

Walkabout Review Sheet

Name	Eddie Bloomfield NED Joanna Kirchner Public Governor for Colchester David Miller Public Governor for Rest of Suffolk Governor Luke Mussett Engagement Officer
Date	13 May 2019
Visited	Neuro-Rehab Unit
General appearance of the area	The Unit occupies an office and an adjoining gym area. There are 14 staff but only nine PCs/ Desk spaces in the office. The office is quite cramped as it also holds several filing cabinets with paper records. The gym was a good working space, which was clean and tidy although we noticed that a piece of equipment (ceiling track hoist) were marked as Not Working. We were also shown a storage cupboard where some badly needed shelving had been held up because of budgetary constraints. The Unit sees about 90 patients per week at the hospital. They also support around 1500 long term patients in the Community. Clinics are conducted at Clacton and Harwich. The team also carry out home visits. These are particularly useful as it can be seen how the patients are coping in their home environment. Patient's conditions typically include MND, Parkinson's disease, multiple sclerosis, Huntingtons disease, traumatic brain injury and other neurological conditions.
Feedback from Patients/ Visitors	We were invited at lunchtime to allow us to meet the rehab team so unfortunately we didn't see any patients.
Feedback from staff	We met with Anne Glynn the clinical lead and around half of her team of 14. The team includes physiotherapists, OTs , Psychologists, rehab assistants and a traumatic brain injury nurse specialist. Morale and job satisfaction was clearly high. The team place an emphasis on treating patients in a holistic way which can involve them in issues such as benefits, safeguarding and end of life care. Parking is a real issue for both the team and patients. The latter often refuse appointments at the hospital in favour of waiting longer for a home or community visit. This is because their conditions make the struggle to find a parking space very stressful. Staff have been allocated four spaces but can often find these occupied if they leave during the day for a home visit. The team reported feeling a bit forgotten in terms of the wider Trust. In addition bids for educational funding submitted six months ago have not had a response. No senior leaders have been seen by the team for a considerable time. The team would like the opportunity to work with neurology services to develop specialist multi -disciplinary clinics and improve patient pathways and care. They have been informed that a recent business case for an additional neurologist has been rejected leaving just 2.5 in post.
General feel of the area	A dedicated team with high morale but feeling a bit neglected by the Trust. Some special arrangements for car parking would be a real boost. We noticed that Ipswich Hospital does not have a similar team. However, it employs more neurologists so presumably has a different working model for these patients.
Any additional information	None.
Feedback to the Report	Feedback from Anne Glynn:

	<p>The team were really pleased that you all visited and that you were interested and pleased with what we do. If you ever want to return and chat to patients, you would be welcome any time.</p>
--	--

	<p>I have chased the work for the cupboard and ceiling track hoist.</p>
--	---