

# Improving visiting times for patients & their families on Rendcomb Ward

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## AIM

To identify and understand patients, visitors and staff views and preferences of ward visiting times on Rendcomb Ward over a three month period. Our aim was to gain evidence about current visiting times from patients, visitors & staff . Reviewing feedback from PALS & the Patient Survey following the trial period would determine if we had been successful in our aims.

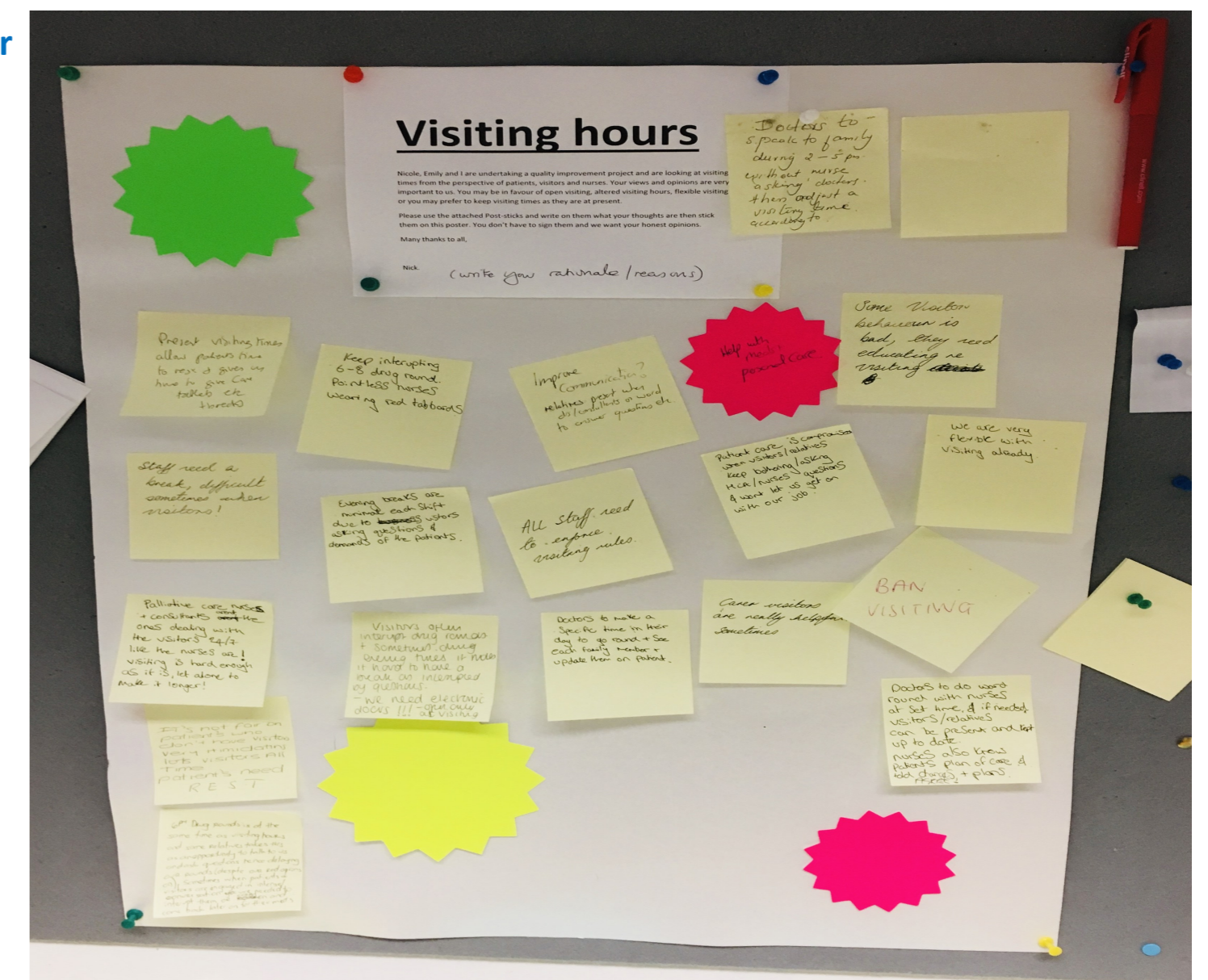
## BACKGROUND

It is widely recognised that support from family and friends is an important part of any patient’s recovery, and extending visiting times will allow more flexibility for friends and relatives to visit at a time that suits them, and provides those relatives and carers who wish to play an active role in their loved one’s care more opportunity to do this. The need for this initiated from feedback from PALS & other sources that we were not always flexible enough. Another reason was often animosity and dissatisfaction between staff and visitors occurred when visitors were asked to leave in the gap between visiting.

