

Patient *focus*...

The newsletter for patients and our foundation trust members

Safe and Sustainable: our legal challenge succeeds

On 7 November Mr Justice Owen upheld Royal Brompton & Harefield NHS Foundation Trust's challenge of the Safe and Sustainable consultation on children's heart surgery services. Justice Owen agreed that the consultation process was unfair to the Trust: "... the unfairness being of such a magnitude as to lead to the conclusion that the process went radically wrong". He ruled that the exercise "was unlawful and must therefore be quashed".



This was very positive news for our clinical teams and for the many parents, patients and members who have supported us so actively since February. Following the judgement, a strong letter of support for our respiratory teams was sent to the review's chair, Sir Neil McKay, from Professor J Stuart Elborn, president of the European Cystic Fibrosis Association and chair of the research committee, CF Trust (UK). Professor Elborn stated: "...the impact upon research at the Royal Brompton Hospital is one which requires careful consideration, and that there should be a full and proper investigation of the potential impact upon respiratory research and CF clinical trials,

including gene therapy and small molecule treatments for CF, before your committee makes any final decision about changes to children's cardiac surgery service." A similar letter from the directors of the Karolinska Institutet in Sweden followed. Asthma UK, the Cystic Fibrosis Trust, the PCD Family Support Group and the Muscular Dystrophy Campaign also wrote to Sir Neil, jointly stating: "We have explicitly mentioned respiratory research ... because of the excellence of the Royal Brompton's paediatric respiratory research and clinical trials programmes and the importance of that work for improving patient outcomes in the future. We recognise that delivering change to NHS services is often a difficult process... However, we believe the JCPCT should not shy away from asking the difficult questions which remain outstanding in relation to respiratory services at the Royal Brompton, and addressing what may be difficult answers."

On November 24 the Joint Committee of PCTs announced it will appeal Justice Owen's decision. As yet the timetable remains unclear.

What you can still do to make a difference

Many of our members and supporters have written to their MPs and gained awareness of our position in other ways. This has been extremely helpful. If you can devote an hour of your time to help save our paediatric services please email us and we will get in touch to explain how you can help: members@rbht.nhs.uk. We look forward to hearing from you.

More information regarding the Safe and Sustainable review and the Trust's response to it can be found on our website: www.rbht.nhs.uk.

Winter 2011



Season's greetings!

Welcome to the winter 2011 edition of *Patient Focus*. We hope you enjoy reading about our recent news and events.

If you would like to share your views on any matter covered in this issue, please get in touch.

Thank you for your continued support of the Trust throughout 2011. We wish you a very happy holiday season and a safe new year.

Melanie Foody

Membership and user involvement manager

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Email: m.foody@rbht.nhs.uk

Annual members' meeting highlights

The second annual members' meeting was held on 12 October. Trust members took the opportunity to talk to governors before the meeting, asking questions about the Trust and the role of governors.

During the meeting, they saw a number of presentations from staff, including the Trust's chief executive, Bob Bell. Mr Bell talked about the culture of patient safety in the Trust and described the robust systems that are in place to ensure all patients receive high-quality, safe care throughout their stay.

There was a report by governor, Ray Puddifoot, on the contribution made by governors to the Trust this year. Their achievements include leading on a number of important projects for patient environment and facilities, patient safety, and research and development.

Professor of paediatric respiratory, Andrew Bush, gave a presentation on the importance of a multidisciplinary team (MDT) approach to managing severe asthma in children. He described how research by nurse

specialists is being used to distinguish between children with difficult asthma and those with severe therapy-resistant asthma.

There were also presentations by Dr Alison Leary about the Trust's cancer services and the need to provide the best possible experience for cancer patients, and Nicola Gilkes,

quality manager and corporate governance lead, on our annual quality account.

Feedback gathered from members typically said that they found the meeting interesting and informative, and showed that 100 per cent of attendees would be interested in going to the next annual meeting.

FOR THE DIARY: 3rd annual members' meeting will be on 10 October 2012.



Mrs Galina Achkasova-Portiano, a Trust member, at the annual members' meeting

Governors' council elections – spring 2012

We became a foundation trust on 1 June 2009. Our governors work with board members and senior staff to help improve patient care and give their views on the future direction of the Trust. As these are three-year positions, the terms of a number of governors come to an end on 31 May 2012.

Elections will be held to fill these posts in the spring of 2012. There are a total of 12 constituencies (three public, five patient / carer, and four staff), and all Trust members are eligible to stand.

