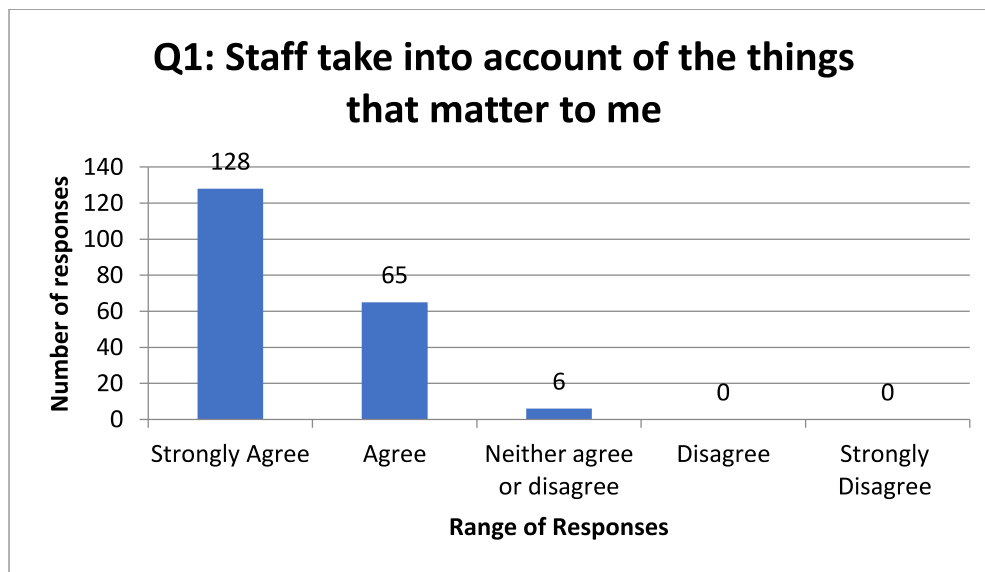
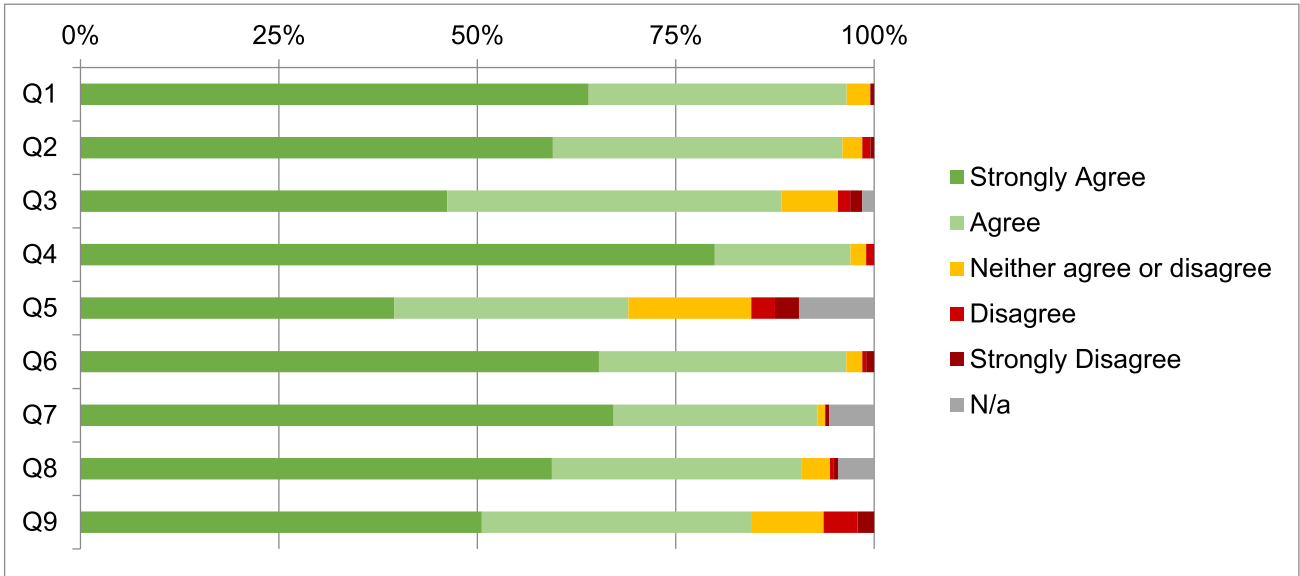


