**Request for Information – Feedback Summary Sheet**

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| **Request made by:** | | Claire Horsfield | | **Responses to be sent back to:** | Claire.horsfield@lthtr.nhs.uk |
| **Date request made:** | | 30/01/2017 | | **Date sent out:** | 30/01/2017 |
| **Details of Request:** | | Some of our units are looking to develop a poster for display in relatives waiting areas to provide useful information whilst they are waiting to visit their loved ones on the critical care unit. If anyone has any examples of what information would be beneficial, I’d be extremely grateful. Obviously each unit will require bespoke information with regard to visiting hours, car park charges, location of dining /toilet facilities etc, but if we can obtain a template for adaptation, that would be really helpful. Please reply to me directly at: [Claire.horsfield@lthtr.nhs.uk](mailto:Claire.horsfield@lthtr.nhs.uk) | | | |
| **No.** | **Response Received From:** | | **Details of Response:** | | |
| 1 | ***Gill Leaver***  **Adult Critical Care Network Nurse Lead**  Thames Valley & Wessex Operational Delivery Networks  *(Hosted by University Hospital Southampton NHS Foundation Trust)*  **Direct Tel:        0118 322 7257**  **Mobile:             07748774393**  **Email:**  [gillian.leaver@royalberkshire.nhs.uk](mailto:gillian.leaver@royalberkshire.nhs.uk) | | Reading have a poster which has small written explanations along with photographs in each section.  The sections are:   * At the Bedside * Waiting room etiquette * Infection control routines * Accommodation * Uniforms and grades of staff * Communication tips * Other patients and family | | |
| 2 | WILLIAMS, Anne (EAST CHESHIRE NHS TRUST) <anne.williams9@nhs.net> | | Here at Macclesfield we have posters and the same information in a booklet. I am not able to find an electronic copy of the poster. The booklet is given to the relatives as part of an “information pack” when they first visit the ICU. Would you like a copy of the “information pack” sending in the post? Yes please and requested photo of poster | | |
| 3 | Paulhope@nhs.net | | Please find my poster attached as a PDF. I do not have a template because I did hand draw the original design.  Medical illustration will computerise and print your completed design for you. | | |
| 4 | Carol Howley  Cardiac ITU  Blackpool Teaching Hospitals NHS Trust  [Carol.howley@bfwhospitals.nhs.uk](mailto:Carol.howley@bfwhospitals.nhs.uk) | |  | | |
| 5 | Deirdre McFarlane,  Critical Care Matron,  QEQM Hospital,  East Kent Hospitals University NHS Foundation Trust,  Email: deirdremcfarlane@nhs.net  Contact No: 01843 225544 ext 725 3320, 01843 234415 | | Hi Claire,  I have attached a patient leaflet we have on display for the relatives information I hope this helps? | | |
| 6 | Adrian Varney  Clinical Nurse Manager  Cardiothoracic Critical Care  University Hospitals Coventry and Warwick  UHCW NHS Trust  Clifford Bridge Road  Coventry  CV2 2DX  Tel:024 7696 5812 Ext:25812 Bleep: 4358 | | We have a booklet (A5) which contains all of the relevant information about the department for patients and relatives. It also has photos of equipment and such things as CVC’s, Chest drains etc. Although I don’t have an eCopy of the actual booklet to send I have attached the information that it is based on which is from our eLibrary. This information was amended and photos added to make it a more reader-friendly item for the information booklet. | | |
| 7 | Jennifer Williams  Critical care follow up Sister  Tel: +44 (0) 121 371 2830  Internal: 12830  Email: Jennifer.Williams@uhb.nhs.uk | | Your E mail was forwarded to me and I enclose some examples of the information we have in our visitors rooms.  Regarding EOL as far as I am aware we use the same electronic/paper work that is used on the wards within the hospital. I have copied Fiona in as she is one of our lead nurses in this area  So may be able to help you further. We do send out sympathy cards out from the unit which the families seem to appreciate.  Hope some of this is helpful. | | |
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