

Walkabout Review Sheet

Name	Eddie Bloomfield NED Jenny Rivett Public Governor for Ipswich Louise Palmer Staff Governor for Ipswich Luke Mussett Engagement Officer
Date	20 May 2019
Visited	Woodbridge Ward (Ipswich Hospital)
General appearance of the area	Clean and tidy with patient documentation stored away safely and tidily. Woodbridge is a 27 Bed ward that cares for mainly elderly patients. It is Dementia friendly. There was a feeling of a light and airy area with walls painted in colours consistent with the Dementia friendly environment. Although busy it felt a good space to work in.
Feedback from Patients/Visitors	We received very positive feedback from patients. The treatment plan was well explained and overall patients were happy with their care. One family member had gone through an end of life situation with her husband and this had been sensitively managed although it was clear that staff were busy. Noisy patients and the hospital food were commented less positively upon.
Feedback from staff	We met Nicola Frost the ward sister, Tracey the ward clerk and several members of staff. We noted that there is a heavy workload with patients that could be very demanding and occasionally violent. It was regularly necessary to ask for 121 nursing support for some patients. This heavy workload has an impact on morale which can be low at times. The current staffing is 4 RN and 4 HCA by day and 3 RN and 2 HCA by night. A staffing review has been carried out and an uplift is expected this summer. It was mentioned that more visible support from more senior management would be welcomed. Nicola mentioned the bureaucracy involved with obtaining support from the Hospital Charitable funds. She also mentioned that morale had been affected by the merger with a perception that Ipswich had been taken over by Colchester.
General feel of the area	We saw a lot of purposeful activity. This is clearly a demanding ward but staff knew their roles and we felt it was very much an example of Time Matters in action.
Any additional information	