

St Mary's Hospital  
Directorate of Nursing  
Nursing office  
Clarence Wing  
Praed Street  
London  
W2 1NY

P: 020 3312 3291  
[Guy.young@imperial.nhs.uk](mailto:Guy.young@imperial.nhs.uk)  
[www.imperial.nhs.uk](http://www.imperial.nhs.uk)

22 December 2014

Samuel Wallace  
Borough Manager  
Healthwatch Central West London  
Unit 25/26 Shaftesbury Centre  
85 Barlby Road  
London W10 6BN

Dear Samuel

### **Dignity champion assessment – Hammersmith Hospital**

Thank you for the report of the dignity champion assessment that took place in October 2014. We were very pleased to see that overwhelmingly the champions observed very positive interactions between patients and staff and had good things to say about the environment.

I have forwarded the report to the wards visited and to the appropriate divisional managers. I will ask them to report back to me on what progress they have made in the New Year, but it was not my intention to ask them to compile an action plan for the ward based actions.

With regard to the key recommendations at the beginning of the report I would like to highlight the following:

**Staff should get feedback from patients on food and endeavour to make improvements.  
Food should be made available 24 hours a day on request:**

Your visit coincided almost exactly with the transition from our old to our new facilities contract. The company Sodexo took over the provision of our catering services on 26 October, so it is a little difficult to hold them to account for the observations your team made during the last week of the old contract. However, I have forwarded your report to

the Sodexo regional director and the quality lead as I know they are very keen to deliver an excellent service and they will find this feedback helpful.

The very comprehensive tender process sought amongst other things to improve the quality of our food services. This means that we have new menus and enhanced availability, which of course includes access to hot food services 24 hours a day. In addition in January 2015, Sodexo will begin to regularly survey patients in relation to their opinion about the quality of the food. We are also in the process of recruiting, as part of the contract, a facilities matron who will closely monitor the provision of patient meals across the trust.

I have suggested that someone from the company attends one of our joint meetings in the New Year to provide information and to take questions from Healthwatch members.

**Ensure that discharge planning is undertaken with all patients, beginning at the time of admission.**

**Ensure that all patients are aware of what support they will receive after discharge.**

This of course should go without saying, but we know that there are problems around discharge and it is something that we need to continue to improve. We are now embarking on a major piece of improvement work looking at a range of issues around patient safety and experience. A focal point of this work is around transforming our pathways of care and effective planning of discharges is one of the main themes of this. This work is being planned and developed at this time, but as soon as we have a developed project plan, we will be happy to share this with Healthwatch.

It is frustrating that discharge of patients is an area we continue to experience problems with, but I am sure that you appreciate the complexity of bringing together a range of services and information around one critical point. We aim to address this as a priority.

Thank you as ever for your input on behalf of our patients.

Regards

Guy Young  
Deputy Director of Patient Experience