



Annex 3
Castle Buildings
Stormont Estate
Belfast
BT4 3SQ

Tel:
Email

Our Ref:

Date: 26 January 2023

Dear Dr Jack,

ELECTIVE ORTHOPAEDIC SERVICES REBUILD

I am writing to you to formally record the Department's acknowledgement of the significant and commendable progress that has been made by the Belfast Health and Social Care Trust, and specifically the teams at Musgrave Park Hospital, in rebuilding elective orthopaedic services.

Elective Orthopaedic Services were significantly depleted, indeed largely suspended during 2020-21, as a result of the significant adverse impact of the Coronavirus pandemic. This had a very damaging impact on the service and meant that already extensive waiting lists were significantly increased, with patients waiting unacceptable periods of time to be treated for painful, often chronic, conditions. As we began to emerge from the pandemic it was clear that urgent action needed to be taken to address this critical area of patient care, and that time was of the essence. In saying that I am very clear as to the extent of the challenge that faced all of those involved in ensuring effective delivery of this essential service.

I now want to acknowledge not only the restoration of orthopaedic services to pre pandemic levels, but also the innovative methods / processes that have been implemented to improve delivery of orthopaedic services. Notable achievements in this process have been:

- The restoration of the main theatres at MPH to greater than the pre pandemic position of 73 theatre lists per week, together with the utilisation of the Duke of Connaught Unit for the roll out of soft tissue hot knee lists and other day case hand surgeries;
- the implementation of the newly established Orthopaedic Theatre Nurse Specialist (OTNS) pathway;
- the Carpal Tunnel Syndrome initiative which has led to a reduction in waiting times from 3 years to three months; and

- The restoration of the 40 elective beds in Withers, which were diverted to other critical areas during COVID

I am conscious that in taking forward this work, staff were faced with significant challenges, which they were able to overcome and as a result, they met the achievements noted above which have been underpinned by cohesive and effective teamwork. I therefore want to extend my sincere thanks and congratulations to you and your teams for the achievements that you have secured, and most importantly for the improvements that have and will continue to be made to patient care.

As we move forward, it is important not to lose the momentum gained, and I am looking forward to seeing even more improvements in the months ahead.






Yours sincerely



Tomas Adell
Director of Elective Care and Cancer Policy

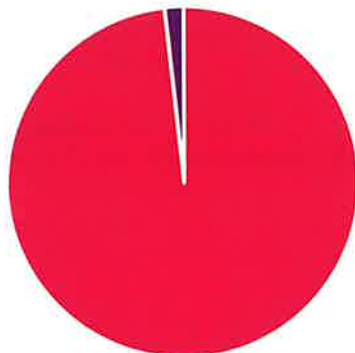
Cc: Heather Jackson
Chris Hagan
Martyn Neil
Janet Johnson
Gavan McAlinden
Peter May
CMO
CNO
Chief AHP Officer
Jim Wilkinson
Lisa McWilliams
David McCormick
David Gordon

Real Time Patient Feedback Report

 Division Trauma, Orthopaedics & Rehabilitation Services	 Month Dec-22	 No. Surveyed 57
 Ward (All)	 Date	

Domain	Domain Score
Consistency & Coordination	9.80
Respect & Dignity	10.00
Involvement	9.90
Doctors	9.89
Nurses / Midwives	9.93
Cleanliness	9.93
Pain Control	10.00
Medicine	9.90
Noise at Night	9.09
Kindness & Compassion	10.00
Recommendation	9.96
Overall Domain Score	9.84

How likely would you be to recommend the service to your friends or family if they required similar care or treatment?



