

## THE ROYAL MARSDEN NHS FOUNDATION TRUST

### Comments received by the Royal Marsden and the action taken as a result April-June 2011/12

Comment	Action taken
<ul style="list-style-type: none"> <li>In the radiotherapy department, the loos are dirty and smelly. Yuk! As we all sit here with full bladders, we have no option but to use the ..... Our treatment so please, please could they be cleaned more often! Especially in the afternoon. Thank you!</li> </ul>	<p>There is an agreed schedule for the regular cleaning of public toilets – and this is reflected in the Trust receiving a rating of “excellent” for its annual Patient Environment Assessment Team (PEAT) results. However, the matter has been referred to the Trust’s Housekeeping Services Manager so that she can raise the issue with the cleaning contractor.</p>
<ul style="list-style-type: none"> <li>Cleanliness – Radiotherapy dept. loos much improved – thank you.</li> </ul>	<p>This is reassuring to hear.</p>
<ul style="list-style-type: none"> <li>I would like to say that while the menu gives a wide choice, as a patient with pancreatic cancer on a low fat diet I was not able to order any soup without cream or protein dishes like white fish or chicken without fried batter.</li> </ul>	<p>The Trust’s in-house Catering Department provides a ‘call order’ service to all inpatients in the event that patients cannot make a choice from the extensive menu. However, the matter has been referred to the Trust Catering Manager so that he can review the issue.</p>
<ul style="list-style-type: none"> <li>I counted 281 cigarettes ends on the way down to the path from the main road to the hospital entrance. It is supposed to be a no smoking hospital? It is disgusting.</li> </ul>	<p>The whole of the Trust site (including external area) is indeed smoke-free. In common with all NHS Trusts, it is a constant challenge for the hospital to enforce this.</p>
<ul style="list-style-type: none"> <li>Please stop smoking in the entrance and on the slope</li> </ul>	<p>Please see previous response on smoking above.</p>
<ul style="list-style-type: none"> <li>I don’t like it when people smoke directly outside the hospital or on the path. It makes me feel sicker after chemo and I often have to walk past at least 10 people smoking on the way up the road</li> </ul>	<p>Please see previous response on smoking above.</p>
<ul style="list-style-type: none"> <li>Whilst a car was at the car park barrier, I was at the waiting line, due to the time I left the car and my brother got into the driver side. As I was heading to the hospital for my chemo I saw a car park attended (supervisor) approach my brother who said “next time park it over there, or I will give you a ticket!” firstly we couldn’t go anywhere, secondly we were not holding anyone up! He had a serious attitude</li> </ul>	<p>The Trust contracts with CP Plus to provide day-to-day management of the car parking. This includes the provision of dedicated car parking attendants. The incident will be discussed with CP Plus.</p>

Comment	Action taken
<p>problem that needs to be addressed. Quite honestly I do not need his crap it is hard enough as it is!</p>	
<ul style="list-style-type: none"> <li>• Can anything be done to SWP people smoking outside the hospital doors and on the path? It makes me gag smelling the smoke after chemo. All the cigarette butts also don't look very nice. Thank you.</li> </ul>	<p>Please response to Comment 4 above.</p>
<ul style="list-style-type: none"> <li>• Can you make the car parking charges for patients more realistic? Especially when delays occur. Thanks</li> </ul>	<p>The Trust applies car parking charges for visitors and staff. The Trust's main visitors' car park is a 'pay on foot' car park, and the level of charge is dependant on length of stay. All car parking income comes back to the Trust which enables us to cover the substantial costs of managing the car parking facilities, including employing dedicated car parking attendants. The management of the Trust's car park is contracted out to a specialist car park management company. The company is paid a fixed management fee.</p> <p>Additionally, we use the income generated by the charges to maintain a good quality and safe car parking environment. The Trust has invested in its visitor car parking to ensure that it has achieved Park Mark security accreditation from the Association of Chief Police Officers. The Trust was one of the first hospitals to receive the Park Mark in 2002, and we are the only NHS hospital to have retained the award for eight successive years.</p> <p>Since car parking charges were first introduced in this Trust in 1996 they have increased only twice (in 2002 and 2010). Unfortunately the recent rise in car parking charges was necessary, as the income generated was insufficient to cover costs. Despite the increase in charges, we are committed to ensuring our prices are as low and competitive as possible and they are comparable with charges at neighboring hospital.</p> <p>The Trust recognises that hospital car parking charges is a sensitive issue, and a range of initiatives and concessions have been introduced to try to address this. We are able to offer a small number of designated car parking spaces at the front of the hospital as 'free.' These spaces include those specifically for use by wheelchair users, spaces specifically for use by Paediatric Day Unit badge holders (issued by the Unit itself), short-stay 'drop-off' spaces, and patient transport spaces (including those for volunteer drivers). Discounted season tickets are available for all patients and visitors, specifically a £25 weekly ticket, £50 monthly ticket, £60 6-weekly ticket and £100 annual ticket.</p> <p>Some patients may be eligible for reimbursement of travel costs, including car parking charges, in accordance with the Healthcare Travel Costs Scheme (HTCS). Further</p>

