

Your LINK for improving health and social care



a LOCAL INVOLVEMENT NETWORK

Maidstone and Tunbridge Wells NHS Trust

| What Was Your Experience? | Where Was This? | Additional Information |
|--|--------------------------|------------------------|
| <i>1. Keeping Patients Safe</i> | | |
| Good | Kent and Sussex Hospital | None |
| Visited Kent & Sussex several times. Hand wash available and requested to use each time. | Kent and Sussex Hospital | None |
| Hospital at Medway and Maidstone I found very good in all aspects Sunlight Surgery of which I am a patient is always changing doctors and it gets distressing. (Duplicate) | Maidstone Hospital | None |
| Visiting the maternity unit early in Feb 09. Extreme and good care of mums to be and babies after delivery. | Maidstone Hospital | None |
| Some negative experiences and some positive experiences but one experience of having to ask medical staff (doctor) in A&E to wash their hands in between patients or leaving the room to get further equipment. This sort of incident does seem to have been dealt with now at this hospital and at my last visit as a patient and a visitor I was impressed by the advances that had been made. Elderly patient being examined in a patient toilet area that was being used as an examination room. This practice does seem to have stopped happening at this hospital. | Maidstone Hospital | None |
| Hospital at Medway and Maidstone I found very good in all aspects Sunlight Surgery of which I am a patient is always changing doctors and it gets distressing. (Duplicate) | Maidstone Hospital | None |
| There was a good standard of hygiene. | Pembury Hospital | None |

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| <i>2. Treatment, Care & Costs</i> | | |
| A GP referring someone to a hospital in another area. The consultant at that hospital decided that the speciality was also provided at the local hospital but the wait between first being referred and then being seen by the local consultant was hindered by poor communication. However the patient was given a choice as to whether or not they wanted to be seen locally or at the hospital they were initially referred to and chose the local hospital. | Kent and Sussex referred back to Maidstone General | None |
| Several investigations required - Maidstone Hospital were quick, informative and communicative. GP referral and information excellent. | Maidstone Hospital | None |
| My daughter's pre natal care before birth of granddaughter was very caring this time | Maidstone Hospital | None |
| At the moment the bus service up to Pembury Hospital is lousy! I hope by the time all service are transferred to the Pembury site, the bus service will be up to the standard of the new hospital. | Pembury Hospital | I live in Rusthall and there is an excellent service into Tunbridge Wells. But I do not expect to take half a day getting there and back for a half an hour appointment |
| I felt I would have had a better experience of my treatment under a general anaesthetic - my request for this was ignored. | Pembury Hospital | None |
| Long waits for letters and results to be transferred between GPs and hospitals. | Various GP surgeries in Maidstone and Maidstone Hospital | None |
| <i>3. Governance</i> | | |
| Things seem to be run very well. | Kent & Sussex Hospital | None |
| Not enough concern about accessing hospital if arriving in private vehicle i.e. not enough parking. Staff now take up all of the overflow parking. | Maidstone Hospital | None |
| My first outpatient appointment ran late - so I had to return, not my fault - they should have carried on regardless. | Pembury Hospital | None |
| <i>4. Patient Focus</i> | | |
| Very good, but I was only an out patient. | Kent & Sussex Hospital | None |
| Not a great choice of healthy foods could be improved quality i.e. yoghurts and light meals for patients with poor appetites | Maidstone Hospital | None |
| A female patient in her late sixties attending A & E for a physical problem felt she was treated with a lack of respect due to her age and her mental health status. Several people with mental ill health report feeling as if they are treated differently when they attend hospital for physical ailments | Maidstone Hospital | None |
| Standards well met, no discrimination met on ethnic issues. Treatments well highlighted and explained. | Maidstone Hospital - Eye Clinic | |
| This was fine, I didn't complain | Pembury Hospital | None |

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| <i>5. Access and Responsive Care</i> | | |
| Equal access to services. Will this be the case when the hospital moves up to Pembury. Not every one has a car or access to one. | Kent & Sussex Hospital | None |
| Very good (duplicate). | Maidstone Hospital | None |
| Good. | Maidstone Hospital | None |
| With Alzheimer's patients, all queries are for the carers only. | Pembury Hospital | None |
| <i>6. Care, Environment & Amenities</i> | | |
| Treatment good, cleanliness good and in order. | Kent & Sussex Hospital | None |
| All hospital and GP appointments very good support offered | Kent & Sussex Hospital | None |
| It is safe and secure now with better information especially about cleanliness. The small but adequate public cafeteria was good and fairly priced. A bit more room needed for paper and book shop though please. | Maidstone Hospital | None |
| Difficulty finding way around the hospital and not always someone available ion hand to ask although staff when available are normally very helpful. | Maidstone Hospital | None |
| Good | Pembury Hospital | None |
| <i>7. Public Health</i> | | |
| All seemed well and very clean, seen on time, anti bacterial hand wash accessible. | Kent & Sussex Hospital | None |
| Alcohol rub again wasn't used by everyone. No one to check (Duplicate). | Maidstone Hospital | None |
| Hand hygiene needs to be more prominently advertised i.e. larger posters at entrance to wards to remind people to clean and disinfect hands. Especially visitors. (Duplicate) | Maidstone Hospital | None |
| Better cleansing info is clearly shown and no excuse for anyone not to use hand gels. | Maidstone Hospital | None |
| Some inequalities in the way people are treated due to mental ill health age etc as stated previously. | Maidstone Hospital | None |
| Good | Pembury Hospital | None |