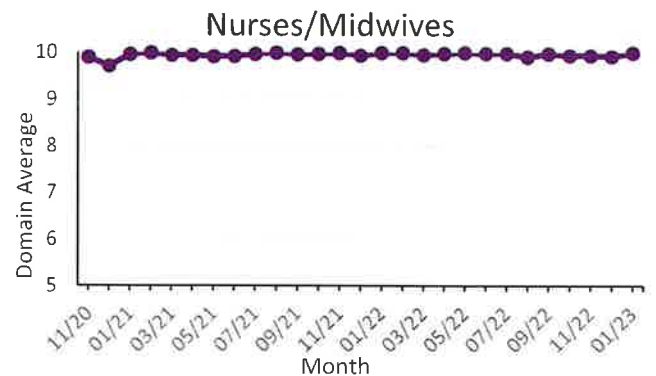
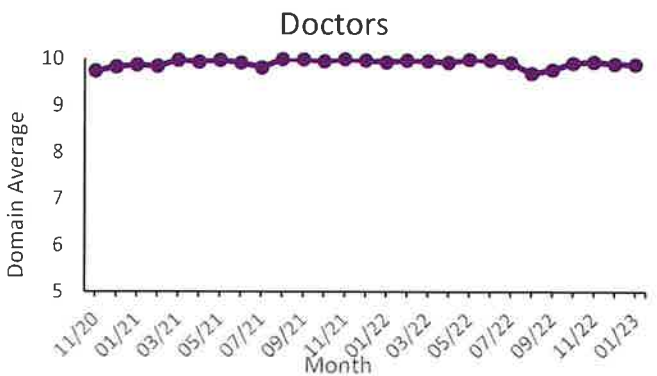
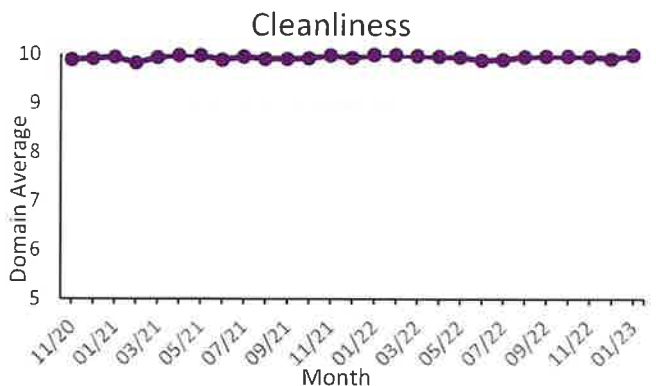
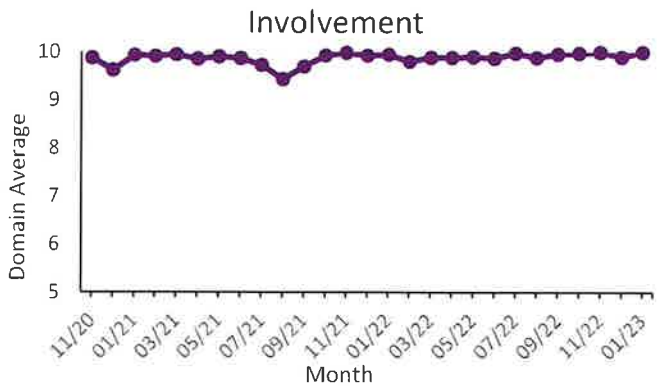
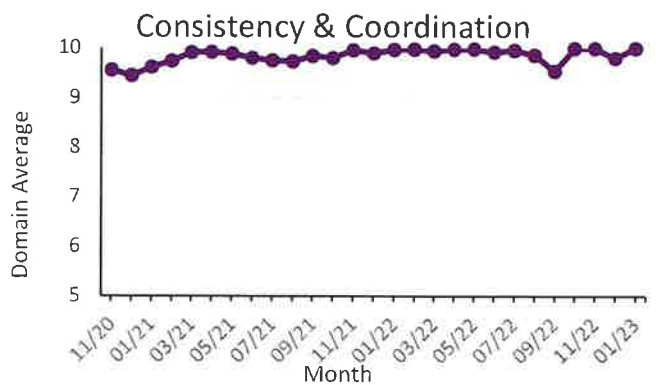
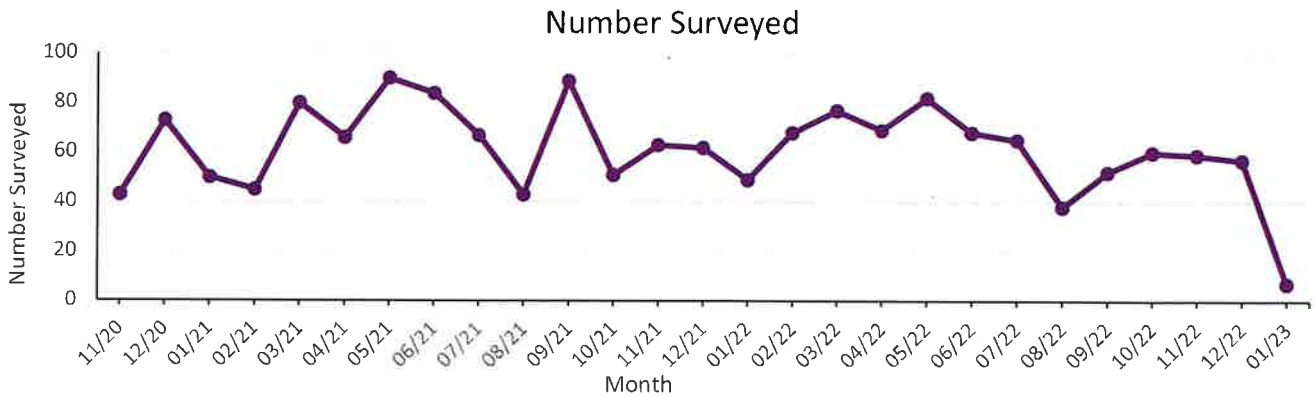
- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely