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	information on the HTCS is available from the Trust's Cashiers, Social Services offices, and the Help Centre. It is also available from the government's public services website.
<ul style="list-style-type: none"> <li>• Help with free parking</li> </ul>	Please see response to Comment 9 above
<ul style="list-style-type: none"> <li>• The parking situation for the children's unit is disgraceful. Parking should be easy and free. How much more stress would you like to add to all these parents? Parents should be issued with a parking sticker, to keep in their car during treatment, so they can drive in and get sick children into the unit with out all this stress.</li> </ul>	Please response to comment 9 above. A number of free parking spaces for the children's unit have been temporarily suspended during the rebuilding of the unit. The building work is close to completion, therefore the free spaces have recently been re-instated.
<ul style="list-style-type: none"> <li>• Waiting area near the LINAC3 is too small. Patients are coming with friends/relatives and as a result there is not enough seating.</li> </ul>	The Trust is in the process of planning a redevelopment of the Sutton site, which will address issues regarding limited waiting space. The Trust's Projects Directorate is leading on this.
<ul style="list-style-type: none"> <li>• Toilets – at this time when my wife is feeling vulnerable it is make much worse by having to use unisex toilets that have been fouled by men who are always less careful. Could you make the two toilets in the waiting room to the Jo Ford machine? One male and one female with special care to cleaning and nice toiletries for the ladies.</li> </ul>	Please see above the previous response on the cleaning of public toilets. The department itself is at liberty to re-designate the use of its toilet facilities if felt appropriate.
<ul style="list-style-type: none"> <li>• When I arrived at the hospital today there was a male and female ambulance driver at the top of the drive smoking, 4 workmen sitting on a wall (with Marsden name on it) all smoking. Also there were 2 work men smoking on a slope. Why do patients have to put up with all the smoking and smoke they have to breathe in on the way to a cancer hospital and on hospital premises?</li> </ul>	Please response to Comment 4 above.
<ul style="list-style-type: none"> <li>• Every time I come to the hospital in Sutton there are people smoking on the entrance slope to /from the hospital. It is really unpleasant and after chemo makes me throw up into the grass boarder. Please can you make it a no smoking area? Thank you.</li> </ul>	Please response to Comment 4 above.
<ul style="list-style-type: none"> <li>• Could you please confirm why the parents/carers of the paediatric</li> </ul>	Please see previous response on car parking above. A number of free parking spaces for the children's unit have been temporarily suspended during the rebuilding of the

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<p>oncology patients now have to pay to use the car park? Many of us are fund raising for our child's life saving triangles and to support other facilities in similar positions. A number of us have had to give up work and have limited spare cash. For example my 9yr old daughter underwent 10 days of chemotherapy this month, administer on a 4 daily basis to add to the obvious stress and heart ache this involved parking amounted to £120. Could you please confirm who I need to address my concerns with? Many thanks.</p>	<p>unit. The building work is close to completion, therefore the free spaces have recently been re-instated.</p>
<ul style="list-style-type: none"> <li>I have been coming to Sutton for 10 years having treatment for leukaemia (and a very grateful patient!!) talking to your pharmacy on wastage of drugs, - cant there be passed on/sold to less fortunate countries?? Why so many lights on a bread daylight in sunny arrears. One hospital too out every other light and saved a fortune. Also makes areas/wards so hot as I found out recently in a hospital stay. So may watering ..... Couldn't water by recycled in flowers gardens? Of course food wastage – take let over to pig farms, etc??. PS I have spent over £1,000 in parking .....at Sutton. Only now as an OAP get free parking, but mileage still low – when will you raise it in line with petrol? Even did publicity for Macmillan to no avail!!</li> </ul>	<p>Facilities is not responsible for drugs (Pharmacy) or for lighting and watering/grounds &amp; gardens (Estates). In terms of catering waste, recycling arrangements are already in place. In terms of car parking charges, please see previous responses above.</p>
<ul style="list-style-type: none"> <li>Please can you enforce the no smoking policy on the way in and to of the hospital.</li> </ul>	<p>Please response to Comment 4 above.</p>
<ul style="list-style-type: none"> <li>Is there anything that can be done to stop people smoking on the pathway in and out of the hospital? It's worse than when the hospital was not non-smoking. Now I have to breath in smoke on path and at hospital door after have chemotherapy, which makes me sick!! All the cigarette butts also don't look good at the cancer</li> </ul>	<p>Please response to Comment 4 above.</p>

Comment	Action taken
hospital.	
<ul style="list-style-type: none"> <li>My mum is 82. She could have arranged transport at the cost of the hospital for a PET scan but I wanted to bring her and she was a 'blue disable' badge. I am disgusted that 'blue badge' holders are not recognised for free parking at this hospital. I understand that I should pay as I dint have 'blue badge' but my mum shouldn't have to .your parking office were no help.</li> </ul>	Please see response to comment 9 above.
<ul style="list-style-type: none"> <li>I was there was no smoking on the hospital grounds as well as inside.</li> </ul>	Please response to Comment 4 above.
<ul style="list-style-type: none"> <li>Dear Marsden, please enforce the no smoking on your premises rule its not good just putting up signs.</li> </ul>	Please response to Comment 4 above.
<ul style="list-style-type: none"> <li>Why do you allow so much smoking n the pavement slope to the hospital from the road? Even ambulance drivers (green trousers and white shirts) are smoking at the top. It is horrible and I would stop coming here is I could. Can't you make it no smoking?</li> </ul>	Please response to Comment 4 above.
<ul style="list-style-type: none"> <li>I come to the Marsden constantly and have paid hundreds in parking/petrol. As a pensioner I now get free parking b u twat about the mileage only 13p in a mile of which I do over 360 a week, even your cashers office says it should be increased – have you see the price f petrol lately?! Instead of glossy brochures and wastes in abundant electric lights; water flowing too long in the toilets when washing hands; doing waste etc. Can you not give us help in the things that matter for patient? Thank you.</li> </ul>	The Trust has no influence over the mileage rate set by the government/DoH for patients who are eligible to claim reimbursement.
<ul style="list-style-type: none"> <li>I've just completed my course of radiotherapy treatment following an operation for breast cancer. What a wonderful hospital the Royal Marsden is! No wonder it has the reputation of being the best in the</li> </ul>	Feedback to staff

