

12 August 2016

Chief Executive
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13 AUG 2016

HealthEast

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Dear colleague,

Re: HealthEast's Big Listen Event June 2016

We are writing to formally thank you for taking part in HealthEast's 'Big Listen' event, which took place during the week of 20 June 2016.

During this event staff from the CCG and Waveney District Council, patients and representatives from voluntary organisations visited 38 provider sites to observe healthcare in action throughout Great Yarmouth and Waveney. This included hospital wards and clinics, GP practices, community hospitals and services provided there, waiting rooms for services like endoscopy and MRI, GP waiting rooms, A&E departments, reception desks, mental health facilities, out of hours and ambulance call centres, plus care homes and nursing homes, and voluntary sector facilities where we commission services.

The purpose of The Big Listen was to:

- observe the everyday experience of patients and carers in our local health system
- learn what matters to them
- understand how we can work together with our partners and health and social care to improve that every day experience
- focus on 'first impressions' of our health services everyday

Since the visit all of the feedback from the event has been independently evaluated by Dr Steve Wilkinson from Consulting the Community.

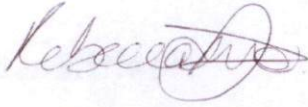
We have included with this letter the overarching report for your service sector as well as summaries of the individual feedback gathered for your organisation.

From the feedback you will see that there are areas of work within your organisation which our observers felt were very good and that they would like to see retained. We would be grateful if you could pass on these observations and our thanks for their excellent work to your staff.

The reports also highlight areas which we think could be improved upon and we would ask you to consider these. We would welcome your thoughts on these reports and the 'Big Listen'

exercise in general by Friday 30 September 2016. This can be by email to kelly.penton@nhs.net or via post. This will be considered by our Patient and Public Experience Group and our Governing Body.

Yours sincerely



Rebecca Driver
Director of Commissioning and Engagement

Evaluation Summary

Number of Evaluators: 2

Date of evaluation: 24/06/16 Time of evaluation: 10am to 12pm

Site of evaluation: All Hallows Hospital Ditchingham

Comments on the physical environment

Very clean and tidy throughout. Lovely gardens for patients to sit in. Light and airy individual rooms which were also clean and tidy.

Patients encouraged to use day rooms for meals and activities.

The physio department was impressive and well organised

Comments on staff

Extremely approachable and welcoming despite not knowing we were due to visit. Management and staff displayed a high degree of professionalism and it was noticeable that they encouraged team work. All staff, including administration staff, communicated well with all patients and had time to stop and speak to patients.

Comments on systems and management

Clear processes in place for administration and clinical leadership and medicines management, although staff were busy it was clear that domestic services were well managed and organized.

The physio department has good systems in place for patient satisfaction surveys, complaints process and compliments

An Activity coordinator is in place to work with and assists long stay patients

All patients (where appropriate) were up and dressed at the time of our visit, (10.30 am)

Family and Friends Test

How likely would you be to recommend it to a friend or member of the family?
(circle)

Extremely likely - 2 Likely Neither likely nor unlikely Unlikely Extremely unlikely Don't know

* Evaluators did not feel A&E should be recommended.

Top things we would like to see changed

- There was nothing we could see that needed changing

Things we would like to use in our own practice

- Ensure all visitors receive the appropriate welcome

Dated July 2016