# The patient and carer perspective: in our newly networked world

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#### TODAY'S KIDS CAN NAVIGATE SMARTPHONES, YET DON'T KNOW HOW TO TIE SHOELACES

By Naresh Kumar on January 25, 2011





# Hospital food bingo: patient posts photos of food asking people to guess the dish

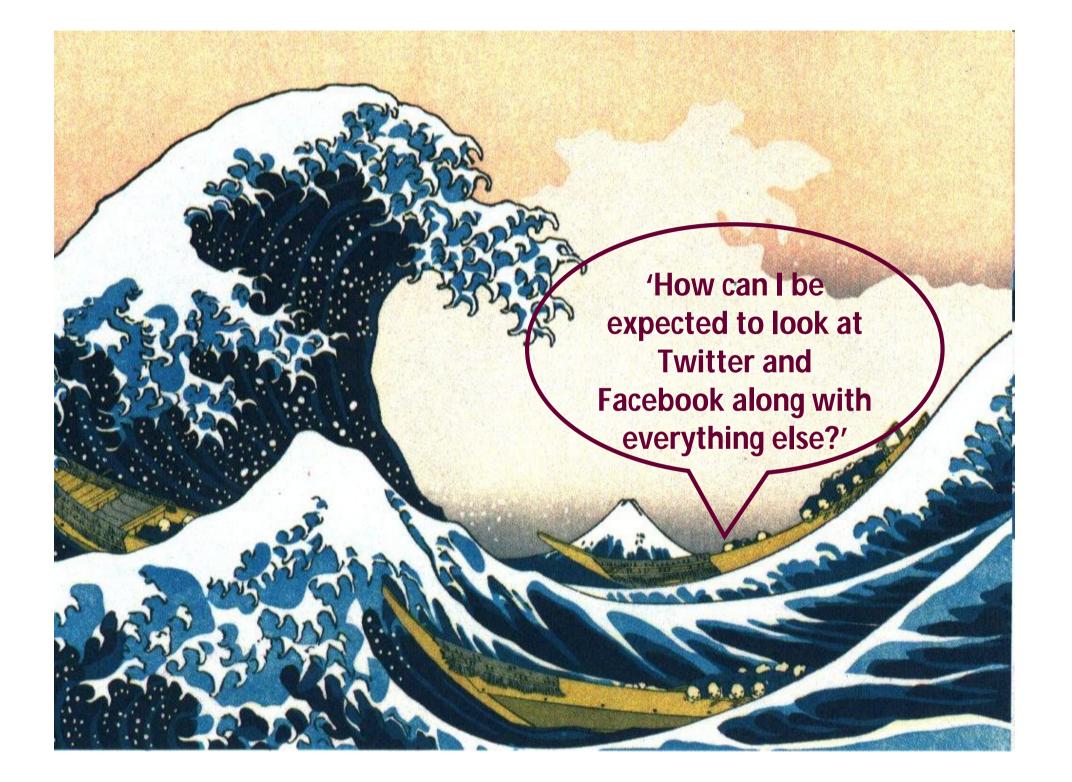
A hospital patient has become so disgusted with the quality of food on his ward he has taken photographs of the meals and posted them on the internet inviting people to guess the dish.

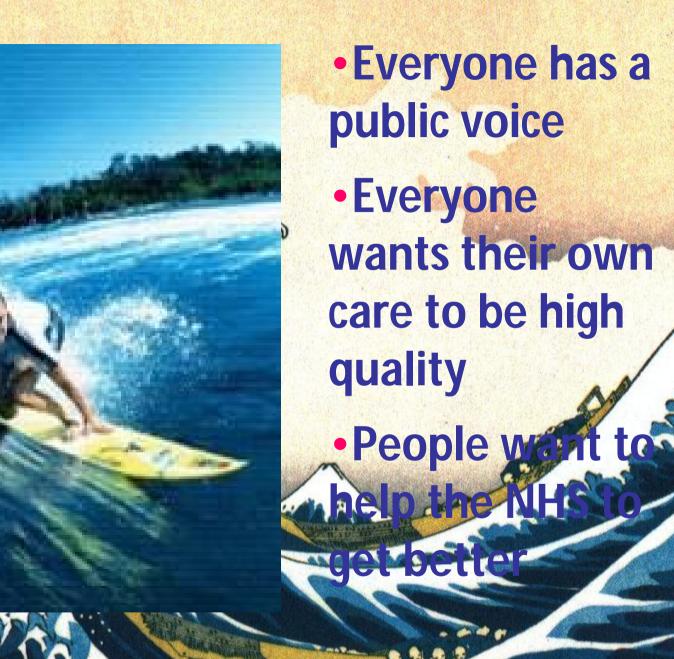


Photos of food taken by patient who became disgusted with the quality of his meals Photo: SWNS

# The web gives everyone a voice

in the NHS But is anyone listening?