If you would like to stand for election and use your skills and knowledge to

help shape the Trust's future, or would like more information, please contact **Anthony Lumley**, corporate governance manager, on **020 7351 8264** or **governors@rbht.nhs.uk**.

Information about the governor elections will be published on the Trust website.

Membership steering committee created

Our members are very important to us and we need a representative membership consisting of staff, patients, carers and the public. As a specialist Trust, our members come from all parts of the UK and their interests are represented by our governors.

In 2011, a membership steering committee was established to oversee the recruitment of new members, ensure the Trust is representative of the communities it serves, and to investigate new ways of engaging with members. The committee is chaired by

Richard Baker – patient governor, South of England.

Members will play a vital role in supporting us as we face political and economic challenges in the months and years ahead. Currently, we have approximately 10,000 members and are always looking to increase our numbers.

If you know someone who would like to become a member they can find out more and apply online at: **www.rbht.nhs.uk/members** or by emailing us at: **members@rbht.nhs.uk**.



Members of the steering committee at the November meeting (1 to 7): Debra Ellis, Katherine Denney, Philippa Allibone, Anthony Lumley, Melanie Foody, Olga Jones, Richard Baker (chair)

Meet the governor : *Olga Jones*

Tell us a bit about yourself

I trained as a doctor but now work as head of business intelligence, which I really enjoy. I am originally from Uzbekistan and have been living in the UK for more than ten years. I live in Reading with my husband and my son, Alec, and I am expecting a second child in February. I enjoy watercolour painting, nature photography and fishing. I have also recently discovered stained glass in an adult evening course and have just finished my first ever stained glass landscape, which I am very proud of.

What encouraged you to stand for election as a governor?

I wanted to be more involved in the life and decisions of the Trust and also saw it as a way to help improve things for our staff. Our Trust is very special to me as I believe it is the most forward thinking, caring and inclusive NHS organisation I have worked in. I also felt it would provide

me with an opportunity to grow on both a professional and personal level.

What does being a governor involve?

Being a governor involves many different things and provides opportunities to be involved in many areas of the Trust's activities. We have constitutional duties, which involve attending the governor council meetings (four to five times a year) and appointing non-executive directors. We are also able to join one of the governors' working groups and be involved in specific projects. We have the opportunity to attend executive patient safety walk rounds, training workshops and networking events with other trust governors across the country, to name just a few.

You have just mentioned governor working groups and projects – what have you been involved in?

One of my passions is food. I believe that when staff have access to healthy and reasonably priced food at work they will be more productive. This is particularly relevant to the clinical staff who often rely on hospital catering for most of their meals. As part of my work as a member of the environment and facilities governor working group, I started the 'improving catering for staff' project jointly with the catering teams on both sites of the Trust. We have achieved a great deal to date such as the refurbishment of the Hungry Hare restaurant at Harefield and some improvements in food and service. Much more can be done. Currently, we are carrying out a survey to help us identify areas for further improvement.

I am also involved in the membership steering committee where we are looking at better ways to recruit, engage and communicate with our members.

What would you like to say to other members?

We are going to have elections in spring 2012, so if you care about the Trust, want to be involved

more and help to ensure that the Trust fares well through the current waves of NHS change, do stand for governor elections. The next two to three years will be challenging but also exciting with great opportunities. If you are worried that you do not have the right skills or experience it is not a problem – if you're willing and interested you will be fully supported in the role.

How can members contact you or other governors?

If you wish to contact an individual governor, please send an email to governors@rbht.nhs.uk and your specific query or comment will be passed on.



Bob Parker and the heart valve bank

Farewell to Bob Parker

One of our staff governors, Bob Parker, retired on 29 September after 30 years' service in the Trust's heart valve bank. Colleagues and friends in the Trust joined Bob to wish him well at a party in Royal Brompton's coffee shop.

Apart from his work as a staff governor, Bob was also a member of the joint staff committee. This group meets quarterly to discuss staff matters. As a governor, he was an active participant in the environment and facilities working group. He will be very much missed by the Trust.





In-patient survey

Surveys are an important way of finding out patients' views about their care. Every year the Trust takes part in the national in-patient survey. Patients are asked about various aspects of their experience including the quality of care, communication with doctors and nurses, information, tests and treatment, medicines, involvement in their care and the hospital environment.

The 2010 survey results showed that in the majority of questions the Trust ranked in the top 20 per cent of best performing trusts in the country.

