



August 21st, 2014

Patients' positive health report

Standards at South Tyneside NHS Foundation Trust's hospitals in relation to patients' privacy and dignity, cleanliness, food and general building maintenance are top notch, according to patients themselves.

Patient-led Assessments of the Care Environment (PLACE) take place every year in NHS hospitals and hospices, with local people going in as part of teams to inspect. This year's inspections, held between March and May, covered South Tyneside NHS Foundation Trust wards, outpatients and emergency departments at South Tyneside District Hospital, South Shields; Primrose Hill Hospital, Jarrow, and St Benedict's Hospice, Sunderland.

Out of 12 areas, 10 were given the highest score of A (very confident that the environment supported good care) and the remaining two a B (confident that the environment supported good care).

Chief Executive Lorraine Lambert said: "We always aim to ensure every single one of our patients is cared for with compassion and dignity in a clean, safe environment so these results are fantastic news. Recurring themes in the assessors' comments were the friendliness of the atmosphere and the high quality of the environment and our staff in all departments can justifiably feel very proud.

"These assessments are particularly important because they give patients and the public a voice and influence in the way their local health and care services are run. Through them, we get unbiased, objective views and a clear message about what we can do to improve even further. As well as much positive feedback this year, the assessors were able to identify some areas where they felt improvements could be made in the care environment and we are already working to address these."

ends

Pictured above: The photograph shows staff from all departments helped earn South Tyneside NHS Foundation Trust top scores in patient-led inspections

Issued on behalf of South Tyneside NHS Foundation Trust by Kay Jordan

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