## METHODS

The study used qualitative questionnaires for patient and visitors and a staff comment poster, allowing staff to comment anonymously with their thoughts and feelings on extending visiting times, this would help to engage staff with the project . Further questionnaires were sent out following the three month trial of extended times to assess participants feedback. From the data that we received we decided collectively to trial 15.00 - 20.00, this enabled a valued rest period for patients and also removed the gap in between visiting times ensuring more flexibility for visitors. Questions were specifically designed to gain feedback relating to carers, including if patient and visitors were aware of the “carers passport”.

staff feedback poster

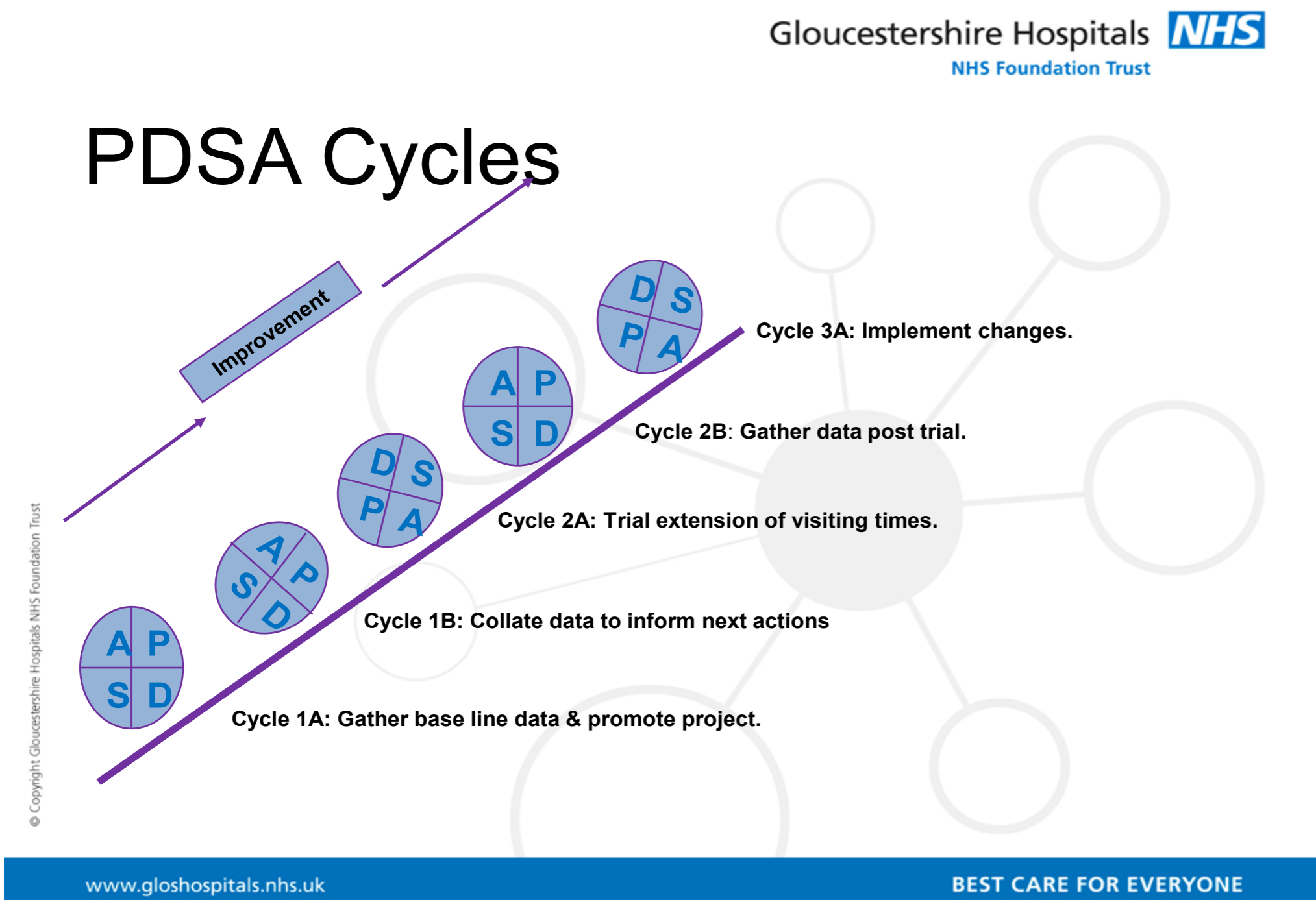


satisfaction score results

How satisfied are you with the times friends and family are able to visit you on Rendcomb?



## PDSA Cycles



## RECOMMENDATIONS AND IMPLEMENTATIONS

- we amended the visiting times on the recommendations outlined.
- we widely published the ‘carers passport’ and promoted its use. Backed up by our palliative care keyworkers who are currently working in an Improvement programme to improve EOL care.
- we purchased more visiting chairs in response to feedback.
- we now have use of two overnight stay rooms for relatives (Hereford Suite) enabling families to be on site.
- our ward balcony has recently been transformed by staff into a lovely calm space where patients & visitors can sit and relax.

patient comments