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<p>UK, maybe even in Europe. (that includes the coffee shop!) All though the care and kindness I've received has been exemplary. You have all given me such confidence and reassurance. Thank you so much.</p>	
<ul style="list-style-type: none"> <li>I want to thank deeply all the staff at the Marsden for the exceptional care, thoughtfulness and individual support. The welfare and well being of your patients is clearly at the centre of all that you do. Everyone regardless of rank or position has been amazing! I felt I was a duchess in a hotel – thank you NHS the food was great. It shows that institutions can be ..... needs and individual needs led!</li> </ul>	Feedback to staff
<ul style="list-style-type: none"> <li>All teams I've had contact with thus far have been brilliant; professional yet friendly. However, the whole experience has felt disappointed which is a shame.</li> </ul>	Feedback to staff
<ul style="list-style-type: none"> <li>Wonderful (name) ward</li> </ul>	Feedback to staff
<ul style="list-style-type: none"> <li>Fantastic Service.</li> </ul>	Feedback to staff
<ul style="list-style-type: none"> <li>Charming and efficient, staff right through from the front door.</li> </ul>	Feedback to staff
<ul style="list-style-type: none"> <li>Why is there always an hour to hour and a half wait??? Lovely staff though.</li> </ul>	Feedback to staff
<ul style="list-style-type: none"> <li>Sutton Marsden is a hospital of excellence my husband and (an ex-patient) have been attended the utmost care and treatment when my husbands cancer was diagnosed I instead we be referred to Marsden not just because of your reputation but because of my own treatment. Thank you.</li> </ul>	Feedback to staff
<ul style="list-style-type: none"> <li>I am writing to say a big thank you for excellent treatment and kindness and helpfulness I've received from Dr (name) and her excellent registrar Dr (name), both of whom have given me treatment</li> </ul>	Feedback to staff

Comment	Action taken
<p>at Radiotherapy and given me some more time in the future!</p> <ul style="list-style-type: none"> <li>• Nothing has been too much trouble for them to do, so please note their excellence in all aspects of their treatment and care. Thank you again.</li> </ul>	
<ul style="list-style-type: none"> <li>• I would like to compliment (name) and (name) of the Dietician team. I called at 1.30pm quite stressed because the weekend was coming up and I am having trouble eating due to my radiotherapy for head and neck cancer. I requested a brief consultation that afternoon, just so I did not have to face the weekend and to get a few ideas of how to cope with a loss of appetite, loss of tastes and some ..... .. I was extremely pleased to receive a call back within a few minutes from (name) with an appointment at 2.45, right after my RT. She met me excellent advice on exactly what I was looking for. Thank you (name) for your very prompt and able advice, and thank you (name) for listening patiently and taking me seriously.</li> </ul>	<p>Positive comments will be fed back to the Dietetic team.</p>
<ul style="list-style-type: none"> <li>• Not one of my prescriptions (5) has been ready in under 1 hour. Worst prescription was Easter Tuesday 1hour 50 mins even though my number 13 was issued after number 28.</li> <li>• Surely the contractors have a duty of care not to disconnect the pharmacy numbers board.</li> <li>• The pharmacy seems to be generating additional parking fees.</li> <li>• It either needs more staff or more supervision. Cancer patients do not need the pharmacy mentality.</li> </ul>	<p>90% of outpatient prescriptions are dispensed in under 30mins. Complex prescriptions, some clinical trials or prescriptions requiring clarification with the prescriber can take longer. Waiting times are also dependant on workload in outpatients and on day units. On Easter Tuesday, outpatients and day units were very busy as they were over-booked due to the Bank Holidays. Subsequently, there were a large number of prescriptions and therefore increased waiting times as Pharmacy capacity to deliver on the waiting time targets is exceeded. A Two stop strategy and outpatient redesign projects should help by supporting better capacity planning.</p>

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<ul style="list-style-type: none"> <li>I would like to complement .....(name) the receptionist in Radiology. She is a credit to the hospital very kind and considerate and nothing is too much trouble for her to deal with. Some days I came in for treatment and not feeling good and sad and she has a way about for that cheer you up, her kindness is a credit. She is a credit to the radiology team and a true professional at what she does.</li> </ul>	<p>This could be a variety of my wonderful receptionists and radiology secretaries, therefore the Radiology Service Manager will pass this message on to them all!</p>
<ul style="list-style-type: none"> <li>The whole team have been marvellous but we would particularly like to thank; (name) ..... receptionist in radiotherapy, unfailingly professional, polite and attentive... ..... (name) specialist nurse head of neck quiet and unassuming but always anticipating my husband's needs during his 6 weeks of radiotherapy and always delivering with a smile.</li> </ul>	<p>The service manager will ensure the positive comments are passed on to the staff.</p>
<ul style="list-style-type: none"> <li>I would like to commend the staff in the radiotherapy dept. Who despite being very busy, always have time for their patients. Their professional and efficient service they offer is a credit to the hospital. My six week treatment has flown by thanks to the dedicated and caring staff. Thank you.</li> </ul>	<p>The Radiotherapy Services Director has passed these positive comments on to all staff in the radiotherapy department.</p>
<ul style="list-style-type: none"> <li>I have been accompanying my elderly mother for palliative radiotherapy. She is agoraphobic and has menders disease so this has been very difficult. Medical staff has been very helpful and understanding. The friendly staffs on reception (radiotherapy) have been an encouragement and the coffee in the Mulberry excellent! Many thanks.</li> </ul>	<p>The service manager will ensure the positive comments are passed on to the staff.</p>
<ul style="list-style-type: none"> <li>No comfortable area to sit and wait. Chestfield outside of Medical Day Unit (MDU) always occupied and not able to lean back and rest</li> </ul>	<p>Unfortunately, we do not have a waiting area on MDU itself, however patients have access to the sofas and</p>

