

August 27th, 2015

Patients' positive verdict on Trust care

Inspections in which patients played a big part have shown that South Tyneside NHS Foundation Trust sites support good care.

Following the annual, national Patient-led Assessment of the Care Environment (PLACE), the majority of areas at South Tyneside District Hospital and St Benedict's Hospice in Sunderland scored an A (very confident that the environment supported good care).

The inspections cover cleanliness; food; privacy, dignity and wellbeing; and condition, appearance and maintenance. For the first time this year, the PLACE also considered how well healthcare environments support the provision of care to those with dementia.

There was at least 50% patient representation on South Tyneside NHS Foundation Trust's assessment teams and the assessors commented on the efficiency, friendliness and commitment of the staff, whilst acknowledging the demands on them, particularly on busy wards.

Chief Executive Lorraine Lambert said: "Having patient representatives playing a lead role in this inspection process is very important because they give us their unbiased and objective views. Our staff do a fantastic job caring for patients in a clean, safe environment and ensuring privacy and dignity, and the results of this latest inspection reflect their efforts.

However, we can always improve and where issues have been identified by the assessors we have been working to address them."

ends

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

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