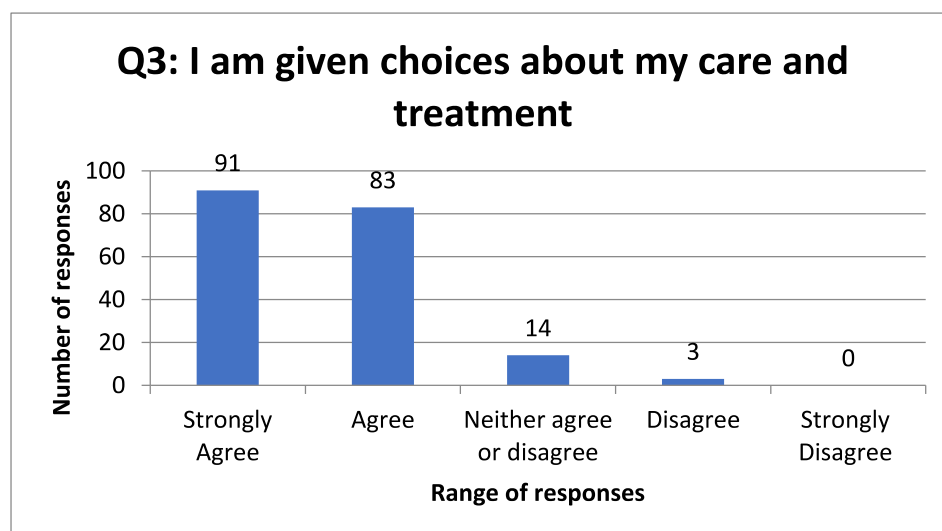
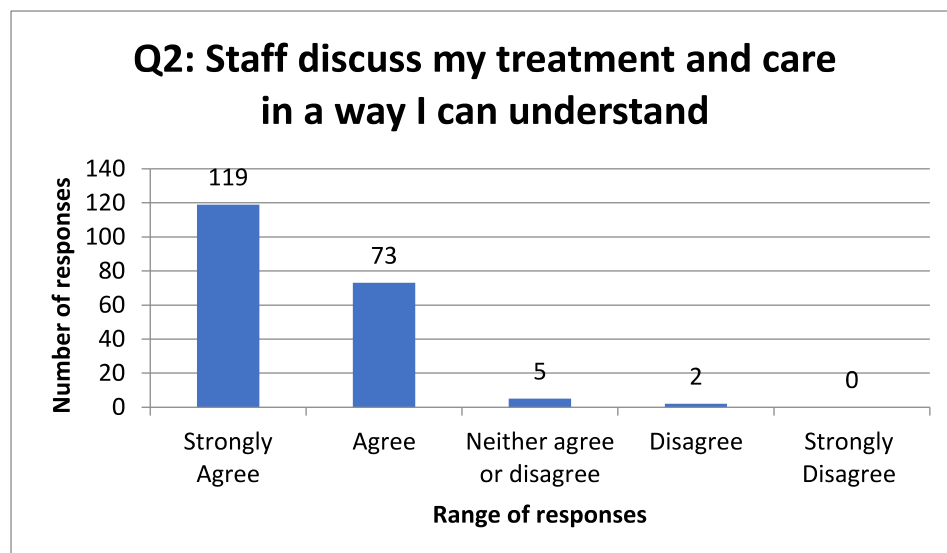
MTC Patient Experience Survey Report from October 2018 to March 2021