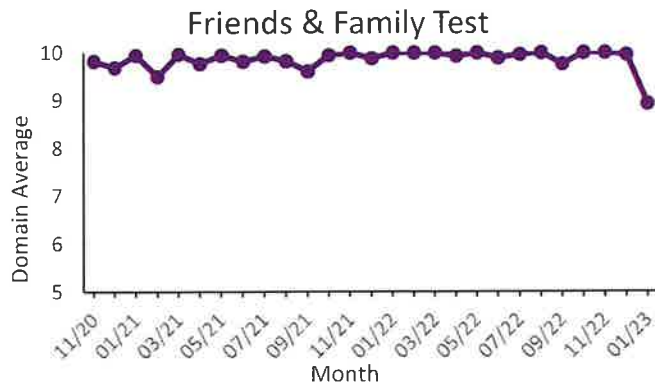
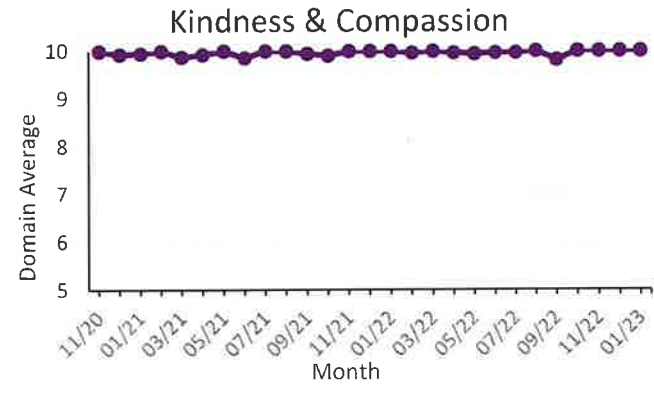
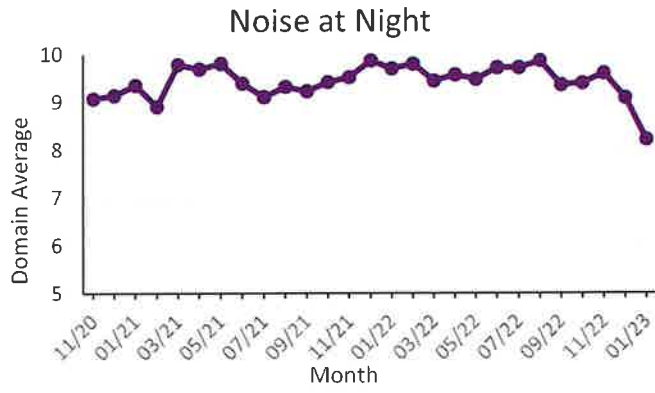
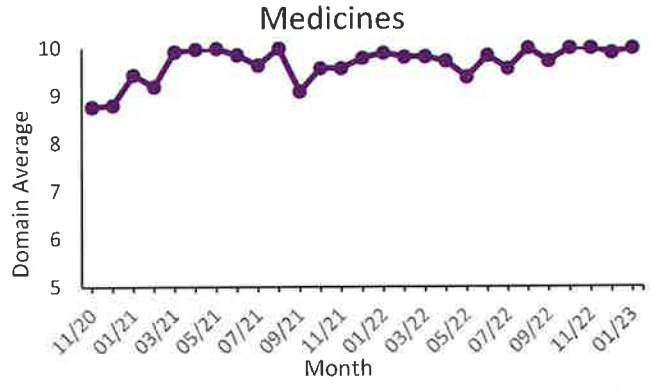
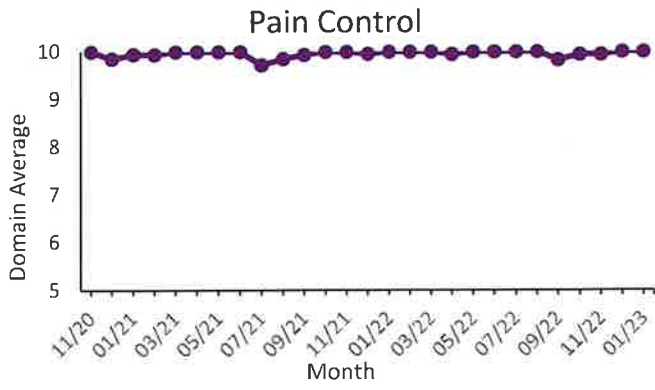
Overall Satisfaction **98%**