Comment	Action taken
<p>my head.</p> <ul style="list-style-type: none"> <li>Have to wait hours before I am called for my chemotherapy and cannot raise my legs which cause my legs to swell at the end of the day.</li> </ul>	<p>chairs in the canteen. We encourage patients who live nearby to go home and we will call them back when chemo is ready. Waiting should be minimised when 2-stop launches, for those patients who are able to have chemo as a 2-stop process.</p>
<ul style="list-style-type: none"> <li>It would be really helpful if patients who live a long way from the hospital and have a long journey home after having chemo were seen sooner than those who can go home and wait for their chemo to be made up. Three to four hours lying around the hospital is not helpful to patients who already feel unwell.</li> </ul>	<p>Unfortunately, we cannot currently always schedule patients to be treated at specific times, but with the 2-stop this should be rectified. Waiting should be minimised when 2-stop launches, for those patients who are able to have chemo as a 2-stop process.</p>
<ul style="list-style-type: none"> <li>Thus far, I have been very impressed by the spirit and care of all the nursing staff in the MDU. They seem to know the first names of all the patients and have a genuine interest in friendly dialogue with their patients. Very reassuring in such an environment.</li> </ul>	<p>Positive comments will be passed onto the staff.</p>
<ul style="list-style-type: none"> <li>On arrival at IV unit on 4<sup>th</sup> May at 0915 (name) was told that the permission to go ahead with the chemotherapy had not been received from the visit to (name) clinic on the previous afternoon (3<sup>rd</sup> May – 1100) permission was being sought for the go ahead. 10.45 next visit permission still not received. 11.30 visit again given go head at 10.50hrs. 13.00 hrs next visit informed - rather disappointed.</li> </ul>	<p>The Service Manager will investigate and see if the medical team can improve on this.</p>
<ul style="list-style-type: none"> <li>When I was referred to RM in May 2010, I was not familiar with the hospital. One year later, and as a kidney cancer patient, I feel very fortunate to be in such good hands and taken care of by people of degree of professionalism and ethical standards. I have been lucky to be one of the (name) patients. I owe him and his staff a great deal of appreciation.</li> </ul>	<p>Positive comments will be passed onto the staff.</p>
<ul style="list-style-type: none"> <li>My husband had 6 wks of radiotherapy for throat cancer. I think it</li> </ul>	<p>We fully support the development of a support group at</p>

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<p>would have been beneficial to have talked to someone having the same treatment but further along on the course to glean any tips etc. Also then to talk to someone who is perhaps 1-2 years post treatment. Of course both these “cancer buddies” would have to be upbeat people – honest but optimistic!</p>	<p>RM, however attempts in the past have been unsuccessful due to the lack of uptake from H&amp;N patients. There are national support groups established and the CNS’s would be able to provide this information upon request.</p>
<ul style="list-style-type: none"> <li>• Patient feels there could be better communication between the departments and a better understanding of the patients journey</li> </ul>	<p>Comments have been noted. Staff will be reminded of need to communicate appropriately.</p>
<ul style="list-style-type: none"> <li>• Excellent appointment with Dr (name) Listened to us</li> </ul>	<p>Positive comments have been noted.</p>
<ul style="list-style-type: none"> <li>• There must be a better ways of organising treatment times – my chemo takes 30 minutes but I am in the MDU all day. Not sure where main hold ups are: maybe insufficient doctor: patient ratio, slow preparation in pharmacy? Seems haphazard in chemo room when you’re seen and who you are allocated to. Takes quite a long time to get chemo hooked up and unhooked. Do nurses get allocated stations or no. of patients? Are there sufficient staff? It only takes one person being off to cause further delays.</li> </ul>	<p>Action is being taken with 2-stop project to address these issues.</p>
<ul style="list-style-type: none"> <li>• Although staff are unfailing cheerful, pleasant and helpful, the long waiting periods that chemotherapy patients are expected to undergo with little explanation, if any, for delay – are not ..... after an appointment book for 9 or 9.30am, this has happened after three hours have elapsed. This does not assist the patients stress level and undermines the positive attitude adopted by staff – a long time ago. Most also add it would be nice if the doctor had time to look at latest test results.</li> </ul>	<p>Action is being taken with 2-stop project to address these issues.</p>
<ul style="list-style-type: none"> <li>• I was diagnosed with Hodgkin’s disease 5 years ago. Having to deal with the 6 months chemo and looking after my two years old son was extremely hard on me. Your friendly, approachable, patient, support</li> </ul>	<p>Positive comments have been noted.</p>

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<p>and cheerful staff made the treatment more bearable for me and helped me to stay positive. I am going to be discharge today after five years and I feel I owe awful a lot to this hospital staff members and the doctors (Dr's (name) team especially) and thank you very very much for giving a second chance in this life. I am looking forward to happy and healthy life! Thank you</p>	
<ul style="list-style-type: none"> <li>• What a wonderful courteous and compassionate team you have at the Marsden. If the government is asking what is the future for the NHS, they should look here!!</li> </ul>	<p>Positive comments have been noted.</p>
<ul style="list-style-type: none"> <li>• My (relative) is under the care of the breast care team. Lack of information, (name) nurses and doctors seem unwilling to ask advice or offer if they don't know the answers themselves. Poor communication at OPA – don't seem to now the patient journey – read the notes? My (relative) doesn't feel listened to.</li> </ul>	<p>We are sorry to read this person's comments. Unfortunately, without additional information it is difficult to comment. We endeavour to communicate with patients, their families if approved by the patient and between ourselves.</p>

