

Hospital Monitoring Forms

External Areas

Rating	P	F	G	E	Comments:
1. Roads/Pavements					
External signposting					
Capacity					
Safety					
State of repair					
Signs/markings					
Pedestrian crossings					

Rating	P	F	G	E	Comments:
2. Public transport					
Accessibility					
Local services					
Interconnections					

Rating	P	F	G	E	Comments:
3. Signage					
Position					
Bilingual					
Clarity & wording					
Accuracy					
Illumination (as Required)					
Enquiries					
'You-are-here' maps					

Rating	P	F	G	E	Comments:
4. Car Parking					
Overall capacity					
Disabled parking					
Drop-off/Pick-up zones					
Charging					

Rating	P	F	G	E	Comments:
5. Access					
Doors					
Suitable for disabled					
Shelter					
Tidy & Clean					
Traffic volumes/flow					

Hospital Monitoring Forms

Rating	P	F	G	E	Comments:
6. Security					
Lighting					
Security staffing					
CCTV facilities					

Rating	P	F	G	E	Comments:
7. Grounds					
Upkeep					
Furniture					
Utilisation					

Rating	P	F	G	E	Comments:
8. Decoration					
Pleasant appearance					
Co-ordination					
State of repair					
Damage					
Smoking					
Inviting					

Further comments:

Due to the fact there is a considerable amount of construction work currently being undertaken, we agreed it would be better to revisit this area in October.

Hospital Monitoring Forms

Entrances & Reception Areas

Rating	P	F	G	E	Comments:
9. Signage					
Position			✓		
Bilingual			✓		
Clarity & wording			✓		
Accuracy			✓		
Illumination (as Required)			✓		
Enquiries			✓		
'You-are-here' maps			✓		

Rating	P	F	G	E	Comments:
10. Access					
Doors			✓		
Suitable for disabled			✓		
Tidy & clean			✓		
Traffic volumes/flow			✓		

Rating	P	F	G	E	Comments:
31. Decoration					
Peasant appearance			✓		
Co-ordination			✓		
State of repair			✓		
Toilet areas			✓		
Floor covering			✓		
Damage			✓		
Ventilation			✓		
Inviting			✓		

Rating	P	F	G	E	Comments:
12. Tidiness					
Space			✓		
Clutter free			✓		
Storage			✓		
Corridors			✓		

Rating	P	F	G	E	Comments:
13. Ambience					
Temperature			✓		
Odours			✓		
Noise			✓		
Smoking Policy			✓		
Ventilation			✓		

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Rating	P	F	G	E	Comments:
14. Cleanliness					
Overall cleanliness			✓		
Floors			✓		
Mats			✓		
Windows			✓		
Walls			✓		
Fixtures			✓		
Warning notices			✓		
Litter			✓		
Waste storage			✓		

Rating	P	F	G	E	Comments:
15. Toilets					
a) Patients/Visitors					
Number			✓		
Stocked & clean			✓		
Baby changing			✓		
Ventilation			✓		
Hot water			✓		
b) Disabled					
Number			✓		
Stocked & clean			✓		
Baby changing			✓		
Ventilation			✓		
Hot water			✓		

Rating	P	F	G	E	Comments:
16. Furniture					
Suitability			✓		
Adequate Number			✓		
Appearance/matching			✓		
Robustness			✓		
Broken articles removed			✓		
Condition			✓		

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Rating	P	F	G	E	Comments:
17. Patient Support					
Availability (staff)			✓		
Appearance (staff)			✓		
Identification (staff)			✓		
Internal vehicles			✓		
Telephones			✓		
Number			✓		
Suitable for disabled			✓		
Refreshments			✓		

Rating	P	F	G	E	Comments:
18. Staff					
Availability			✓		
Appearance			✓		
Identification			✓		
Helpfulness			✓		
Courteousness			✓		

Further comments:

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Common Areas

Rating	P	F	G	E	Comments:
19. Signage					
Position			✓		
Bilingual			✓		
Clarity & wording			✓		
Accuracy			✓		
Enquiries			✓		
'You-are-here' maps			✓		

Rating	P	F	G	E	Comments:
20. Access					
Doors			✓		
Suitable for disabled			✓		
Tidy & clean			✓		
Traffic volumes/flow			✓		