Patient Experience Domain Charts

****Please note: All data is based on original ward location, although ward may have relocated due to Covid-19 or may now look after mixed specialty patients

***Please note axis on charts have now changed to start at 5 so variation in the data is clearer





Comments

Patient Comments

MPH 4A

06/12/22

I have had a positive experience on every visit as I have been on this ward in the past.

I have had a nice stay on this ward overall.

I had a good experience on my time in this ward it was very clean.

I feel that I could have had some more information about my surgery. The nurses that were looking after me were amazing.

I had a very good stay on this ward and because I was in a side room I wasn't bothered with noise. The nurses were always brilliant. The room and bathroom was always clean.

Overall I had a lovely stay on the ward and the staff were brilliant. Sometimes in the bay and bathroom there was paper or packaging from plasters etc that had been dropped on the floor. I felt sometimes that I could have had more of a choice of having a stronger pain control option as the pain relief didn't always relieve my pain fully. Sometimes at night I found that patients were noisy and it kept me from sleeping.

I can't complain about my stay on this ward I have had a whizzing time and been treated kindly by all the staff. I am awaiting respite and hope to have it soon.

21/12/22

The staff on the ward are excellent and very attentive, all I do is press my buzzer and they come straight in, they are all very good at wearing their aprons and gloves and washing their hands, I would recommend thupis ward indeed they are controlling my pain so well too.

The staff and care here is brilliant and spot on, place is so clean and everything is super.

