

ELHT National PLACE Assessment 2018

PLACE Assessor Feedback

Site	Area	Feedback
CCTH	Patient Assessor Summary	A Lovely building for patients to be in, bright, clean and well maintained. A lovely experience. Patients are well cared for and staff are very friendly and hard working
CCTH	Patient Assessor Summary	A modern Hospital maintained and well designed with high levels of cleanliness and excellent condition. The staff showed compassion and care towards patients when helping them with their appointments
CCTH	Patient Assessor Summary	As a whole I think the hospital is run excellently and staffs were amazing. Patients appeared to be comfortable and happy with their surroundings.
CCTH	Patient Assessor Summary	A modern building which obviously is being well looked after. It was a very positive experience. During mealtimes, the pleasantness of all the staff as they interacted and supported the patients was excellent
CCTH	Patient Assessor Summary	A new modern building with mod cons. However Physio could do with more storage area for their equipment. One of the bays on the ward was painted red which one of the staff members explained is not calm could make patients more anxious.
CCTH	Outpatients	Spotless appearance does not appear to have been used
BGTH	Patient Assessor Summary	Some areas require redecoration but overall in good condition
BGTH	Patient Assessor Summary	Building is very dated in some areas and requires decoration
BGTH	Patient Assessor Summary	Good cleanliness throughout the buildings and a mixture of modern and older buildings. Decoration overall throughout the building is good and in good state of repair.
BGTH	Patient Assessor Summary	Some of the older parts of the building are in need of attention, decoration. Recommendation off a central store for lost priority which will release space on wards.
BGTH	Patient Assessor Summary	It was very difficult to find your way around the building directional signage requires improvement.
BGTH	Patient Assessor Summary	Very difficult to park on site and navigate around the site. Poor or little signage outside the building and incorrect way finding maps displayed internally. (Elective Centre) not signposted.
BGTH	Patient Assessor Summary	Overall well led hospital, hard to find your way around the hospital site directional signage needs to be much clearer.
BGTH	Patient Assessor Summary	Because the site is undergoing major improvements & upgrades this is reflected in current conditions in many areas.

BGTH	Patient Assessor Summary	Mix of old and new buildings, overall well maintained and clean. Staff very friendly and welcoming. Credit to all the Trust staff who are working under difficult conditions and financial constraints. Rainbows fantastic but seemed empty and underutilised which is a shame when there are pressures on space.
BGTH	Patient Assessor Summary	Hospital is a little dated but overall in good condition
BGTH	Patient Assessor Summary	The areas visited were all modern clean and well equipped. The areas were very well maintained and staffs were welcoming, friendly and very helpful.
BGTH	Patient Assessor Summary	Enjoyed seeing the baby unit and being led by Joanne who is a strong leader
BGTH	Patient Assessor Summary	Signs of modernisation and improvement but lack of consistency towards the older side of the building.
BGTH	Patient Assessor Summary	The hospital site is a mixture of the old and new with improvements and new builds underway. Improvements have been made over the last 12 months. The Trust really seems to be listening to patients and is working hard to accommodate patients in very department. The new chemo unit is breath-taking and the elective centre surgery unit is a credit to the Trust. Well done. I am aware of the plans for further development the site and services for the community. The Trust listened, reacted and developed services which are patient centred.
RBTH	Patient Assessor Summary	Some areas in need off new waiting and bedside furniture. Deep clean required in some areas
RBTH	Patient Assessor Summary	Organised, clean, warm and welcoming hospital
RBTH	Patient Assessor Summary	Large hospital and long distance to travel for patients and staff
RBTH	Patient Assessor Summary	Very clean, professional spacious hospital, Patients dignity is very well respected
RBTH	Patient Assessor Summary	An older site with some challenges of congestion, small floor areas with increasing equipment to be used is impacting on the environment feeling oppressive. However the care of the patients was not impacted
RBTH	Patient Assessor Summary	The direction to areas was clear and easy to follow. The staffs on the site were very friendly and welcoming. A lot of effort I put into staff maintaining a safe and good environment.
RBTH	Patient Assessor Summary	A well-presented, set out building with sufficient space and signage.
RBTH	Patient Assessor Summary	On the whole the hospital was positive with a few minor areas which had room for improvement

RBTH	Patient Assessor Summary	There is no uniformity throughout the building, many areas require refurbishment. The preoperative assessment was excellent example of how all departments in the Trust should look
RBTH	Patient Assessor Summary	Very welcoming and organised Hospital
RBTH	Patient Assessor Summary	Clean well-kept Hospital
RBTH	Patient Assessor Summary	Very professional and many wards were very clean
RBTH	Patient Assessor Summary	Although a few minor issues, nothing to effect the care given to patients
RBTH	Patient Assessor Summary	Overall few minor issues that can be improved on, but nothing major to be concerned with. Patients were very happy
RBTH	Patient Assessor Summary	Fairly modern building will all essential facilities, obviously improvements for dementia friendly areas is working progress. Like the idea of quiet rooms are being provided more and more to encourage patients to get out of bed
RBTH	Patient Assessor Summary	The building is well set up as there are appropriate signs.
RBTH	(Patient Feedback) Ward C22	We feel as though the building overall is in great condition and is easy to get around. Also we feel as though the building is very welcoming but improvement can be made.
RBTH	B24	Although there are lots of little things to sort out the patient assessors felt they would receive safe and good care in the ward.
RBTH	Pre -Op Assessment	Staff and area "Set an excellent example for the Trust". The department is in excellent condition, it looks well led and managed.
PCTH	Patient Assessor Summary	Friendly happy staff, patient's very content, great team leadership.
PCTH	Patient Assessor Summary	On a whole, clean and tidy welcoming environment and professional. Physio assessment- Treatment room staff desks on entrance not welcoming and very intimidating.
PCTH	Patient Assessor Summary	PCTH is an old building and from the outside looks unremarkable, however inside the environment is clean and well managed. It is a pivotal part of the local community. The staff at the hospital is wonderful; it takes a special kind pf person to work in this environment and as a whole staff are committed to patient care. The atmosphere is calm and manifests itself in how patients feel. Well done all. Great care!
AVCTH	X Ray	Significant improvement with the lighting and the fabric of the building I, not cluttered this department from last year. The area was bright, clean and calming
AVCTH	Ward 2	Day room not be used for patients, only had plastic visitors chairs in the room. Meeting being held in this room at the time

		of the PLACE Assessment
AVCTH	Patient Assessor Summary	Tired and dated building. No one on reception, very confusing signage. Clinics under used some not open on assessment day
AVCTH	Patient Assessor Summary	AVCH is a jewel in the community. It is affectionate held by members of the locality and continues to provide a high quality services from the old Victorian building. Money has been spent and cosmetically there is need for more to be done to make entrances more appealing. Security seems to be an issue with lots of unlocked doors and no one in the departments. Staff are pleasant and this hospital is the heart of the community offering a wider range of Outpatients and 1 ward.
AVCTH	Patient Assessor Summary	An old building that needs up dating some better area, Good Food. Excellent staff.
AVCTH	Patient Assessor Summary	An old Victorian building that needs some updating with decoration but it is very clean. Some improvement to disabled toilet would be appreciated. Staff as very friendly and helpful.
AVCTH	Patient Assessor Summary	The building although old seems updated and modernisation. The interior is well decorated and very well lit. Dementia friendly aspects were noticed. Although the signs on walls / doors are important information, they are not well placed/ or hung inappropriately with medical/ cellotape. A notice world look better,