Some of the areas in which we did well related to treating patients with dignity and respect, patients having confidence and trust in the doctors and nurses treating them, overall care patients received, and cleanliness.

We have improvement plans for other areas as part of the Trust's commitment to continually improve the patient experience.

To view the full report, visit the CQC website at www.cqc.org.uk. The survey results for all other trusts are also available.

'Excellent' PEAT score for the Trust

The National Patient Safety Agency's annual PEAT (Patient Environment Action Team) assessment, which monitors the quality of the patient environment (based on wards, rooms, waiting and reception areas, infection control, safety and security, hospital food and privacy and dignity) awarded the Trust a score of excellent in two out of the three areas, equalling our performance last year.

The assessment team included patient representatives from both Kensington and Chelsea and Hillingdon LINKs (local involvement networks) and two of our governors, Peter Rust and Brian Waylett, along with staff from infection prevention and control, nursing, catering, cleaning and estates.

Steve Moore, head of estates and facilities, who was the project lead on the assessment said: "We are extremely pleased to have

maintained our high ratings this year and are indebted to our governors and LINKs representatives for their contributions to these assessments.

"Our governors had very positive comments about what they saw and were very impressed with the standards at both hospitals."



Steve Moore, head of estates and facilities, with Trust governors, Peter Rust and Brian Waylett

Care Quality Commission is impressed with our services

Four inspectors from the Care Quality Commission (CQC) came to Royal Brompton Hospital for two days in April to examine key systems and processes and to check compliance with standards of care. Their final report concluded that the Trust is meeting all 16 essential standards of quality safety. The inspectors were very impressed with

our services and noted that the majority of patients were very satisfied with the care they received.

This is a very positive response from the CQC and reflects our commitment to putting patients first. The CQC is due to inspect Harefield Hospital before the end of March 2012. To view the full report visit: www.cqc.org.uk.

Quality account – an invitation to advise on improvements

We invite you to help us with our 2012/13 quality account.

All trusts are required to produce a public report about the quality of its services called a quality account. The Trust's 2011/12 quality account records the improvements we made to services last year and outlines our plans for improving patient care this year.

You helped us identify priority areas for last year's quality account and we would like your input again. We are hoping you can help us to identify five areas we can prioritise for improvement in the categories of

patient safety, patient experience and patient outcomes.

Patients, the public, staff, trust governors, members, trust LINKs (local involvement networks) and trust board members are all encouraged to participate before 31 December 2011. We will publish the chosen priorities in our 2011/12 quality account, and report on how much patients benefited from the improvements in the 2012/13 quality account.

Please tell us which topics are most important to you and should be a priority for us, by visiting our website: www.rbht.nhs.uk/qa.

Arrhythmia event: June 2011

The arrhythmia care group held its fourth annual patient event at Royal Brompton on 6 June in partnership with the British Heart Foundation and Arrhythmia Alliance.

Arrhythmias are disorders of the heart's electrical system where there is a change in the regular beat of the heart. This can cause symptoms such as shortness of breath and chest pain.

Dr John Foran, consultant cardiologist, gave a presentation on catheter ablation – a minimally invasive procedure where a catheter (thin, flexible tube) is used to assess the electrical activity in the heart. Areas inside the heart causing abnormal heart rhythms can be destroyed (ablated). It is often recommended for patients with atrial fibrillation (AF) who are showing all the symptoms but do not respond to medication. AF often causes the heart to beat rapidly and irregularly.

Dr Foran highlighted that arrhythmias affect 750,000 people in the UK and about 34 per cent of those with an arrhythmia have AF.

Mr Roger Darling, a Harefield Hospital patient, gave a talk about his experience of catheter ablation to combat intermittent AF.

He said: "Atrial fibrillation made me feel so unwell – my quality of life was about 10 per cent. After the ablation it took me 18 months to recover fully but now I can confidently say that I feel 95 per cent better than before. I am leading a full and normal life. I am just so grateful to the Trust for all they have done for me."

We have a 24-hour arrhythmia helpline for patients who require advice about their condition. Contact **Sarah Plowright**, clinical nurse specialist, on: **020 7351 8364** or email: **s.plowright@rbht.nhs.uk**.

Sleep consortium patient and public involvement event

The sleep consortium held its first public and patient involvement event on 29 March in the clinical research facility of the respiratory biomedical research unit. Over 60 patients and volunteers from a range of research projects were invited to attend.