## THE ROYAL MARSDEN NHS FOUNDATION TRUST

### Comments received by the Royal Marsden and the action taken as a result January-March 2010/11

Comment	Action taken
<ul style="list-style-type: none"> <li>• Just some positive feedback – nice helpful Irish lady cleaning toilets (opposite the switchboard room) at 9am. Very pleasant and helpful.</li> </ul>	<p>These positive comments have been passed onto the Trust's Housekeeping Services Manager so that she can make the Trust's cleaning contractor aware.</p>
<ul style="list-style-type: none"> <li>• I come here monthly and am continuously finding myself having to pay for parking as there are no children day unit or disabled bays available.</li> <li>• I find it disgusting that am paying for parking which should be available to me for free as I am disabled and my son attends the children's day unit, and to add to this we are low on income and struggle to stretch costs for petrol to travel up here, only to find we have to pay for parking.</li> <li>• A better system would be if the driver can present a disabled badge or valid children's unit ticket they should be allowed entry free of charge, or add more parking spaces!</li> </ul>	<p>The Trust applies car parking charges for visitors and staff. The Trust's main visitors' car park is a 'pay on foot' car park, and the level of charge is dependant on length of stay. All car parking income comes back to the Trust which enables us to cover the substantial costs of managing the car parking facilities, including employing dedicated car parking attendants. The management of the Trust's car park is contracted out to a specialist car park management company. The company is paid a fixed management fee.</p> <p>Additionally, we use the income generated by the charges to maintain a good quality and safe car parking environment. The Trust has invested in its visitor car parking to ensure that it has achieved Park Mark security accreditation from the Association of Chief Police Officers. The Trust was one of the first hospitals to receive the Park Mark in 2002, and we are the only NHS hospital to have retained the award for eight successive years.</p> <p>Since car parking charges were first introduced in this Trust in 1996 they have increased only twice (in 2002 and 2010). Unfortunately the recent rise in car parking charges was necessary, as the income generated was insufficient to cover costs. Despite the increase in charges, we are committed to ensuring our prices are as low and competitive as possible and they are comparable with charges at neighboring hospital.</p> <p>The Trust recognises that hospital car parking charges is a sensitive issue, and a range of initiatives and concessions have been introduced to try to address this. We are able to offer a small number of designated car parking spaces at the front of the hospital as 'free.' These spaces include those specifically for use by wheelchair users, spaces specifically for use by Paediatric Day Unit badge holders (issued by the Unit itself), short-stay 'drop-off' spaces, and patient transport spaces (including those for volunteer drivers). Discounted season tickets are available for all patients and visitors, specifically a £25 weekly ticket, £50 monthly ticket, £60 6-weekly ticket and £100 annual ticket.</p>

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	Some patients may be eligible for reimbursement of travel costs, including car parking charges, in accordance with the Healthcare Travel Costs Scheme (HTCS). Further information on the HTCS is available from the Trust's Cashiers, Social Services offices, and the Help Centre. It is also available from the government's public services website.
<ul style="list-style-type: none"> <li>We cannot fault the care received at the hospital, it's outstanding. The problem is the cafeteria, there's often a shortage of variety of food and worse still, of an evening there's often nothing left.</li> <li>Also , why does it have to close, don't they realise there are parents staying at the hospital with their sick children and they need to be able to buy food for themselves anytime of the day and late evening?</li> <li>Many times my daughter has had to phone me to bring her in something to eat because the cafeteria is closed. At the time of the staff Christmas lunches his was understandable, but the rest of the year they need to stay open all day to late evening.</li> </ul>	Reviews about the standard of food are generally good. However, the Trust Catering Manager will review.
<ul style="list-style-type: none"> <li>During building works the Blue Badge parking spaces are not operating. This makes visiting difficult, but more of concern is the spaces in front of the car park, marked 'for staff' and blocked with no one using them all day. We arrived at 9am – no one using them; 3pm – no one using them. I checked twice during the day. These bays should be made into temporary blue badge spaces whilst works are in progress. This seems a lack of consideration.</li> </ul>	These spaces have already been designated as for disabled use.
<ul style="list-style-type: none"> <li>Sutton Marsden overall hospital clean but chairs in out-patients are very dirty although comfortable.</li> </ul>	The chairs have been inspected and are now clean.
<ul style="list-style-type: none"> <li>Fantastic, private hospital like, lovely staff everywhere, gentle attitudes, polite, loving etc. They have all made my sons illness so much more bearable. Big thank you to everybody in Royal Marsden, especially (name) Ward!</li> <li>The only negative we have noticed is all the wards cafeteria, toilets etc are EXTREMELY HOT! Its uncomfortable, it makes hot flushes worse and nausea and surely it's a breeding ground for flu and other bugs too! Thank you Royal Marsden, love you!</li> </ul>	The Temperature on (name) ward is difficult to change as it is affected by heat rising from the areas below. This problem is being reviewed as part of the ongoing building works.
<ul style="list-style-type: none"> <li>Cherry Tree café – good food, good prices, hardworking staff but appallingly organised. No visible menu list or prices (legal requirements) no indication hot food can be ordered. When hot food is ordered get no receipt for payments or any token to match customer with order. Staff just walk into café area shouting burger and chips and you have to hope no one else has ordered this too. With food prices I was disappointed because no mayo, lettuce tomatoes etc (hardly healthy food) please review services from prospective of visitor. NB unclear hot drinks ...no way points, queue system needs review.</li> </ul>	Please see response to Comment above
<ul style="list-style-type: none"> <li>This is my first visit to The Royal Marsden though a frequent visitor to Sutton and ESH. I was appalled to find that there are no facilities for disabled parking at RMH.</li> </ul>	Please see response to Comment above

