, and ensure that this information has been understood.	<ul style="list-style-type: none"> All patients receive a discharge summary that reflects their plan of care A pilot starts in August 2017 at WPH with the employment of four care coordinators to improve discharge communication and flow Discharge envelopes have been refreshed at FPH and introduced as a pilot at WPH including a helpline number for whom to call with any worries, fears or concerns after discharge.

In addition to the actions above since December 2016 FPH have been able to access the Bustler bus service which is provided by Surrey County Council and Woking Community Transport. This is a 6 seater minibus which runs a 'discharge service' for anyone who is not eligible for Non-Emergency patient transport. The bus can take patients in wheelchairs; it runs Monday to Friday 11am to 7pm. The wards can book patients onto this through the discharge lounge.

Your report will be shared with the wider team and across Frimley Health for the learning points

Yours sincerely



Claire Marshall
Head of Patient Experience

Cc Sally Brittain, Deputy Director of Nursing - HWP
Alison Szewczyk, Deputy Director of Nursing - FPH