

National PLACE Assessment - Positive Feedback 2016

Site	AREA	Comment
ELHT General	Health Watch	All Health watch Volunteers have thoroughly enjoyed participating in ELHT PLACE assessments this year with you and we have received excellent feedback about the assessments.
Food Assessment		
	13 - 13 Assessments	Was food attractively presented on the plate, did the presentation look appealing
	11 - 13 Assessments	Did the food meet the expectations? Would you be happy to eat it?
RBH	Children's Medical Unit	It was a good Friendly environment, staff were approachable and very friendly and helpful.
	General	Generally Clean, pleasant environment.
	General	The food service is excellent, exceeded my expectations . Food Service on Ward B4 - Patient Care at mealtimes was exceptional. A few minutes with each patients made all the difference to meet there needs
	General	Equality was evident throughout the external / internal areas. Generally all areas clean and tidy even in areas well used by public and staff members.
	General	Generally a well kept, well presented Hospital environment.
	General	Staff in general were very welcoming and open on the assessments, this assessment took place on the day of the Doctors strike (Pressures) but this was not evident in departments and wards
	General	Good observation of patient care during the PLACE Assessments
	General	I have looked at 3 areas today including radiology where the Trust has invested heavily in modern equipment. I have been absolutely impressed at the cleanliness of the hospital and I have witnessed staff were pleasant and committed to patients in their care. I am always very Humbled by the opportunity to assess this hospital! Patients are very lucky to have this hospital
	General	The general building as a whole is very clean and in good repair, with good lighting naturally and through the infrastructure.
	General	Generally a clean and tidy Hospital with pleasant and cooperative staff
	General	Very Clean and tidy building. The outcomes from the assessments I carried out were good and the food assessment outcome observed was excellent (Ward C6)

	Food Assessment (Ward C6)	Overall very good service, good portions, good temperature of the food, Lovely. All staff involved in the meal service delivery and supporting the patients. Patients informed the assessment team they really enjoyed the food and choice. Well done! Good well organised supportive mealtime observation
	Food Assessment (Ward B4)	Overall the assessors were very impressed with the food service delivery and the support the patients provided during mealtime. Staff were encouraging, friendly and promoted meal time as a very positive experience for patients. Thank you!
	Spiritual Care Centre	Excellent Facility, very clean very calming atmosphere and displaying some informative information.
	Emergency Department	This is a very busy department on the whole it was clean and staff were friendly and helpful.
	Coronary Care Unit	Good to see new lockers with PVD drawer in Use. This was a calm and quiet environment where patients seem content and where staff are pleasant.
	Ward C1	Gave a good impression of cleanliness overall
	Ward C4	Overall a good impression, looked clean bright and welcoming.
	Chest Clinic	Welcoming environment, friendly welcome eager to accommodate and very supportive. Calm bright environment.
	Chemotherapy OPD	First Impression - nice and clean, Staff welcoming, lovely they have tea, coffee and biscuits magazines and puzzle books for patients.
	Pre - op Assessment	First impression: Well signposted, pleasant, calm environment. Nice music on, plants, well organised displays gave it a generally nice atmosphere. Felt that it would put patients at ease and very welcoming.
	Antenatal OPD	General Impression: Clean, bright, airy and welcoming
	Diabetic OPD	The unit was bright and well lit. Staff were pleasant.
	Ward B14	The ward was exceptionally clean bright. It was great to see the new lockers being used. The sister (Carla) was very accommodating pleasant and professional. It was excellent to share the positive feedback with her, Carla couldn't wait to share her findings with her team. A credit to the Trust.
	Radiology OPD	The unit was very clean, bright and was well staffed. The seating in the waiting area was new and comfortable.
BGH	General	Good Hospital Facilities, clean well maintained and caring staff
	General	Building well kept and maintained. Although staff were busy you could clearly see that the patients were at the centre of care.
	General	This is a busy General Hospital with buildings of different ages. Some buildings are in need of attention but on the whole the site is well maintained. Staff seem pleasant, polite and knowledgeable.
	General	Modern parts of the hospital, well maintained building, supported by good cleanliness. Patients are treated with privacy and dignity. Dedicated, caring staff who were friendly and informative.
	General	The hospital is clean and well maintained, although the layout makes it difficult to find your way around
	General	Overall we found the building to be clean and efficient.
	General	A modern building that is clean and tidy and full of caring helpful staff