Comment	Action taken
<ul style="list-style-type: none"> <li>Having waited over 30 minutes to be allowed into the car park I was advised that no free disabled parking was available and that this visit possibly 4 hours, will cost me £10. That is taxing the sick.</li> </ul>	
<ul style="list-style-type: none"> <li>Car park supervisor was so rude and arrogant – been parking here for 3 weeks thee is no need for rudeness!!!</li> </ul>	Passed on to Head of Facilities to discuss with contractors.
<ul style="list-style-type: none"> <li>Car park full today and queue to get in – dealing with this would be so much easier if the supervisor was not so rude to people when they got in – unlike the chap at the barrier who was helpful, friendly and cheerful making people feel better – not worse like the supervisor was.</li> </ul>	Passed on to Head of Facilities to discuss with contractors.
<ul style="list-style-type: none"> <li>Our outpatient appointment was for 3pm but we did not see the doctor until 4.30pm. We should not have to pay one extra parking fee – can you have a system where by the time spent waiting is deducted from the parking fee.</li> </ul>	See response to Comment above. Patients who are delayed in hospital can have their ticket stamped to avoid extra fees.
<ul style="list-style-type: none"> <li>Car Park Fees - Very expensive – particularly when you are very late being seen in clinic! Perhaps patients could be offered some discount?</li> </ul>	See response to Comment above. Patients who are delayed in hospital can have their ticket stamped to avoid extra fees.
<ul style="list-style-type: none"> <li>The parking charges are outrageous plus as a Blue Badge holder there is no free parking as in all other hospitals.</li> </ul>	See response to Comment above
<ul style="list-style-type: none"> <li>I think that- a no smoking policy should be put on people smoking outside this hospital.</li> </ul>	The whole of the Trust site (including external area) is indeed smoke-free. In common with all NHS Trusts, it is a constant challenge for the hospital to enforce this.
<ul style="list-style-type: none"> <li>Please, please, please do something about all the people who smoke on the path up to the road. There is nothing like throwing up there after chemo due to getting a lung full of smoke while struggling up the slope!!</li> </ul>	Please see response to comment above
<ul style="list-style-type: none"> <li>During the past two months I have attended for daily radiotherapy, driving myself. I am impressed by the attitude and helpfulness of the car park staff, at times in harsh weather, they do a vital job cheerfully and so much to ensure the smooth running of the system. I hope that you can let them know that they are appreciated.</li> </ul>	These positive comments have been passed onto the Trust's Service Manager Facilities so that she can make the Trust's car parking contractor aware.
<ul style="list-style-type: none"> <li>The new restaurant is not a patch on the old one. As an in-patient recovering from surgery the old restaurant was a pleasant place to relax, eat &amp; drink with visiting family and friends.</li> <li>The food was better and it had some ambience with windows and natural light. The new restaurant has no ambience. It is not a nice place to relax, eat and drink with visitors etc and the food does not appear to be as good.</li> <li>In a nutshell the new restaurant is a poor replacement and as an inpatient or outpatient only used as a last resort.</li> </ul>	The old restaurant occupied a large area which has been redeveloped into valuable clinical space. The new restaurant has had to be incorporated into a much smaller space. The comments about the standard of service have been passed on to the Trust's Catering Manager for review.
<ul style="list-style-type: none"> <li>Improve time keeping. I have waited over and over 3 hours to 13 hours!!</li> </ul>	A review of the running of MDMs is being undertaken to ensure Drs can arrive for clinic on time. There are also plans to have a calendar/ rota for Drs leave so that Outpatients can plan ahead for absences and restrict appointments accordingly

Comment	Action taken
<ul style="list-style-type: none"> <li>The Lymphoedema team are a very pleasant group of professionals who work in partnership with the patient.</li> <li>Currently seeing (name) who has always presented with good skills and care, advice, etc, and seeing (name), who brings her own talents (mld) and tries different approaches as needed to get results.</li> <li>Both ladies are exceptional professionals. This service is much valued. The receptionists also have exceptional people skills</li> </ul>	Head of Therapies has passed this on to the lymphoedema team
<ul style="list-style-type: none"> <li>I think that the results for all and any tests should be sent to the patient as well as the referred doctor.</li> <li>I think this would be better because then it would give the patient and their families peace of mind. In my experience sitting at home not knowing anything only made our situation worse!!</li> <li>Money should not be an issue because the results have to be printed and a 2<sup>nd</sup> class stamp is cheap.</li> </ul>	All clinical correspondence relating to a patient's care is automatically sent to the patient, their GP and any other clinical staff whose care they are under, as per the DOH guidelines on copying letters to patients. We do not send results to patients by post as we prefer to have a qualified clinician talk to patients to explain the medical terminology and answer any concerns patients may have.
<ul style="list-style-type: none"> <li>A more comprehensive pack of nutrition/diet information would be useful at start of process along with guidance on calories to be consumed per day.</li> <li>A leaflet provided at first meeting feels a little inadequate and resulted in in depth research on web being required. Eating well with cancer was provided only once requested.</li> </ul>	We are constantly reviewing the patient information we provide for patients and will feed these comments into our next review.
<ul style="list-style-type: none"> <li>I am very nervous about the mammogram having had a painful experience previously, but the radiographer, (name), was amazing. She explained what she was going to do and how I was in control, and all my concerns disappeared – she was very easy to talk to and exceptionally good at her job.</li> <li>The reception staff, and nurses and other professions are friendly and professional. Excellent.</li> </ul>	The Radiology Services Manager will feed back positive comments to staff.
<ul style="list-style-type: none"> <li>Do not appreciate the cooking smells coming from the OPD Staff Room</li> </ul>	Minimal heating of food takes place for staff lunch. Staff will ensure that the door remains shut and this issue will be relayed to staff so that they are aware of the impact this has on patients.
<ul style="list-style-type: none"> <li>The receptionist with the long hair is so miserable never smiles</li> </ul>	This customer service issue has been raised with this member of staff at their last appraisal and she has subsequently attended customer service and interpersonal skills course on the 15 April 2011. Her line manager will continue to monitor and review progress.
<ul style="list-style-type: none"> <li>Whilst space restrictions may not make this feasible it would be nice to have a day room for outpatients to wait rather than the canteen whilst waiting for test results particularly when fasting has been specified.</li> </ul>	The Service Manager will include this suggestion to see if this is possible in any plans for re-provision/ refurbishment of Sutton Outpatients.
<ul style="list-style-type: none"> <li>Lymphoedema team. Just completed a 3 week course of MLD and bandaging with (name). Just wanted to comment favourably on her professionalism and skills, also her teaching.</li> <li>I now feel I understand Lymphoedema much better than before and am feeling so positive about using the new knowledge to manage my arm effectively.</li> </ul>	Head of Therapies has passed this on to the lymphoedema team and (name) the manual lymph therapist