Dr Anita Simonds, consultant in respiratory medicine, and Professor Mary Morrell, professor of respiratory physiology, updated attendees on the progress of the department's research and highlighted current areas of research and possible opportunities

to get involved. The main aim of the event was to obtain feedback from patients. Independent facilitators helped to lead the sessions and patients were encouraged to openly discuss their experience of sleep studies and participation in research projects.

One patient, Glenys Morgan, commented that "everybody was so welcoming and I found the talks very informative". The sleep consortium will introduce some of the suggestions made and will hold further events in the future.

Charitable fund improves the patient experience

The charitable trustees have made £100,000 available to improve the patient experience in the Trust's hospitals. Staff can submit their ideas to the patient amenities fund committee, which reviews the applications and funds the selected projects. The committee includes staff from various departments in both hospitals, patient and volunteer representatives and, this year, one of our governors, who is also a member of the support group Re-Beat.

Examples of some successful bids are:

- Walking equipment to help early mobility in patients in critical care.
- Portable chest drainage systems to enable patients to remain mobile.
- Art materials so teachers and children can work together to produce arts and craft projects.
- Adjustable footstools to improve comfort after cardiac surgery.

For more information contact PALS on: **020 7352 8121 ext 2803**.

Join Royal Brompton's 'Breathe Easy' COPD group

The COPD (chronic obstructive pulmonary disease) 'Breathe Easy group' is an initiative supported by the British Lung Foundation. It is designed to help those living with a lung condition, their families and carers.

The Royal Brompton Breathe Easy group is led by Dr Nick Hopkinson, senior lecturer and consultant respiratory physician. Meetings take place on the second Tuesday of each month from 2.15pm-4pm in the respiratory biomedical research unit, clinical research facility, first floor, Fulham wing, Royal Brompton Hospital, Fulham Road, SW3 6NP. For further information please contact: **Graziele Coissi**, COPD consortium coordinator on: **0207 351 8029**.



The 30th anniversary Harefield fun run



Some of the runners taking part in the fun run in memory of Tina Stone

The 30th anniversary Harefield fun run took place on 4 September. The rain did not deter people, with more than 1,000 runners taking part to help raise money for Harefield's MRI scanner appeal. Patient and '80s rock and roll singer, Shakin' Stevens, opened the race and local MP Nick Hurd led the way from the starting line.

Tyler Bankale was running the race in memory of his mother, Tina Stone.

Tyler said: "My mum always wanted me to run the race, despite her passing. It means a lot to me that I am taking part with the help and support of my family and friends. I know she would be really proud of me."

As well as the fun run, participants enjoyed the entertainment and activities, including a vintage car show, live music by Tommy Lee and Bollywood dancing organised by former transplant patient, Reena Patalay. Next year's fun run will take place on 2 September 2012.

Dogs Trust: cardiac rehab project

The cardiac rehabilitation team was featured on ITV London Tonight on 8 November following the official launch of the Hounds Help Hearts programme, the country's first-ever scheme partnering dogs with cardiac patients.

The cardiac rehabilitation programme has been underway for around 20 years and as a specialist heart and lung centre,

the team is always looking for new ways to help patients improve their health and fitness once they have finished their hospital-based rehabilitation.

The team is delighted to be working with the Harefield Dogs Trust, the UK's largest dog charity, on this initiative. Walking is one of the best forms of exercise for recovering patients and the dogs are very grateful companions.



Two of the many dogs now helping patients to rehabilitate after leaving hospital



Second SIT STOP at Royal Brompton

A second SIT STOP is now available on the second floor, Chelsea wing. As the entrance to the Chelsea wing does not

have any seating, the new stop is in an ideal place. The Trust's first SIT STOP was introduced in 2008 in Fulham Wing by the lift near out-patients west.

SIT STOP aims to make life easier for those who need somewhere to sit down, such as the elderly, pregnant,

disabled or those feeling unwell. One of our carers, Lydia Parbury, and her son Jonathan Gantley, who is a patient at Royal Brompton, have helped to launch the SIT STOP initiative.

For more information about SIT STOP please visit www.sitstop.co.uk.

Shopping, coffee and... research

In October, our BRU public involvement coordinators (PPI) had a joint display stand at the Age UK event held at The Mall Pavilions shopping centre in Uxbridge. Cardiovascular BRU PPI coordinator, Julia Coffey said: "Many people visiting our stand were affected by heart and lung problems, either personally or in their family and were very interested to hear how active the Trust is in research."

