

Patients in Partnership

Wednesday 17th January 2007

Questions and Answers

Question number	Question	Response
1	As a patient I waited a long time in A& E with a minor injury (9hrs). Why wasn't I told about MVH Minor Injuries Unit? (3 years ago)	This wouldn't happen now because of the reconfiguration of A & E processes and systems.
2	How is the 4-hour wait determined?	From the time a patient is booked in until discharge or admission.
3	Very impressed with Trust vision 'to be the best DGH' - why aren't we more specific and state within the top 10-15% of Trusts?	Why accept second best? Top 10-15% would mean that there were others better than us. We are aiming to be excellent for quality and excellent for use of resources.
4	Does the Trust swap ideas with other Trusts - If so why don't we get better?	Trust encourages staff and public involvement and benchmarks with other Trusts.
5	Why isn't the restaurant open 24hrs?	There is a night time service for staff. Snack boxes may now be obtained for patients.
6	A diabetic patient wished to extend congratulations to Dr Hillson on her award of the MBE. Concerns were raised about diabetic specialist nurses who are now part of the PCT and fragmentation of services.	As a Trust there is a commitment to maintain excellent services however there are some services that need to be provided in the community, closer to the patient's home. The diabetic specialist service is now part of primary care.
7	Following the major incident, there were glowing reports on how staff responded to the event. Thanks was extended to D McVittie for emailing and publicly acknowledging staff response and offering counselling.	There was indeed a great response from all sections of staff. Great team spirit, acting in a calm and controlled manner.
8	Super bugs kill 5000 a year. Cleanliness of wards should feature in the annual report.	There are Healthcare Standards that the Trust must attain. Washing of hands and sterilization of instruments are the biggest issues. Dust and dirt whilst unacceptable are not such major issues.

9	Right of access to information fees are excessive.	The Trust does receive many requests and it does take considerable time to locate and photocopy notes. The fee is set by the Department of Health.
10	Would it be possible for the hospital to indicate to patients that they must use the hospital pharmacy to dispense their drugs as patients sometimes bring hospital prescriptions to GP surgeries .	Trust to follow up.
11	I heard that 87% of A& E departments are short of beds?	This is a BMA report that highlights the pressures that A& E Doctors are under.