Comment	Action taken
<ul style="list-style-type: none"> <li>• Difficulty contacting TCU</li> <li>• Lack of refreshments on TCU</li> <li>• Suggesting different name for unit</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone system reviewed and new system implemented</li> <li>• Information on refreshments to be displayed</li> <li>• Name of unit being reviewed</li> </ul>
<ul style="list-style-type: none"> <li>• Staff incorrectly pronouncing names in OPD</li> </ul>	<p>Issue was discussed at Equality &amp; Diversity Operational Group</p> <ul style="list-style-type: none"> <li>• The Learning &amp; Development team asked to ensure that the issue is incorporated into relevant ongoing training programmes, to raise awareness with staff and managers and to ensure that staff feel confident asking patients about the pronunciation of their name or what they prefer to be called.</li> <li>• The issue will be raised at the regular Medical and Nursing Advisory Committees to ensure clinical awareness and involvement.</li> <li>• Guidance will be incorporated into the Trust's Privacy &amp; Dignity Policy.</li> <li>• Further consideration would be given as to whether recording pronunciation of a patient's name on the electronic patient record is an appropriate solution and the practicalities of doing this. The issue will be discussed at the next Information Governance Committee.</li> </ul>
<ul style="list-style-type: none"> <li>• Speed up Pharmacy – it takes ages to get medications from pharmacy.</li> <li>• In particular medications ordered from MDU, take a long time to come.</li> <li>• Often one is waiting only for medication to arrive so that one can go home. Many thanks.</li> </ul>	<p>Review of chemotherapy pathway at Sutton is required in order to deliver improvements. Project underway and being managed by MDU Steering Group.</p>
<ul style="list-style-type: none"> <li>• Appointments and Time keeping and communications: out of the 28 radiotherapy appointments my husband has had so far about 3 or 4 have been on time</li> <li>• All the rest have been late. This very annoying but presumably unavoidable but my comment is there no system for letting patients now what is happening.</li> <li>• Surely it would be simple enough for the receptionist to be kept informed and let patients know when they check in.</li> </ul>	<p>The Radiotherapy Services Director has discussed this with team leaders cross site and reconfirmed processes to ensure that patients are always kept updated. Our strategy remains to treat all patients in a timely manner. Other comments received and letters of praise demonstrate the success of this strategy.</p>
<ul style="list-style-type: none"> <li>• Have nearly always been late (10-40mins) having radiotherapy.</li> <li>• Have found that Department do not co-ordinate with each other e.g. Chemo radio sessions overlap and cannot seem to get anyone to sort things out.</li> <li>• Was not told blood test were needed weekly so missed first one and was not given doctors appt.</li> </ul>	<p>The Radiotherapy Services Director has discussed this with team leaders cross site and reconfirmed processes to ensure that patients are always kept updated. Our strategy remains to treat all patients in a timely manner and where ever possible to dovetail with other services. Other comments received and letters of praise demonstrate the success of this strategy.</p>
<ul style="list-style-type: none"> <li>• I think it would be really good to have some fun/ordinary literature/news papers etc in the waiting room – sometimes it is a bit depressing to be surrounded by cancer literature!</li> </ul>	<p>The Radiotherapy service is in agreement with this comment and has discussed with the Marketing &amp; Communications department to request that corporate literature should be kept in specific areas at both sites. The redevelopment of the Wallace wing and the enhanced facilities will improve space limitations at Chelsea.</p>
<ul style="list-style-type: none"> <li>• Outpatient's appointment system. Totally impossible to keep appointments</li> </ul>	<p>All Outpatient staff have been reminded of the importance of checking other</p>

Comment	Action taken
<p>because they're too close together e.g. 24.1 radiography clinic 10.50 AYGM 11.00 or involve long waits e.g. ½ radiograph treatment 10am - Dr appointment 12 noon</p>	<p>appointments when making bookings to plan suitable timings where possible.</p>
<ul style="list-style-type: none"> <li>• My husband is being treated for metastatic melanoma and we have no issue whatsoever with that.</li> <li>• However, it would be helpful if appointment times for CT scans etc could be after 11.30 for out of London patients. The reason being the cost of rail transport.</li> <li>• E.g. today we needed to catch the 0851 from *** to meet the 11am appt. The cost was £53!! Instead we opted to catch the 0921 for £23 but arrived at 11.20 (we rang ahead and advised) thank you for your consideration - the costs were for both of us.</li> </ul>	<p>Where possible, the department will try to facilitate the later appointment CT slots for patients that have to travel long distances and the receptionists will check the addresses before making the appointments. However, due to capacity constraints this isn't always possible but we will make every effort to accommodate patient travel requirements where possible.</p>
<ul style="list-style-type: none"> <li>• I have been at the hospital for 5 hours and I am still waiting for chemotherapy and think this is unacceptable.</li> </ul>	<p>Review of chemotherapy pathway at Sutton is required in order to deliver improvements. Project underway and being managed by MDU Steering Group.</p>
<ul style="list-style-type: none"> <li>• I'm making this comment to hopefully help other inpatients who are brought down to radiotherapy then kept waiting for over 40 minutes</li> <li>• To ask they only bring them down when they are due to shortly</li> <li>• My partner is in hospital because he is very ill with throat cancer so surely its not too difficult to get him down 5-10 minutes before they need him and avoid the discomfort of a long wait?????</li> </ul>	<p>The Radiotherapy Services Director has discussed this with team leaders cross site and reconfirmed processes to ensure that patients are always kept updated. Our strategy remains to treat all patients in a timely manner. Other comments received and letters of praise demonstrate the success of this strategy.</p>
<ul style="list-style-type: none"> <li>• Keep appointments to time</li> </ul>	<p>A review of the running of MDMs is being undertaken to ensure Drs can arrive for clinic on time. There are also plans to have a calendar/ rota for Drs leave so that Outpatients can plan ahead for absences and restrict appointments accordingly</p>
<ul style="list-style-type: none"> <li>• I bring my mother here for chemotherapy every 3 weeks and always have to wait for at least an hour at the pharmacy for her drugs.</li> <li>• In my opinion this is too long to be waiting with a sick relative. It's not possible to come back unless you live very close by and not can you get your drugs elsewhere.</li> <li>• I believe you need to improve this aspect of your service</li> </ul>	<p>Review of chemotherapy pathway at Sutton is required in order to deliver improvements. Project underway and being managed by MDU Steering Group.</p>
<ul style="list-style-type: none"> <li>• So efficient, pleasant and friendly. Very reassuring. Had no doubts at all about competence. Happy to trust completely. Would it be possible to update the staff photos in the waiting area?</li> </ul>	<p>The Radiotherapy Services Director has passed on this comment to our radiotherapy staff. Photographs are reviewed regularly, however due to the high number and turnover of staff, it is difficult to ensure photos are fully up to date all the time.</p>
<ul style="list-style-type: none"> <li>• Re Bone Scan Dept. 1 hour plus wait for a bone scan is unacceptable.</li> <li>• Insufficient chairs in waiting room altogether a very unsatisfactory and distressing</li> </ul>	<p>The issue of limited patient space in Nuclear Medicine has been on the Trust risk register for many years. There will be a small immediate improvement when the new PET/CT facility is built and then we will need to work on making better use of the vacated space. Without knowing the specifics it is difficult to comment on the 1 hour wait. All staff are reminded to keep patients updated of any delays – this will again be raised at the next staff meeting.</p>

