

Somerset Coast Patient and Public Involvement Forum Healthcare Commission Comment

Members of the Forum have agreed comments only on the standards they have direct experience or evidence on.

Forum members have added comments (blue) to their interim comments made in October 2005.

Domain 4: Patient Focus

- 13a: On the PEAT inspections at Minehead Hospital we were impressed by the excellent atmosphere and noted how kindly the staff were when dealing with patients needs.
Two members took part in the PEAT inspections at Bridgwater Hospital:- It was found the staff had a good rapport with patients and others.
- 14c: We were pleased to find when a matter was brought to the attention of the PCT prompt action was promised.
- 15a: During the PEAT inspections at Bridgwater Hospital we tasted the food. The food was very acceptable with choices.
- 16: Relevant information appears to be on display in all GP surgeries and Community Hospitals we have visited.

Domain 5: Accessible and Responsive Care

- 17: The PCT frequently hold a number of public meetings to seek the views of patients and others.
There has been representation from the PCT at all our meetings in public.
- 18: We have heard from patients and others that the Out Of Hours Service does not appear to be working as it had before the new GP contract.

Domain 6: Care Environment and Responsive Care

- 21: The Forum have visited the 4 Community Hospitals and Williton Hospital was outstanding in all respects. Bridgwater and Minehead Hospitals are outdated buildings and we look forward to the proposed replacements. The Forum is pleased to be involved in the planning of these new builds.
At a recent monitoring visit at Burnham –on-Sea Hospital the Forum found the facilities newly painted and bright, with single sex wards. Hand cleansing gel was widely available.

Other Forum Comments

The Forum were encouraged to learn that the PCT are anxious to encourage healthy lifestyles in all their future plans e.g. fitness centres.

The Forum were disappointed with the way in which the closure of the Mary Stanley Maternity Unit was handled. The Unit was shut without warning for the 2nd time without informing staff, expectant mothers and Somerset Coast PPI Forum.

At our invitation Taunton and Somerset NHS Trust were represented at our very successful public meetings. Although there was disappointment among the public and some of the Forum members that despite proposals from the Forum for an earlier opening date, the Unit did not reopen until 24th October 2006. Taunton and Somerset NHS Trust and Somerset Coast PCT have cooperated fully with the Forum and members are now involved in the Mary Stanley Unit Stakeholder group.

The Forum are still waiting to see a copy of Taunton and Somerset NHS Trust's 'policies and procedures' to avoid a repeat or similar closure of the Unit.

The Forum are aware of problems with the X Ray Department at Bridgwater Hospital. We are looking forward to the proposed new system similar to the service in Minehead Hospital which works very well.

The Forum understand that a digital x ray system is now in place in Bridgwater Hospital and look forward to the system going live.

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