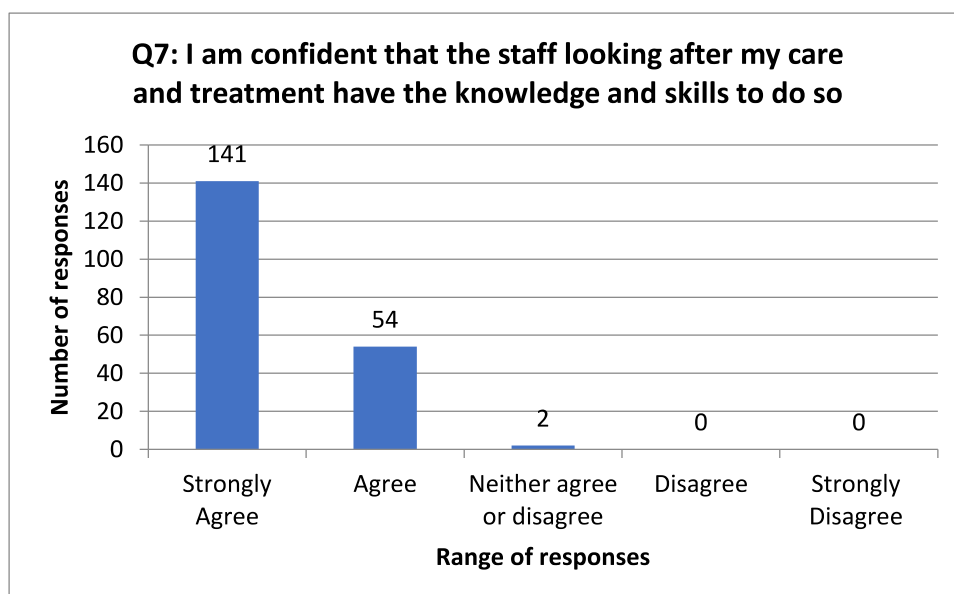
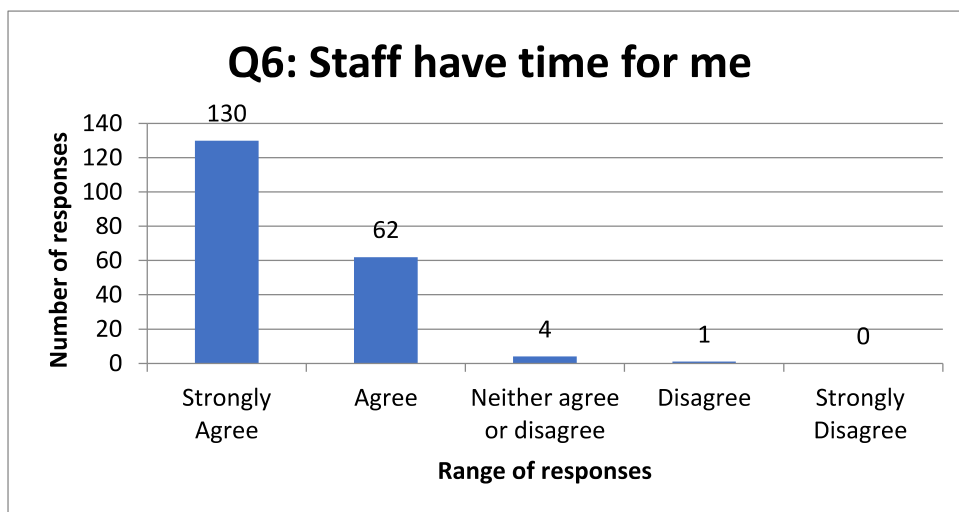
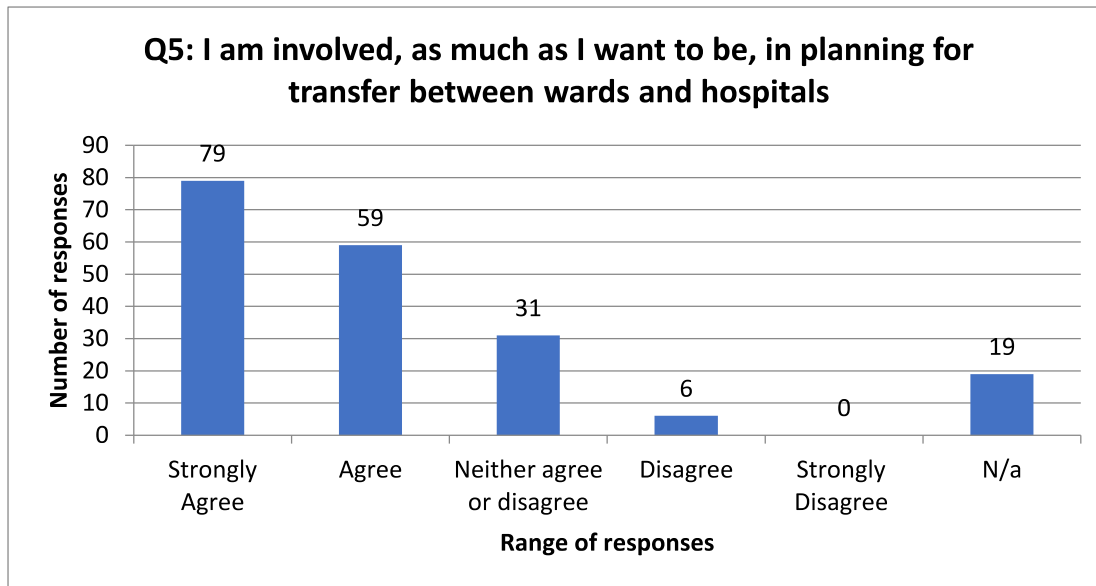
In total 199 questionnaires were filled out in this time frame; 153 (76.9%) were patients, 40 (20.1%) were carers/family members and 6 (3%) did not specify.