Comment	Action taken
<ul style="list-style-type: none"><li>Given too much supply of chemotherapy drug</li></ul>	Due to proforma – this has now changed. Staff reminded to explain prescriptions clearly.

**Comments received by The Royal Marsden and the action taken as a result  
July to September 2010**

<b>Comment</b>	<b>Action taken</b>
<ul style="list-style-type: none"> <li>• Attitude of car park staff: rude and intimidating</li> </ul>	<ul style="list-style-type: none"> <li>• Addressed with the member of staff concerned by the Head of Facilities.</li> </ul>
<ul style="list-style-type: none"> <li>• Patient and family feel they would have benefited from earlier referral to community services</li> </ul>	<ul style="list-style-type: none"> <li>• Discussed with clinical nurse specialist and passed to senior managers for feedback.</li> <li>• Explained currently in the process of trying to increase the number of lung clinical nurse specialists. This will increase support in the Trust as well as more timely referrals to community services.</li> </ul>
<ul style="list-style-type: none"> <li>• Poor communication by Transitional Care Unit (TCU) staff</li> </ul>	<ul style="list-style-type: none"> <li>• Matron met with patient to discuss the issues</li> <li>• Passed on feedback to TCU Matron for feedback / reflection with staff.</li> </ul>
<ul style="list-style-type: none"> <li>• Long waiting times on Robert Tiffany Medical Day Unit with poor communication</li> </ul>	<ul style="list-style-type: none"> <li>• Matron for private patients services to work with staff to ensure that the patients are fully informed and understand what is involved, including that a number of tests and checks need to be completed before chemotherapy can be administered.</li> <li>• A monthly group monitors chemotherapy waiting times. It develops action plans. The Matron will raise the concerns that this patient has highlighted at the next meeting of this group.</li> </ul>
<ul style="list-style-type: none"> <li>• Lack of awareness for patients who have had polio and need anaesthetic</li> </ul>	<ul style="list-style-type: none"> <li>• Consultant responded to patient and confirmed will feedback comments at next department audit day.</li> </ul>
<ul style="list-style-type: none"> <li>• Lack of information about patient accommodation on the Trust website</li> </ul>	<ul style="list-style-type: none"> <li>• Web Editor and Facilities Service Manager agreed to add information to website on how to contact Facilities regarding accommodation.</li> </ul>
<ul style="list-style-type: none"> <li>• Failure to inform patient of appointment changes</li> </ul>	<ul style="list-style-type: none"> <li>• The Service Manager explained how new systems are being introduced to limit errors.</li> </ul>
<ul style="list-style-type: none"> <li>• Attitude of staff</li> </ul>	<ul style="list-style-type: none"> <li>• Addressed with the member of staff concerned by Matron for Day Care</li> </ul>
<ul style="list-style-type: none"> <li>• Incorrectly charged prescription</li> </ul>	<ul style="list-style-type: none"> <li>• Head of Pharmacy organised refund, letter of apology sent.</li> </ul>
<ul style="list-style-type: none"> <li>• Position of disabled parking bays</li> </ul>	<ul style="list-style-type: none"> <li>• Head of Facilities contacted patient to explain reasons for the position of the bays.</li> </ul>
<ul style="list-style-type: none"> <li>• Waiting times</li> </ul>	<ul style="list-style-type: none"> <li>• Head of Pharmacy is participating in an ongoing review of Trust processes to improve waiting times for prescriptions.</li> </ul>



<ul style="list-style-type: none"> <li>Porter availability / access to site</li> </ul>	<ul style="list-style-type: none"> <li>Head of Portering confirmed the Transport doors had not been unlocked at the normal times; this was due to a staff error.</li> <li>This was a one-off incident.</li> </ul>
<ul style="list-style-type: none"> <li>Why is there no apparent recycling in the hospital for paper, cardboard and plastics</li> </ul>	<ul style="list-style-type: none"> <li>Environmental Waste Manager explained that at present there is no dedicated recycling system in patient areas.</li> <li>However the majority of the waste is sorted and recycled into various streams for future usage off site. Only a small percentage goes to landfill.</li> <li>More detailed monthly information is to be collected about segregation and amounts and types of waste recycled by the Trust's waste contractor.</li> <li>The Trust will be looking at alternative recycling options for patient / public areas after completing the Pre-Acceptance Waste Audit for the wards / departments.</li> </ul>
<ul style="list-style-type: none"> <li>Communication with doctor unsatisfactory</li> </ul>	<ul style="list-style-type: none"> <li>Consultant wrote to patient to clarify issues.</li> </ul>
<ul style="list-style-type: none"> <li>Handwritten additions to clinic letters unclear</li> </ul>	<ul style="list-style-type: none"> <li>Consultant wrote letter of explanation and apology.</li> </ul>
<ul style="list-style-type: none"> <li>Attitude of staff</li> </ul>	<ul style="list-style-type: none"> <li>Head of Facilities reiterated standards expected of staff at team meeting.</li> </ul>