Rating	P	F	G	E	Comments:
31. Decoration					
Peasant appearance			✓		
Co-ordination			✓		
State of repair			✓		
Toilet areas			✓		
Floor covering			✓		
Damage			✓		
Ventilation			✓		
Inviting			✓		

Rating	P	F	G	E	Comments:
22. Tidiness					
Space			✓		
Clutter free			✓		
Storage			✓		
Corridors			✓		

Rating	P	F	G	E	Comments:
23. Ambience					
Temperature			✓		
Odours			✓		
Noise			✓		
Smoking Policy			✓		
Ventilation			✓		

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Rating	P	F	G	E	Comments:
24. Cleanliness					
Overall cleanliness			✓		
Floors			✓		
Mats			✓		
Windows			✓		
Walls			✓		
Fixtures			✓		
Warning notices			✓		
Litter			✓		
Waste storage			✓		

Rating	P	F	G	E	Comments:
25. Toilets					
a) Patients/Visitors					
Number			✓		
Stocked & clean			✓		
Baby changing			✓		
Ventilation			✓		
Hot water			✓		
b) Disabled					
Number			✓		
Stocked & clean			✓		
Baby changing			✓		
Ventilation			✓		
Hot water			✓		

Rating	P	F	G	E	Comments:
26. Furniture					
Suitability			✓		
Adequate Number			✓		
Appearance/matching			✓		
Robustness			✓		
Broken articles removed			✓		
Condition			✓		

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Rating	P	F	G	E	Comments:
27. Patient Support					
Availability (staff)			✓		
Appearance (staff)			✓		
Identification (staff)			✓		
Internal vehicles			✓		
Telephones			✓		
Number			✓		
Suitable for disabled			✓		
Refreshments			✓		

Rating	P	F	G	E	Comments:
28. Staff					
Availability			✓		
Appearance			✓		
Identification			✓		
Helpfulness			✓		
Courteousness			✓		

Further comments:

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..... Ward 4.....

Rating	P	F	G	E	Comments:
29. Signage					
Position			✓		
Bilingual		✓			
Clarity & wording			✓		
Accuracy					Ward 3 is now Ward 4

Rating	P	F	G	E	Comments:
30. Access					
Doors			✓		
Suitable for disabled			✓		
Tidy & clean			✓		
Traffic volumes/flow			✓		

Rating	P	F	G	E	Comments:
31. Decoration					
Peasant appearance			✓		
Co-ordination			✓		
State of repair			✓		
Toilet areas			✓		
Floor covering			✓		
Damage			✓		
Ventilation			✓		
Inviting			✓		

Rating	P	F	G	E	Comments:
32. Tidiness					
Space			✓		
Patients belongings			✓		
Equipment			✓		
Clutter free			✓		
Adequate waste facilities					
Storage					
Corridors			✓		

Rating	P	F	G	E	Comments:
33. Ambience					
Temperature			✓		
Odours			✓		
Noise			✓		
Smoking Policy			✓		
Ventilation			✓		

Hospital Monitoring Forms

Rating	P	F	G	E	Comments:
34. Cleanliness					
Overall cleanliness			✓		
Floors			✓		
Mats	n/a				
Windows			✓		
Walls			✓		
Fixtures			✓		
Warning notices			✓		
Litter			✓		
Waste storage			✓		

Rating	P	F	G	E	Comments:
35. Toilets					
a) Patients					
Number			✓		
Stocked & clean			✓		
Baby changing			✓		
Ventilation			✓		
Hot water			✓		
b) Disabled					
Number			✓		
Stocked & clean			✓		
Baby changing			✓		
Ventilation			✓		
Hot water			✓		

Rating	P	F	G	E	Comments:
36. Furniture					
Suitability			✓		
Adequate Number			✓		
Appearance/matching			✓		
Robustness			✓		
Broken articles removed			✓		
Condition			✓		

Hospital Monitoring Forms

Rating	P	F	G	E	Comments:
37. Patient Support					
Availability (staff)			✓		
Appearance (staff)			✓		
Identification (staff)			✓		
Internal vehicles	n/a				
Telephones (Trolley)					
Number					
Refreshments			✓		
Buzzer availability			✓		

- Outside office

Rating	P	F	G	E	Comments:
38. Staff					
Availability			✓		
Appearance			✓		
Identification			✓		
Helpfulness			✓		
Courteousness			✓		

Rating	P	F	G	E	Comments:
39. Patients views					
Comfort					
Buzzer availability					
Choice					
Staff attitudes					
Food/palatability					
Refreshments					
Pillows and linen					

There was no opportunity to talk to patients as lunch was being served.

