

Putting Patients First: Video Transcription

Caption: Every day we care for hundreds of patients
Every patient has a story to tell
Here are just three stories ...

Leslie

Leslie I watched Chelsea win the European Cup. Went to bed as normal and felt a terrible back pain and thought "what's that?"

Jo (Leslie's daughter) He was just not himself. His legs were shaking, he was like "look at my legs".

Got to the hospital, I think instantly they knew that something wasn't right so they rushed us through. Drips were going in and it kind of just happened so quick everybody was there as if by magic.

The nurse came running after me and said "you've got to come back. You've got five minutes before theatre and you need to say goodbye" and this kind of thing.

Mr Tahir Ali
(Consultant Vascular Surgeon)

After we had realised he had a ruptured aortic aneurysm, we know that he has maybe a one in two chance of surviving but he was in a centre where we offer endovascular surgery which is keyhole surgery. We have to rely on every single member of the team communicating quickly.

Jo The lady on the front desk, every sort of hour, poked her head out the door and said "no news yet, he's still in theatre" and then at about quarter past ten she came and said "the surgeon's here, he would like to speak with you". He told us exactly what he had done, what had happened and by ten o'clock that evening they had taken him off the ventilator and he had a cup of tea.

Leslie It had looked like mayhem to anybody else but the people was just doing a fantastic job really. All of them,

right through from the first person we met and it went on and on, right the way through.

Jo
It was like being in a real life episode of Casualty, in real time. It was amazing, everyone amazing be lost with them.

John

John
I'm a police officer for Surrey Police. I was at work and I was actually running down the stairs and on the landing I swivelled and I found a crunch.

I got a slot, an early slot at Ashford. I came in and I was operated on in the left knee and leg. They conducted a graft from my hamstring. I was well looked after. The facilities were very clean. The food was good.

After the operation, I had restricted movement regarding the bending. The physio department gave me a very good plan for what needed to be done.

Matt Stevenson
(Physiotherapist)

One of the great things at Ashford is that we have got a lower limb class which is a circuit class where patients can come on a weekly basis where we can actually see more people at once but still give them the one-to-one time that they need.

John
The physios understand that I need to be fit. In my employment, it definitely affected my ability to drive and use the clutch on police vehicles. I could have easily have been full of just "yeah, you are walking, thank you very much, move on. What the staff here have appreciated is that if I don't get fit, then I could be out of a job and they've really helped me. I saw a definite improvement which allowed me to come back to full duties so thank you.

Duane and Jenny

Duane
During the night, Jen's waters broke and when we got here on the 25 week point, Jen had the twins, Isobel and Olivia.

Unfortunately, after 14 days, Isobel passed away. She had pneumothorax which is a collapsed lung. But on the other side is that we have got Olivia and she's been absolutely fantastic ... [baby cries] ... so do you want to talk as well?

Words can't explain what the level of service and that what we have got here. Everybody has been so caring, they were so understanding about our situation.

Jenny

The nurses see this sort of thing happen everyday and as a young parent you haven't got a clue about what's happening. You just see your baby in the Intensive Care Unit, all the alarms are flashing and you don't really understand it.

Gill Ayton Smith
(Neonatal Manager)

Last year we nearly had 800 admissions and for us, every one of those is precious.

We involve the parents in all the baby's care and just little personal touches. Involve them from day one in changing the nappy and holding the feeds and coming out for kangaroo cuddles and we actively promote developmental care.

Jenny

It's just an emotional rollercoaster, up and down, and they explain that from day one, it's never going to be smooth you know. There just always there for you, aren't they?

Duane

And all the nurses know exactly what's happening with all the babies from their briefs that they get in the morning even if your nurse has gone on a break, you know, and a nurse is covering, you always know you've got that standard of care.

We've got Olivia now but if it wasn't for this place she wouldn't be here.

I couldn't of wished to be anywhere better really.

Caption: Happy endings like these don't happen by accident ...

Suzanne Rankin
(Chief Nurse)

Everything that we do here at the Trust is designed and organised to ensure that the patient is at the centre of everything.

Dr David Fluck
(Medical Director)

The most important is that we put patients first and we put patients first at every stage of the care that they have.

Justine Hillier
(Medical Matron)

In an acute environment, sometimes it is hard to make the patients feel that, you know, they are being put first all the time.

Suzanne Rankin

What we don't want is where people feel like widgets, if you like, going through a factory. This is a very personal and intimate experience.

Justine Hillier

We've done a lot of work to make our patients feel, you know, they are the centre of what is going on.

For the patient to see the same nurse every hour throughout their shift it means the patient has a chance to build up a bond with their nurse.

Sarah Havard

Patients have very small appetites; we therefore have to make sure that we get enough nutrition into the small quantities of food patients do eat.

We've put a lot of work into analysing the menus to make sure that they do provide the nutrition requirements of all the hospital patients.

Justine Hillier

Hygiene and infection control are paramount to maintaining patient safety. We know that our patients are getting good care that we are maintaining what's expected of us from an infection control point of view, we audit that.

Suzanne Rankin

Our aim is to have an environment and a culture so that you feel cared for and safe and you feel your voice is heard in discussing your treatment and care and that staff treat you with compassion and with empathy and address your specific needs as an individual.