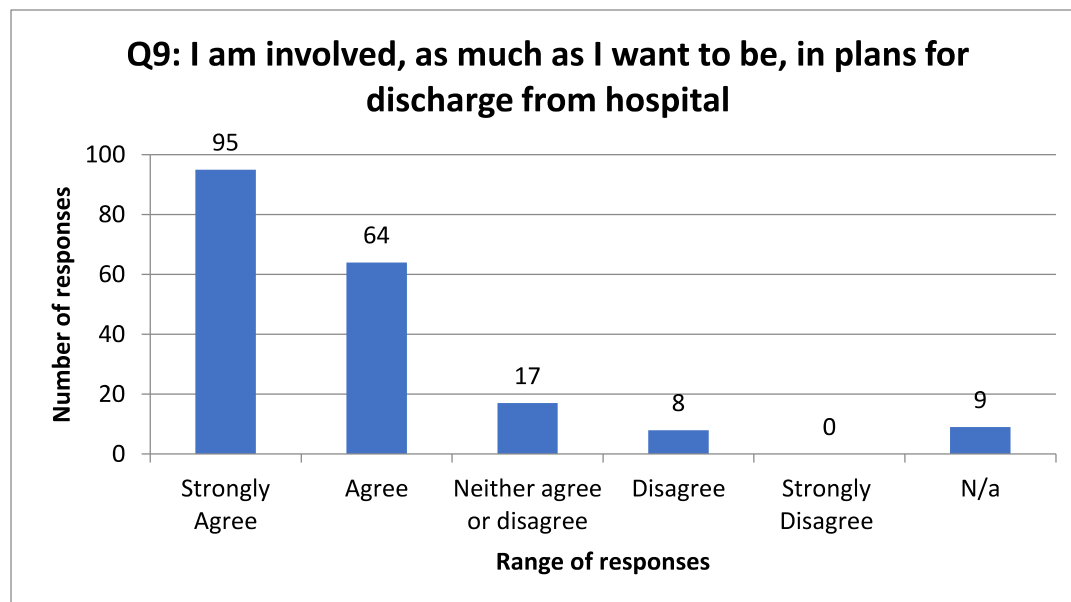
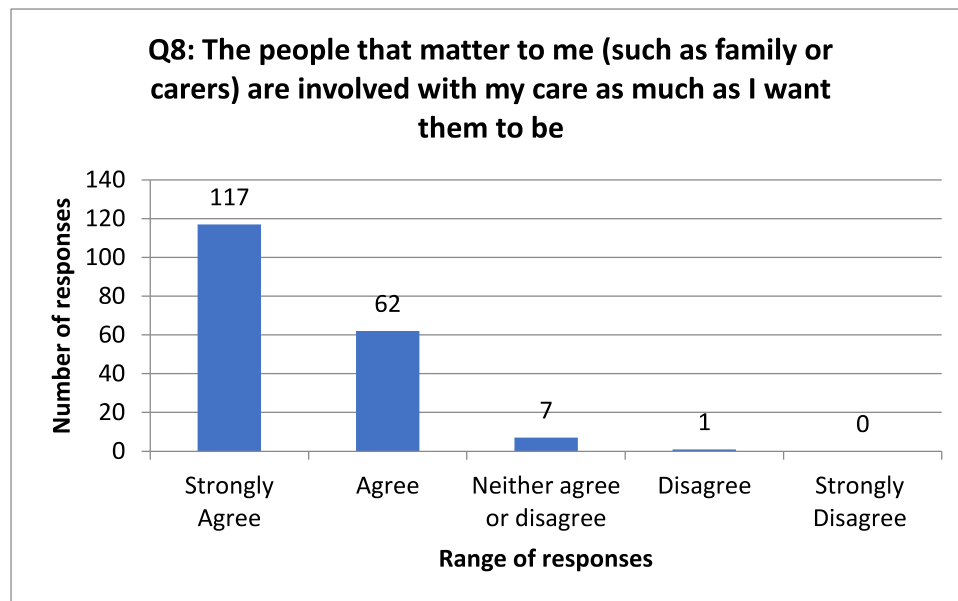
Questions 1 to 9:

Figure 1 indicates the proportion of different levels of agreement for questions 1 to 9.