## **Cure the NHS**

campaigning for better NHS care

#### Welcome

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Latest: Article from bmj

Our group was created by people who have lost relatives or were victims of poor care and support within mid Staffordshire Foundation trust Hospitals at Stafford and Cannock. Poor management and lack of suitably trained and dedicated staff are to blame and we are committed to change the management and ethos of the trust so we may all feel safe and secure if admitted to the Hospitals.

#### **Our Aims**

- Improve the services and care within the Mid Staffs Foundation trust.
- Provide support and advice to other victims.



### "Toilet seat trouble"

What needs improvement are the toilet seats...

They are only made for women, men cannot sit and use them as men's genitals will not sit inside the opening....

With a knee/hip replacement operation it becomes like mission impossible.

I spoke to 8 other men who agreed.

What the NHS (often) seems to think patients and carers want

#### Response from NHS Calderdale on 03/11/2011 at 11:48

Posted on behalf of Calderdale & Huddersfield NHS Foundation Trust

Thank you for providing feedback on your experience of using our services and we are sorry that you have concerns regarding the care provided to your mother. Our Patient Advice Team would be happy to take these concerns forward for you and can be contacted as follows:

Tel: 0800 013 0018 - Mon - Fri 9 am - 5 pm

patientadviceandcomplaintsservice@cht.nhs.uk

Many thanks

# What patients and carers are (often) actually trying to do

Update posted by <u>upset calderdale</u> (a relative) on 04/11/2011 at 17:38

Thanks for inviting us to contact you Jill.

My sister and I have no wish to file a complaint. We simply want to highlight the possibility of things going wrong in the way they did for our mother with the CT scan and cyclizine, in the hope that suitable steps might be taken to reduce the likelihood of such things happening to others.

If you believe that a formal complaint will help bring about changes, we'd consider that step But that's not our intent, and we hope that this posting will be enough to trigger some reflection.

# Feedback **≠** Complaint

# Choose and Book annoyances

#### CHANGE MADE



This story resulted in a change

About: NHS Devon / Devon Access and Referral Team (DART)

Posted by <u>Bodger</u> (as the patient), 12 months ago

Response from <u>Susan Pearce</u>, Project Support Manager, NHS Devon on 18/05/2010 14:16:01

#### Update posted by <u>Bodger</u>

Thanks for interesting response if you can implement the changes that

you have identified I for one wo have had same problem with no choose and book through a nor North Devon District Hospital?

This appointment will be with the problems, my experience of the excellelent.

**Regards Bodger** 

e	if you can implement the changes that	a se al
0	Response from <u>Susan Pearce</u> , Project Support Manager, NHS Devon on 18/06/2010 13:29:20	and
r		more
	Hello again Bodger,	ay
:ł e	I realise that it's too late for you but I just wanted to let you know that we are now offering 01 numbers for patients to call as well as the 0845 numbers so patients can choose whichever suits them best.	om. e using, r free hoose
	So, thanks again for your feedback; it helped to make things better for other patients.	
	Kind regards,	
	Susan	

		test changes		
Story	<ul> <li>Progress</li> </ul>	C.		
"No contact from Access Referral Te	Devon	A RESPONSE Response 3 da ago	ays	
hospital appointr				
About: NHS Devon /	_∕µ_ Act	tivity		
"Confused about and book"	225	stories told		
About: NHS Devon /	225	stones tota		
Exeter Hospital (Woni	22	staff listeni	ng at this primary	
"DART referral to				
Medical"		care trust		
About: NHS Devon /	14	stories hav	e led to changes	



positive

#### Nottinghamshire Healthcare NHS Trust

Positive about integrated healthcare

About us Our services	Information Get involved Working for us Contact us Enter keywords				
Home	You are here: Home » Get involved				
About us	and the second				
Our services	Get involved				
Information	Nottinghamshire Healthcare is committed to involving people in all aspects of its work.				
Get involved	There are many ways for people to get involved including becoming a member, attending events or volunteering for the Trust. The Trust also has an Involvement Team and two Involvement Centres across the county. This section of the website provides a range of information about the many ways to get involved.				
Involvement Team					
Become a Member					
Become a Governor Member					
The Members' Council	The Trust has recently signed up to the Patient Opinion web site that allows people to comment on our services				
Volunteering					
Personal Stories	Recent stories about Nottinghamshire				
Information and Events	Healthcare NHS Trust				
Public Consultations					
LINks	" the woodlands, nottinghamshire healthcare nhs trust "				
Patient advice and liaison service (PALS)	less than an hour ago D.M on Nottinghamshire Healthcare NHS Trust /				
Directorate Involvement Plans	Addiction services				
Directorate Involvement Reports	" the woodlands, nottinghamshire healthcare nhs trust "				
Working for us					
Contact us	less than an hour ago D.M on Nottinghamshire Healthcare NHS Trust /				
Invest to Lead 4	Addiction services				
	" John Storer Clinic, Nottinghamshire Healthcare NHS Trust "				



London Health 11: Transition into the new world

And let patients and carers help you get there