November saw our first 'Café Scientifique' with local people joining

Professor Michael Polkey to discuss the question 'Is COPD really a muscle disease?' Organised by Zahra Aden, PPI coordinator for the respiratory BRU, the event was designed to encourage local people to engage in an interesting discussion on an exciting area of medical research.

The next Café Scientifique will be 'Heart surgery – story of the aortic jacket' on 8 February 2012, 6.30pm.

To find out more email research-findoutmore@rbht.nhs.uk or visit www.rbht.nhs.uk/brus.



PPI coordinator Zahra Aden with visitor Pramila Shah

In the news

Royal Brompton confirmed as national centre

The Guardian reported in November that Royal Brompton had been named as one of only five hospitals in the country to offer extracorporeal membrane oxygenation (ECMO) to adults.

ECMO oxygenates the blood outside the body when the lungs are not able to. Royal Brompton will work with other hospitals to treat up to 30 patients with ECMO at any one time.

Dr Simon Finney, adult intensive care consultant, said: "We have been providing specialist ECMO services at the hospital for many years, and provided extra capacity over the last two winters. As one of the country's leading respiratory centres, we can provide expert opinion from our specialist teams in respiratory medicine, cardiology, imaging, and thoracic surgery, allowing us to care for patients with the most complex and serious respiratory conditions."

Cystic fibrosis research in leading medical journal

The New England Journal of Medicine reported in November about the trial of the first ever treatment targeting the basic defect in cystic fibrosis (CF) involving staff and patients from Royal Brompton.

The drug led to significant improvements in lung function, weight and quality of life in adults and children over 12 with the G551D gene mutation. Seven Royal Brompton patients took part, making the hospital the largest recruiting centre globally.

Principle investigator, Dr Jane Davies, honorary consultant in paediatric respiratory medicine, said: "These are the biggest changes seen with any treatment for CF and provide huge encouragement for this group of patients. Perhaps even more importantly, they have shown, for the first time, that the basic defect in CF can be successfully targeted and support treatments that are already being tested at Royal Brompton, such as gene therapy, to treat CF at its root cause."

Food for thought

Royal Brompton's catering team met chef James Martin, as part of his

mission to transform the standard of the food at a hospital in north Yorkshire, in a series for **BBC1**, aired in September.

James came to Royal Brompton to meet Mike Duckett and catering colleagues to find out how we achieved locally sourced healthy meals for patients and staff alike. He described the hospital as a "centre of excellence" and chatted to patients for the programme **James Martin – Operation Hospital Food**.

Love on the Transplant List

Harefield Hospital's transplant team appeared in a **BBC** documentary in November, as a young woman described her experience of waiting for a double lung transplant.



21-year-old Kirstie Tancock at Harefield Hospital after her lung transplant

Documentary makers were given access to the hospital as they followed cystic fibrosis patient Kirstie Tancock earlier this year.

Kirstie was put on the transplant waiting list after developing end-stage lung disease. *Love on the Transplant List*, also reported by **BBC News Online**, featured interviews with the surgical team involved in her care.

Dr Martin Carby, consultant respiratory physician, said: "In order for lung transplantation to be

successful, a large team has to work together to provide the highest standards of care, focusing on all the aspects of recovery and rehabilitation. I am delighted that we have had the opportunity to show how the end result of this work can be so life changing and positive for the patients we treat."

Children's heart surgery review at Royal Brompton

Patients, parents and staff spoke to BBC medical correspondent Fergus Walsh for a programme on the national review of paediatric cardiac surgery and the campaign to keep children's heart surgery at Royal Brompton. **BBC Inside Out London**

reported on the Trust's warnings about the knock-on effects on respiratory services and research in November.

Mr Bob Bell, chief executive, and Dr Duncan Macrae, director of children's services, both gave interviews explaining the consequences of losing children's heart surgery, while families gave powerful testimonies about the high-quality care their children received at Royal Brompton.

The Trust's successful legal challenge against the consultation was announced a week later, generating coverage on **BBC** national news, **BBC radio** news, **SKY News**, **BBC London**, **London Tonight (ITV)** and across more than 100 regional newspaper websites and 45 regional radio stations.