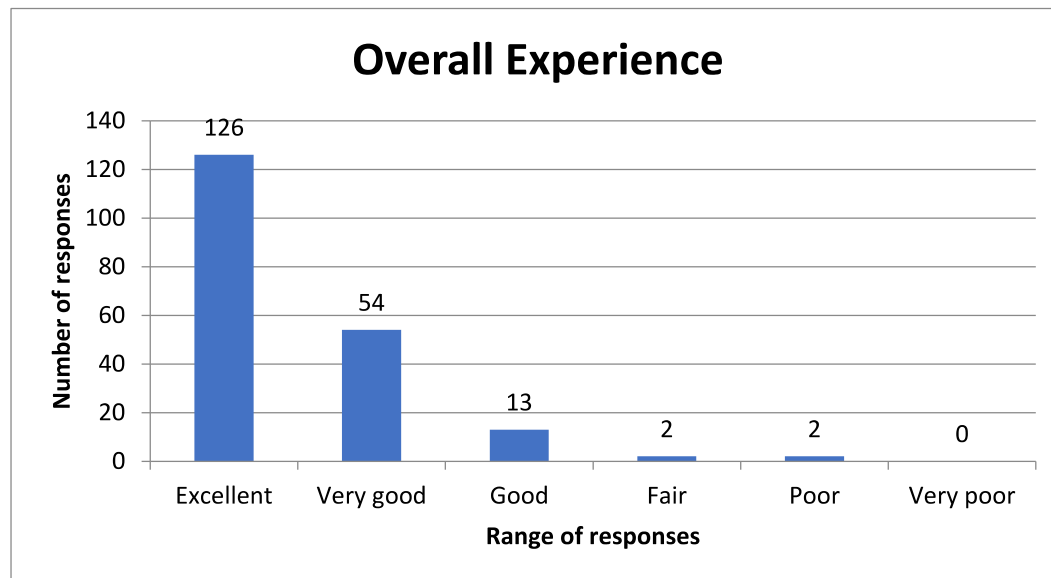


October 2018 – March 2021

Data extracted from the Major Trauma Journey Questionnaire - Acute

Question 10: Overall Experience

Patients (or carers/family members) were asked to rate the overall experience of the MTC.



Questions 11 to 13: Qualitative Responses

Question 11 asks: “What was particularly good about your care?” The majority of these responses were positive and spoke highly of staff. A large proportion mentioned the kind, attentive nature of staff:

“Attentiveness of nursing staff; doctors nurses and auxiliary staff show compassion, empathy and a caring attitude”

Other responses also reflected on the knowledge and skills shown by staff, for example:

“Staff were excellent and gave attention every request. Skill and care of Major Trauma Unit made the right calls when I was in around first week”

Another common theme was the communication and information sharing that took place between staff and patients/families:

“The level of consultation and sharing of information was very good. Discussed every stage of recovery. Nurses and all the staff were excellent.”

Question 12 asks patients: “What could we do better?” Again many of these responses reflected patients’ positive experiences, but some offered feedback. A few responses indications that in some situations communication of clinical information could be improved and the sometimes information given by different disciplines was inconsistent:

“I would like to be shown on a picture or model exactly what's happened as I don't know what bone is which in the body”

“In terms of major trauma team - sometimes the info we received was different from doctors and nurses to yourselves. Dave is miles ahead from where we expected so it is better to have everyone on the same page.”

October 2018 – March 2021

Data extracted from the Major Trauma Journey Questionnaire - Acute

“Perhaps better notice of discharge.”

Some patients offered more practical suggestions:

“Small personal kit i.e. Hairbrush/comb, available should one be admitted with nothing”

“Look at TV charges - really expensive. WIFI would be a massive help”

“Integrated IT system - lights, curtains, doors ... can't reach cabinet or items from table, putting on lights. Location of plugs to charge phone. Rooms could be more ergonomically friendly. 1 unit that operates all facilities.”

A few responses noted the workload of staff:

“The nurses could not do anymore to assist patients. However they are understaffed and stretched to the limit.”

Lastly, **Question 13** asked: “Please use this space to tell us anything you’d like us to know.” A few responses spoke in favour of the Major Trauma Pathway:

“I was admitted after a car accident into the trauma ward where I learned the Trauma Team that treated me were made up of all the different dept's i.e. surgical, physio, OT, etc. I received the best care ever. What a great idea. Keep up the good work.”

Others said they felt their beliefs were met and some stressed the importance of providing a consistent level of care to all patients regardless of their situation:

“Consideration was given to my beliefs and comfort from student nurse to consultant.”

“I feel the care given should be the same whatever the circumstances of what led the patient to be in hospital.”

Lastly, some patients commented on the positive impact that staff have had on their care, particularly during COVID:

“The staff have been wonderful, and I believe their positivity has aided my recovery.”

“I have spent a little time in and out of hospital and I can honestly say that being alone with no visitors, due to covid, the staff made up for it by just being there.”