

The ROYAL MARSDEN

Comments
received and
actions taken
April 2021 –
December 2021



COMMENTS RECEIVED AND ACTIONS TAKEN Q1-Q3 2021/22

Comments are collected through Viewpoint cards that are available for anyone to complete. This report details the comments received and the actions taken.

Your Comments	Trust Action
<p>On a inpatient stay in RMH Sutton I was able to complete a patient feedback form for the patient transport team - why don't we have one for Chelsea? the stacks of gifts in their tiny office is testament to how grateful we all are to them.</p>	<p>Thank you for your kind comments. We are currently looking to introduce a patient experience survey for transport at our Chelsea site.</p>
<p>On admission last night I was as always, professionally and warmly greeted and escorted with my belongings to my room. Today one of the porters (whose name I currently forget) had me laughing as she whisked me from my room - so lovely to me and my husband. Thank you as always to the ever busy but never too busy for patients Royal Marsden.</p>	<p>We are pleased to hear that you had such positive experience and thank you for your kind comments which have been forwarded to the relevant for staff.</p>
<p>I find the SMS and e-mail I receive to remind me of my appointment useful but too frequent(One a week before the appointment and then another two days before) I think one two days before is sufficient.</p>	<p>We are sorry that the text messaging is too frequent. Should you wish for us to adjust this, please contact the Outpatients department to discuss further.</p>
<p>I have been receiving treatment for over 6 years now. After care with a holistic approach - thank you</p>	<p>We are pleased to hear that you had such positive experience and thank you for your kind comments which have been forwarded to the relevant for staff.</p>
<p>Excellent compliance with Covid rules from all staff, Sanitizers and seat blocking in place. well done and keep it up, you made me feel safe today. 10/10</p>	<p>We take infections control very seriously and our staff are dedicated to ensuring the safety of all of our patients. We thank you for your feedback and have forwarded these to the relevant team.</p>
<p>Professional and friendly, promptly completed - Thank you</p>	<p>We are pleased to hear that you had such positive experience and thank you for your kind comments which have been forwarded to the relevant for staff.</p>

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<p>General Area - Black people mainly employed as cleaners. Why are there no black Doctors / Consultants / Nurses. They do exist but are seldom employed by the NHS</p>	<p>The Trust recognises the importance of ensuring that the diversity of our workforce broadly reflects the profile of the patient population and the communities we serve. Applications from all groups are welcomed and encouraged and we have seen a steady increase in the ethnic profile of our workforce across a range of roles. We will continue to apply inclusive recruitment and selection practices to ensure that we attract and appoint the best diverse candidates.</p>
<p>I would like to praise Kennaway , the attention to detail , kindness and thoroughness of staff, very professional.</p>	<p>We are pleased to hear that you had such positive experience and thank you for your kind comments which have been forwarded to the relevant for staff.</p>
<p>Can the air conditioning be turned down in reception, I came to collect my dad and it was like I was in a freezer.</p>	<p>We are sorry for your poor experience. The Endoscopy Suite does not have an internal temperature control, and this is centrally controlled by the Estates team. We have reminded the nursing staff to escalate their concerns if the adjustment in temperature is delayed. In the meantime, the nurses will rearrange the chairs away from the ventilation panel where the air conditioning blows directly on to them.</p>
<p>Its very cold in reception. sitting shivering. I know its warm out but its freezing.</p>	<p>We are sorry for your poor experience. The Endoscopy Suite does not have an internal temperature control, and this is centrally controlled by the Estates team. We have reminded the nursing staff to escalate their concerns if the adjustment in temperature is delayed. In the meantime, the nurses will rearrange the chairs away from the ventilation panel where the air conditioning blows directly on to them.</p>
<p>The air con is very high. It is too cold. needed to stand outside in the corridor as much warmer.</p>	<p>We are sorry for your poor experience. The Endoscopy Suite does not have an internal temperature control, and this is centrally controlled by the Estates team. We have reminded the nursing staff to escalate their concerns if the adjustment in temperature is delayed. In the meantime, the nurses will rearrange the chairs away from the ventilation panel where the air conditioning blows directly on to them.</p>

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<p>Have been sitting in reception for 1 hour and think the air conditioning is very cold</p>	<p>We are sorry for your poor experience. The Endoscopy Suite does not have an internal temperature control, and this is centrally controlled by the Estates team. We have reminded the nursing staff to escalate their concerns if the adjustment in temperature is delayed. In the meantime, the nurses will rearrange the chairs away from the ventilation panel where the air conditioning blows directly on to them.</p>
<p>What wonderful, helpful and efficient staff. Always ready to help & go out of their way with cheerful smiles.</p>	<p>We are pleased to hear that you had such positive experience and thank you for your kind comments which have been forwarded to the relevant for staff.</p>
<p>A brilliant team today, made my MRI experience so comfortable - Thank you.</p>	<p>We are pleased to hear that you had such positive experience and thank you for your kind comments which have been forwarded to the relevant for staff.</p>
<p>Building access - Please provide remote ability for reception to unlock door in main building on the route to maggies centre. At present patients have to wait until a person with access can come through and that can take a long time.</p>	<p>We are sorry for your poor experience. With impending changes to access to the building and social distancing/visitor control being relaxed, we expect this issue to be resolved.</p>
<p>Excellent , very kind and caring.</p>	<p>We are pleased to hear that you had such positive experience and thank you for your kind comments which have been forwarded to the relevant team.</p>
<p>Excellent treatment at my appointment. Very professionally handled.</p>	<p>We are pleased to hear that you had such positive experience and thank you for your kind comments which have been forwarded to the relevant for team.</p>
<p>What wonderful, helpful staff. Always ready to help and go out if their way - care delivered with a cheerful smile.</p>	<p>We are pleased to hear that you had such positive experience and thank you for your kind comments which have been forwarded to the relevant for team.</p>