This ward is brilliant, I have had my surgery already and the nurses are brilliant at controlling my pain. I just press my buzzer and the staff come.

The staff here are great, the wee cleaner is always cleaning everything. Honestly the place is spotless. I can't complain about a single thing.

The staff here are very lovely, my surgery is over and I am going home but I would like to say Biba and Meredin are so kind and friendly and fantastic at their jobs, the same goes for Abby on night shift. All the nurses are good at keeping me updated, I always make sure to ask questions.

The staff try their best to manage my pain and they are all very kind. The place is spotless and the staff are all so kind, especially Ruairí who brings the tea.

the care is amazing. The doctors and nurses are great I couldn't say a bad word about them. This place is amazing compared to other hospitals.

MPH 4B

06/12/22

I have been very happy with every thing. The ward is very clean and the staff are always very happy. Thank you all.

—
The staff have been very nice I had a lovely girl from new York helping me this morning to mobilize. Cant thank them enough.

—
The young HCA Gillian I think her name is. Absolutely fantastic. Always so happy to help and have a chat. Has made my stay here very comfortable.

—
The staff here are super. I have no issues or complaints to highlight. I would happily return to this ward.

—
MPH 5A

08/12/22

All the nurses are very pleasant they have put me at ease.

—
The ward is lovely, and the staff are excellent.

—
The staff and the ward are excellent, and everything is really clean. The doctors and nurses are brilliant at explaining everything and breaking it all down for me.

—
As far as I am concerned MPH is the place to be.

—
Happy with the care so far and happy with the explanation of my treatment plan so far.

—
I am in from early this morning, and I haven't really spoken to any doctors and nurses so I cannot comment on how well a team they are. Everything else is completely fine.

—
The nurses are very nice. Everything has been explained to me so I feel I don't need to ask questions.

—
All Good so far. (ZoL)

—
MPH 6A

08/12/22

I have received excellent care here, I sleep well and everyone is kind.

—
This is a lovely ward, the domestics are always cleaning the place it is spotless!☑

The staff are lovely, they really go out of their way to help.☑

There is some noise at night from other patients - but I know it can't be helped.

—
Everyone is so kind. They are very busy and I am aware of that.☑

It is quiet noisy at night, but the staff deal with it well. ☑

I have started new medication, I am aware of its purpose and how to take it, but I wasn't made aware of any side effects.

—
I know that the staff here are doing their upmost best for me.☑

The staff are lovely, they are so approachable and always provide reassurance. ☑

I haven't slept well due to some noise at night, but the nurses do their best and that's all that matters.

—
I have no complaints at all. This ward is great.☑

I heard some horror stories in the media before coming in so I was a bit worried, but I have had no issues at all.

—
The care provided here is brilliant, I am so grateful.☑
There is a patient that causes some noise at night, but I know it cant be helped.

—
You would not get any better than the staff here. ☑
Nurse Armstrong is AMAZING she has been excellent with me, as well as the Student Nurse Hughes - they have both been exceptional.

—
They are under a lot of pressure here, they work so hard.☑
They are very good at washing their hands, I see them all the time. ☑
The staff here are brilliant, they chat away and keep me updated - I couldn't ask for any more.

—
22/12/22

Overall, the staff here are lovely. ☑
Occasionally, the Doctors will say one thing and the Nurses will say another. That can be quite confusing, but I know if I had any worries or fears I could address it with one of the staff.

—
I could not say a bad word about this ward, they are brilliant. ☑
I really appreciate everything they have done for me, considering how busy they are. ☑
They are very Good at keeping on top of my pain.

—
There is some noise at night, but It's out of the staff's hands it can't be helped.☑
Occasionally, I don't understand what the Doctors are saying to me, and I will have to ask another member of staff to break it down for me.

—
My time here has been great, they are so busy. I can tell how hard they work. ☑
My room is cleaned twice a day, I think the ward is immaculate. ☑
There is some noise at night but its managed well by the staff.

