

## Walkabout Review Sheet

<b>Name</b>	Eddie Bloomfield NED Gill Orves, Public Governor for Rest of Suffolk Tammy Diles, Deputy Company Secretary
<b>Date</b>	19 March 2019
<b>Visited</b>	Aldeburgh Community Hospital
<b>General appearance of the area</b>	The hospital is situated in a lovely Victorian building in a pleasant residential area of Aldeburgh. It was not well signposted and we were told this was because local residents had not given permission for any signage beyond a small H sign on the main road. The interior of the hospital was bright and airy and looked very clean. The hospital has a pretty garden and many of the rooms looked out onto it. During our walkabout we saw cleaning underway and the areas we saw were all tidy. The hospital capacity is up to 24 beds organised in a variety of rooms ranging from single occupancy up to 4/5 beds. The total number of staff is in the region of 40. The hospital is well supported by the local community particularly through the League of Friends. Much of the equipment and other aspects to enhance the patient experience such as an amazing sensory garden were thanks to the work of the League. Meetings have been held with local GP practices to discuss the development of local services. Hot meals are cooked on site each day and there are other services e.g. hairdresser available. There is currently no WIFI which impacts on staff, patients and visitors.
<b>Feedback from Patients/Visitors</b>	We spoke to about 6 patients in the course of our visit. All were complimentary about the staff, the care and the food. The staff were described by one patient as "wonderful" and another as "absolutely fantastic". Most of those patients we spoke to were not from the Aldeburgh area. For example we spoke with patients from Stowmarket and Hadleigh. The rather remote location of the hospital can be a disadvantage in this respect for family and other visitors. The hospital works with other organisations e.g. Headway and volunteers were present during our visit and various day centre activities were observed. The remote location can also present transport problems when patients have to visit Ipswich for follow up appointments etc. This can result in long waits for return journeys. The hospital does its best to mitigate this by e.g. providing travel packs with lunch. We did not have the opportunity to meet any visitors during our walkabout and in fact it was unclear if there were any, which may be a factor related to location as mentioned above.
<b>Feedback from staff</b>	We were shown round by Michelle Fletcher the Modern Matron in charge of the Ward. Although by default she is often the person de facto in charge of all elements of the hospital. This can include dealing with a wide range of estates and other site related issues. There are no security or portering staff and we were concerned about the vulnerability of staff. This was particularly evident at night with only 3-4 on duty and needing to secure the various entry points to the building. We also spoke with three other staff, two physiotherapists and one nurse all employed by ESNEFT. A couple of key issues emerged about staffing and expenditure. These concern physiotherapist recruitment which is proving difficult and the costs and availability of Agency staff to cover a long term nursing staff absence on maternity leave. We were concerned to note that although the need is ongoing at Aldeburgh the system requires the bank staff to report initially to Ipswich hospital. There is then a delay for travel time meaning local

	<p>staff have to stay on shift and be paid overtime. For example one nurse spoke about finishing a 12 hour shift and then having to wait till 11pm for Agency cover to arrive. There is also a further cost for a taxi from Ipswich to Aldeburgh and back each time. We have asked Tammy to pursue these matters separately with the responsible executives and will report back in more detail when this walkabout report is submitted to the Board and Council of Governors. We also felt there were opportunities for income generation through e.g. greater use of the sensory garden facilities.</p> <p>Overall we noted what we felt was a positive holistic approach to the care and welfare of the patients. Staff are doing a great job but the location makes the circumstances challenging at times.</p>
<p><b>General feel of the area</b></p>	<p>Calm, clean, tidy and welcoming to patients and visitors.</p>