	General	The hospital as a whole was clean tidy and in good condition.
	General	Generally found the hospital facilities to be clean and tidy and in good condition, efficiently run by the staff. Staff were friendly, helpful approachable and caring.
	General	Staff were always pleasant and patients generally all seemed content. I have observed many instances of good practices and it is always a privilege to work with the staff at ELHT.
	Urgent Care Centre	This is a good clean department where staff are welcoming and friendly. Patients are treated with privacy and dignity and the environment is modern, bright and promotes confidence.
	NICU	Welcoming staff, answered all questions, open and friendly and very helpful. Excellent one to one care observed. The atmosphere on the ward was calming, lighting dimmed, art on the wall child / family friendly and looked really clean. Security management was excellent.
	Children's OPD	Nice Bright entrance / department, welcoming age appropriate decoration. Excellent display of information and wall art for the patients and families.
	Antenatal Ward	Information displayed excellent, Ward is very clean appearance, tidy bright and welcoming. Staff were very welcoming, friendly and helpful.
	Rainbows Centre a)b)	This is a clean bright and well maintained and equipped area. The staff are pleasant and helpful. The Rainbows Centre is a credit to the Trust and staff who work within it. The 3D art work on the walls is absolutely wonderful.

PCH	General	This is an old Community Hospital which provides excellent rehabilitation services to pennine Lancashire. Although the building is old the wards generally are clean and tidy. I saw some areas of good practice and particularly impressed by some of the activities arranged by staff for the patients, excellent!
	General	The hospital has a definite community feel and is very welcoming and clean.
	General	Overall good standards of cleanliness externally and internally. Observation of patients treated with dignity and respect in a caring environment.
	General	Staff were really nice, attended to all needs of patients. Patients all seemed happy within the environment and well cared for. Facilities were all clean.
	Hartley Ward	Calm environment, look bright clean and very well managed. Information boards were excellent and very informative
	Reedyford Ward	This was a very busy ward patients generally seemed content, staff were helpful, polite and the sister was very engaging.
	OT	The team felt the environment was clean, tidy and calm atmosphere. Staff were very pleasant and helpful
	Radiology OPD	Staff very friendly and helpful welcomed the assessment team to the area. Credit to the Domestic team the cleaning standard is exceptional
	Physio OPD	Staff helpful, friendly and welcoming, Area beautiful

AVH	General	They are doing their best to improve the environment and are succeeding. Nice to see staff spending time with patients to stimulate them
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	General	The hospital is well maintained for the age of the building.
	General	The hospital is an old Victorian Hospital but great strides have been made to ensure it is bright, accessible and provides a good experience for patients.
	Ward 2	Welcomed by the staff on the ward, environment welcoming, lovely and calm. Sister took time to show the team round the ward prior to commencing the assessment
	Bladder / Incontinence Service	Very Bright, open environment.

CCH	General	It is a lovely building, excellent facilities and fit for purpose for the patients requiring the use of the Hospital. Very well maintained.
	General	Good report and communication between staff and patients observed. A lovely friendly place. Well done! If was an enjoyable assessment day. The team leaders and organisation and support given was excellent.
	General	The food here is of excellent quality and service from staff excellent even though a very busy ward. Patients are treated with dignity and staff work hard to ensure that patients and their wellbeing are highly considered.
	Ribblesdale Ward	Lovely communal room for social and dinning purposes. The team felt the ward environment was welcoming, calming atmosphere and looked clean. Absolutely would be very confinement in the care given in this environment.