"I'm the longest living heart operation survivor"

In August, Harefield Hospital heart transplant patient John McCafferty revealed how his life-saving operation 29 years ago, makes him the longest surviving heart transplant patient in the UK. He spoke to the **Daily Express** about the surgery, describing his first few weeks at home and his decision to compete in the transplant games. He said: "Being the longest survivor is a position I never really wanted to be in but I'm a living tribute to Sir Magdi Yacoub and all the other heart transplant surgeons."

Useful contacts for Trust members

Foundation Trust membership

■ Melanie Foody

Membership and user involvement manager

Tel: 020 7351 8208
Email: members@rbht.nhs.uk

■ Anthony Lumley

Foundation Trust office

Tel: 020 7351 8264
Email: governors@rbht.nhs.uk

Royal Brompton & Harefield Hospitals Charity - fundraising

■ Miranda Seymour-Smith

Fundraising department, Royal Brompton Hospital

Tel: 0207 352 8613
Email: m.seymour-smith@rbht.nhs.uk

■ Desiree Zimmerman

Fundraising department, Harefield Hospital

Tel: 01895 828 820
Email: d.zimmerman@rbht.nhs.uk

Local Involvement Networks

■ Kensington & Chelsea LINK

Address: Unit 25, Shaftesbury Centre,
85 Barlby Road, London W10 6BN

Tel: 020 8968 7049 / 6771
Email: rbkclink@hestia.org
Website: www.rbkclink.org

■ Hillingdon LINK

Address: 26 Market Square, The Mall Pavilions, Uxbridge UB8 1LH

Tel: 01895 272 997
Email: office@hillingdonlink.org.uk
Website: www.hillingdonlink.org.uk

Other useful contacts

■ Harefield Hamsters

Harefield transplant club

Chairman: Lewis Sander
Secretary: Alan Lees
Email: secretary@harefieldhamsters.org
Website: www.harefieldhamsters.org

■ Re-Beat

Harefield patient support group

Chairman: David Potter
Secretary: Dennis Gulliford
Tel: 01923 243 672

■ Friends of Harefield Hospital

Contact: Dawn Haase
Tel: 01895 828 678

■ League of Friends, Royal Brompton

Contact: Elizabeth Henderson
Tel: 020 7351 8272
Email: e.henderson@rbht.nhs.uk

■ Cystic Fibrosis Trust

Address: 11 London Road, Bromley, Kent BR1 1BY
Tel: 020 8464 7211
Helpline: 0300 373 1000
Email: enquiries@cftrust.org.uk
Website: www.cftrust.org.uk

■ Grown Up Congenital Heart Patients Association

Address: 25 St Margaret's Green, Ipswich IP4 2BN
Tel: 01473 252 007
Helpline: 0800 854 759 (answerphone only at weekends)
Email: admin@guch.org.uk
Website: www.guch.org.uk

■ Tiny Tickers

A source of information on prenatal heart disease

Tel: 0844 414 1248
Email: info@tinytickers.org
Website: www.tinytickers.org

■ The Brompton Fountain

Supporting families of children with heart and lung conditions at Royal Brompton Hospital

Tel: 020 7776 9000
Email: admin@thebromptonfountain.org.uk
Website: www.thebromptonfountain.org.uk

■ Primary Ciliary Dyskinesia (PCD) Family Support Group

Contact: Fiona Copeland
Tel: 01908 281 635
Website: www.pcdsupport.org.uk

■ Duchenne Family Support Group

Address: 78 York Street, London W1H 1DP
Tel: 0870 241 1857
Helpline: 0800 121 4518
Email: info@dfsg.org.uk
Website: www.dfsg.org.uk

■ Raynaud's & Scleroderma Association

Address: 112 Crewe Road, Alsager, Cheshire ST7 2JA
Tel: 01270 872 776 or 0800 9172 494
Email: info@raynauds.org.uk
Website: www.raynauds.org.uk

Share your experiences of the Trust

Comment cards are widely available at both our hospitals so that patients and their relatives and friends can share their experiences with us. During 2011, 99.5 per cent of the comments received were positive and 84 per cent of patients rated their care as "excellent." As a result of feedback we have made the following improvements:

At Harefield Hospital:

- Installed automatic and security swipe doors.
- Refurbished visitors' accommodation.

At Royal Brompton Hospital:

- Installed wifi for visitors and patients on two wards.
- We are trialling a cooked breakfast and scheduling the evening meal later on certain wards. Feedback has been positive so the scheme will be rolled out in 2012.
- China cups have been introduced in all wards. Mugs are also available for patients who can manage.