—
RVH 4B Fractures

02/12/22

Very happy. Staff have been lovely towards me

—
I find some of the staff give you information and others don't. But they are very busy, and I don't blame anyone for this. They do try their best. The ward is very clean and the girls cleaning it are very friendly.

—
Really happy with how everything has gone the staff are first class. Very busy ward.

—
RVH 4C

05/12/22

The Nurses and Doctors are in the ball with my pain relief.☑

☑
Briege has been with me for the past three nights and has made me so content. She is always reassuring me; I have really appreciated it.

—
I was in a lot of pain after my operation, but the Nurses and Doctors did all they could to help.☑

The ward is very quiet at night.☑

The Doctors have been exceptional. ☑

The Nurse Briege has been EXCELLENT.

—

I always see the Nurses washing their hands and changing their gloves between patients.☑

They have all been brilliant. The Nurse Jen has been very kind to me.☑

Johnny is Brilliant!☑

The Nurses are fantastic.

—
As soon as I arrived staff have gone out of their way to ensure I wasn't in any pain.☑

The staff here are outstanding, they deserve all the positive recognition they can get.

—
16/12/22

I have been well looked after on this ward by the staff. Everything has been 110 percent. The cleaner is very good and very efficient.

—
I have had a good stay and I'm being treated well. There can be some noise at night from machines.

—
Overall I have had a brilliant stay on this ward. I have been lifted and laid, so much so that I don't want to go home! The staff are very good to me. The room is very clean though it could do with a lick of paint. There was some noise from patients at night but I am very aware that this is just the nature of things.

—
All the staff here are super. I wasn't sure what to expect before I came in but the staff here have gone way over and above my expectations.☑

My doctors are brilliant. They explain everything to me so well.

—
Overall I have been treated well on this ward. The staff always done everything they could to control my pain. Most of the time I found that doctors would discuss my treatment at the doorway of my side room and I wouldn't be included in the conversation. Sometimes at night I hear nurses talking and laughing and also noise from other patients that can't be helped. I felt that sometimes I would be told one thing by a member of staff about having treatment for example (bloods being taken) and then someone else would come along and tell me that it isn't happening anymore. The food wasn't great at all.

—
19/12/22

I could not ask for better treatment and care than what I have received on this ward. The staff are first class.

—
I have had no issues or complaints from arriving on this ward. The staff have been nothing but professional.

—
It can be noisy here at times but it's so busy I shouldn't really complain. The staff are first class big thank you to all of them.

—
From getting here from A&E the care and attention has been brilliant. I have no worries or concerns.

—
MPH 1A/1B

07/12/22

The staff are amazing, Sheila O is just the best she goes above and beyond, the Physio are amazing as well. The whole hospital are lovely they treat you with respect and kindness

—
The ward is great, I would certainly recommend here for anyone that needed it (B side)

—

The ward is great - I really appreciate how hard the staff work and how short staffed they can be at times.☹

I would really like it if I could have more physio and OT time but I know there aren't always enough staff for that.☹

The day does start here very early which can be hard some days☹

Some of the patients are noisy at night and also the night staff can be noisy at times. The bin lids banging are awful

-

Patient Comments

MPH 4A

24/01/23

Staff here are wonderful they treated me with the upmost respect. I would say the only thing was I found it hard to sleep some of the time with a very confused patient, although I respect the difficulties the staff have. The ward is spotless and i find the bathroom is fairly clean because you have so many other patients using it.

—

Staff are brilliant, very kind and most of all supportive and kind.

Staff nurse Wendy, Sandra and Marcella thank you for all going the extra mile, Thank you Team 4A .

—

Staff are just wonderful, I could almost take them all home.

Thank Team 4A for all your kindness.

—

I would most definitely recommend 4A to any patient who needs to stay overnight. Everything from the Staff, food has been just brilliant.

—

Staff have been great very supportive, they have explained everything to me which has helped me.

—