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<p>Large sign required so patients know where to go</p>	<p>We do regularly review and update our signage. Please contact our Patient Advice & Liaison Service to provide more details and we would be happy to look into this for you.</p>
<p>Staff are polite, kind and explain clearly. There was no anxiety at all.</p>	<p>We are pleased to hear that you had such positive experience and thank you for your kind comments which have been forwarded to the relevant team.</p>
<p>The Wi-Fi is horrendous and not only is the wifi bad the hospital should provide a private password. I am never able to access wifi when I come into the hospital, it is unacceptable to be in central London without wifi.</p>	<p>We are sorry for your poor experience. We have recently completed the replacement of our wired and wireless networks across both Sutton and Chelsea with new, fast bandwidth. We are now conducting a further site survey to ensure that we identify any 'hot spots' or issues.</p>
<p>What can I say! to battle cancer is tough, physically and mentally. The Royal Marsden has been amazing. They have a complimentary department. The reflexology and massage are helping me heal faster, Thank you</p>	<p>We are pleased to hear that you had such positive experience and thank you for your kind comments which have been forwarded to the relevant team.</p>
<p>Fantastic staff in this department/area. Treatment given with compassion, which makes patient feel comfortable. Hospital spotless, cannot praise RM enough. Thank you.</p>	<p>We are pleased to hear that you had such positive experience and thank you for your kind comments which have been forwarded to the relevant team.</p>
<p>The TV should be silent (with subtitles) as on the outpatients area. Having to hear the inane daytime TV destroys what needs to be a calm area.</p>	<p>We do have mixed requests around the use of the TV, with some patients preferring to hear the tv and others not. Unfortunately, staff are not always able to monitor, however if you speak to the reception staff they will be happy to look into this request.</p>
<p>Wi-Fi connection makes it difficult to work while waiting for bloods or appointment . Perhaps you could get some simple plug in Wifi boosters to improve the signal?</p>	<p>We are sorry for your poor experience. We have recently completed the replacement of our wired and wireless networks across both Sutton and Chelsea with new, fast bandwidth. We are now conducting a further site survey to ensure that we identify any 'hot spots' or issues.</p>
<p>Would it be possible to have plant based milk available for people with dairy intolerance</p>	<p>We have soya and oat plant based milks available which can be requested via the ward host.</p>

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<p>Outstanding empathy from all staff. Very proud of The Royal Marsden hospital staff at this extremely difficult time.</p>	<p>We are pleased to hear that you had such positive experience and thank you for your kind comments which have been forwarded to the relevant for staff.</p>
<p>Would be great if the Marsden had support group swaps for people with cancer illnesses. Support is vital but you do not connect people together here.</p>	<p>PALS review each individual case depending on tumour type, location and required style of support, and identify what support is available. The Maggie's Centre in Sutton also offers support.</p>
<p>Excellent care, exemplary professionalism & endless kindness. Thank you all so very much.</p>	<p>We are pleased to hear that you had such positive experience and thank you for your kind comments which have been forwarded to the relevant for staff.</p>
<p>Exceptional - Everyone has been amazing. I have had 14 treatments and everyone has gone so well. I will actually miss coming in. The Marsden is fantastic. Thank you.</p>	<p>We are pleased to hear that you had such positive experience and thank you for your kind comments which have been forwarded to the relevant for staff.</p>
<p>Patient in seat in waiting room talking loudly without a mask but holding in hand. No enforcement of mask wearing.</p>	<p>Thank you for raising your concerns. We do offer clean fresh masks on arrival to the hospital for the duration of the visit as per national universal mask wearing guidance. Where seen, our staff will query non mask wearing and we will continue to encourage mask wearing in the hospital.</p>
<p>Could we possibly have some music or TV to watch as the time in here is usually 3/4 hours. it would help to pass the time. Thank you.</p>	<p>Thank you for raising your concerns. Please be reassured that we are currently exploring options to address this issue and we hope to have some potential solutions in the future.</p>
<p>Ava was lovely, really friendly and helpful putting people at ease. explained everything clearly.</p>	<p>We are pleased to hear that you had such positive experience and thank you for your kind comments which have been forwarded to the relevant for staff.</p>
<p>Every year I come for a mammogram and the service is outstanding. Please thank them for me. They are wonderful.</p>	<p>We are pleased to hear that you had such positive experience and thank you for your kind comments which have been forwarded to the relevant for staff.</p>

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<p>Thank you all for the wonderful treatment over the past few months. Very pleased to have been treated by you all. Exemplary</p>	<p>We are pleased to hear that you had such positive experience and thank you for your kind comments which have been forwarded to the relevant for staff.</p>
<p>First class nursing care. Bathroom unusable due to being freezing. Takes away from patients recovery. Requires full wet room.</p>	<p>Thank you for raising your concerns. We hope you will be pleased to note that both of the main bathrooms on Burdett Coutts ward are going to be refurbished in the next few months.</p>