Rating	P	F	G	E	Comments:
40. Privacy & Dignity					
Toilet facilities			✓		
Curtains, blinds, glass			✓		
Sound insulation			✓		
Clothing/covers			✓		
General approach of staff			✓		

The facilities were very good – the shower room/toilet has a walk in shower.

Rating	P	F	G	E	Comments:
41. Food					
Delivery			✓		
Serving			✓		
Presentation			✓		
assistance			✓		
Clearance			✓		
Beverages			✓		

Food was on time – trolley delivery

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Rating	P	F	G	E	Comments:
42. Linen					
Sufficient			✓		
Condition			✓		
Cleanliness			✓		
Comfort			✓		

Rating	P	F	G	E	Comments:
43. Waste					
Designated bins			✓		
Clinical waste locked			✓		
Capacity			✓		
Spills and leaks			✓		

Further comments:

Hospital Monitoring Forms

...Pathology Department...

Rating	P	F	G	E	Comments:
44. Signage					
Position			✓		
Bilingual			✓		
Clarity & wording			✓		
Accuracy			✓		

Rating	P	F	G	E	Comments:
45. Access					
Doors			✓		
Suitable for disabled			✓		
Tidy & clean			✓		
Traffic volumes/flow			✓		

Rating	P	F	G	E	Comments: Everything was in good order.
46. Decoration					
Peasant appearance			✓		
Co-ordination			✓		
State of repair			✓		
Toilet areas			✓		
Floor covering			✓		
Damage				✓	
Ventilation			✓		
Inviting				✓	

Rating	P	F	G	E	Comments: Although generally good, there was no space for wheelchairs.
47. Tidiness					
Space		✓			
Patients belongings	n/a				
Equipment	n/a				
Clutter free			✓		
Adequate waste facilities			✓		
Storage			✓		
Corridors			✓		

Rating	P	F	G	E	Comments:
48. Ambience					
Temperature			✓		
Odours			✓		
Noise			✓		
Smoking Policy			✓		
Ventilation			✓		

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Rating	P	F	G	E	Comments:
49. Cleanliness					
Overall cleanliness			✓		
Floors			✓		
Mats	n/a				
Windows			✓		
Walls			✓		
Fixtures			✓		
Warning notices			✓		
Litter			✓		
Waste storage			✓		

Rating	P	F	G	E	Comments:
50. Toilets					
a) Patients					
Number	✓				
Stocked & clean			✓		
Baby changing	✓				
Ventilation			✓		
Hot water			✓		
b) Disabled					
Number	✓				
Stocked & clean			✓		
Baby changing	✓				
Ventilation			✓		
Hot water			✓		

Rating	P	F	G	E	Comments:
51. Furniture					
Suitability			✓		
Adequate Number			✓		
Appearance/matching			✓		
Robustness			✓		
Broken articles removed			✓		
Condition			✓		

Rating	P	F	G	E	Comments:
52. Patient Support					
Availability (staff)			✓		
Appearance (staff)			✓		
Identification (staff)			✓		
Internal vehicles	n/a				
Telephones	✓				
Number			✓		
Refreshments			✓		

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Rating	P	F	G	E	Comments:
53. Staff					
Availability			✓		
Appearance			✓		
Identification			✓		
Helpfulness			✓		
Courteousness			✓		

Rating	P	F	G	E	Comments:
54. Patients views					
Comfort					
Choice					
Staff attitudes					
Refreshments					

Rating	P	F	G	E	Comments:
55. Privacy & Dignity					
Toilet facilities			✓		
Curtains, blinds, glass			✓		
Sound insulation			✓		
Clothing/covers	n/a				
General approach of staff			✓		

There are no beds in this department.

Rating	P	F	G	E	Comments:
57. Waste					
Designated bins			✓		
Clinical waste locked			✓		
Capacity			✓		
Spills and leaks			✓		

Further comments:

What an incredible department. Team work is of high quality and people feel valued. Staff development is encouraged. This is a 24/7 section of the hospital and in addition to hospital/local surgeries, the pathology also meets outreach work. The staff were courteous at point of contact, Peter Hopkins was patient and helpful.