

Walkabout Summary Report

Attended	Julie Parker (Non-Executive Director) Ian Marsh (Public Governor, Ipswich) Jennifer Rivett (Public Governor, Ipswich) Jane Young (Public Governor, Rest of Essex) Luke Mussett (Membership & Engagement officer/ Chaperone)
Date	12.02.19
Visited	Mortuary at Ipswich Hospital
General appearance of the area	<p>Visitor Area</p> <ul style="list-style-type: none"> Rosemary Suite felt light and airy with a small garden area available. The viewing room had been well thought out using technology to alter the lighting. This was funded by a charitable donation and then discussed with IHUG on how to get the best use of the money provided. It was felt both very empathetically done and all religions catered for. <p>Main Mortuary</p> <ul style="list-style-type: none"> The main mortuary area was undergoing building works but this was sectioned off. The remaining mortuary working area was clean and tidy if somewhat 'tired' looking. The fridges were over 70 years old and had asbestos, but was maintaining its functionality. Even though there were builders on site refurbishing the main room where the pathology work is undertaken they were not obtrusive. The group were struck by the smartness and quietness of the workers on site – they appeared to be very respectful of the surroundings they were working in.
Feedback from Patients/ Visitors	<ul style="list-style-type: none"> Not applicable for this visit
Feedback from staff	<p>Overall Engagement</p> <ul style="list-style-type: none"> The group only really had the opportunity to speak to the Mortuary Manager who was passionate about his role and the service provided. They felt it was good to hear someone speak so respectfully of the work that they were doing and appreciate the differing requirements of the relatives and those who are deceased. The manager can across as very caring about the patients that he was dealing with. The staff were looking forward to completion of works. This will mean that the capacity will increase from 133 to 158. There was a sense of real dedication and desire to improve the service. <p>Chaplains</p> <ul style="list-style-type: none"> The group were made aware of the important service that the chaplaincy service provides to support relatives and staff. The team currently have access (if needed) to a Chaplin once a week as a drop

	<p>in session. One particular Chaplin is due to be leaving and there was a degree of anxiety about ensuring that this role continued. A Governor informed the Manager that this had been raised at the last QPS meeting they had attended.</p> <p>Working with others</p> <ul style="list-style-type: none"> • The Mortuary Manager also highlighted the pressure on the unit due to external factors, i.e. Funeral Services capacity. • Goals include integrating with other aspects of End of Life care, linking with County Council's Coroners service, having an on-site registrar, bringing bereavement rooms geographically closer for families and doctors, and improving relationships with Funeral Services (or charging for capacity used). <p>Merger</p> <ul style="list-style-type: none"> • Very pleased with sharing of good practice since the merger and felt there was a good relationship with Colchester team. <p>Time Matters</p> <ul style="list-style-type: none"> • There appeared to be an opportunity to reduce the delays in passing patients to funeral directors by more timely completion of paperwork by clinicians. This seems like an area where 'Time Matters' to the relatives and where flow is important to the workings of the hospital.
<p>General feel of the area</p>	<p>Overall</p> <ul style="list-style-type: none"> • Staff were very welcoming. • Calm and unhurried walkabout. <p>Visitor Area</p> <ul style="list-style-type: none"> • Refurbished areas were to a good standard and well maintained. • The fresh flowers were a lovely touch. The lighting options in the viewing room were impressive. <p>Mortuary</p> <ul style="list-style-type: none"> • We were politely asked to relocate twice to allow passage of movement.
<p>Any additional information</p>	<p>Capacity</p> <ul style="list-style-type: none"> • Aware that capacity limitations would not allow the hospital to be used in a large-scale emergency. • A question was asked about "flow" which was a factor in the rest of the hospital. The response was definitely an issue of capacity, which should improve when the new works are completed along with the other teams involved in the process being prompt.
<p>Comments by Department</p>	<ul style="list-style-type: none"> • Thank you for your kind words. • The main mortuary (tired asbestos fridges) is the next part of the refurbishment starting Summer 2019. • The main factor regarding flow is in fact the efficiency of the medical teams completing the relevant paperwork. We are doing

	much work around this at the moment.
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