

19th November 2020: Surgical Staff Focus Group

Facilitator	Ellie Stennett	No. of participants	10
<p>Questions/Comments raised during online event:</p> <p>Feedback on the programme – do you feel up to date on the progress of the programme so far?</p> <p>Yes</p> <p>Do you feel like you are being correctly communicated with?</p> <p>See the updates on email, more than formal Comms from the Hampshire Together page – although do see some comments.</p> <p>Presented in meetings – good opportunities to ask questions.</p> <p>Good information on the website but the juniors may not have time to see/read it and therefore may not understand the programme.</p> <p>For busier staff members they may not focus on it because it seems too far away.</p> <p>Need to organise transfer of information from senior meetings to more junior staff, especially when they are busy – may need to signify essential information to hand over. Facebook may be better for people to see outside their working hours.</p> <p>Not really aware of programme ambassadors in their areas.</p> <p>May be easier to have something printed and handed out in the areas so don't have to log onto emails, or putting information up in lunch/break rooms on the boards.</p> <p>Do you feel like you could describe the Hampshire Together programme to someone who asked?</p> <p>Yes, could describe the basic principles – might help to have the intro slides used in the meetings to print out slides or used in smaller meetings.</p> <p>Lack of clarity over why this project is going ahead.</p> <p>What is the general feeling about the programme?</p> <p>A bit of a struggle due to quite detailed previous plans about another project being stopped – more progress needed before people actually think it's going to happen.</p> <p>Support staff and more junior staff might not want to change site or travel – perhaps might change to Southampton with a change from Winchester to Basingstoke site. Lower paid</p>			

staff might not be quite as committed to the Trust, but they are very integral to the functioning of the hospital.

Concerns about travel, linguistics and childcare with possible new setting.

Longer travel times would perhaps push some people to change jobs/sites due to family demands and have more time at home – feels like the focus is on Basingstoke and those based at Winchester aren't being considered in the same way. Job climate means they won't need to move further away, as change in pay is not an incentive.

Public transport is not reliable to make shifts.

Previous projects which have fell through have affected faith in the actuality of the project.

What are the challenges you are currently facing in your department?

Major issue in ITU about not having many side rooms – have enough beds, but not enough space. Also problems with storage to keep it – enunciating by separating areas with COVID levels.

Merging as a service, not just on a Trust level, by being in the same place is really effective in administration, co-ordination and communication between the teams.

Problems with having enough space – smaller break rooms, especially with the issue of COVID. Need a space to relax during breaks in shifts.

HR Challenges – being displaced and working from home presenting challenges around mental health and team communication (i.e meeting less people on the team).

Need spaces to go to participate virtual meetings, which is quiet and has a computer.

Opinions on IT

IT have become more helpful over the last year, actually engaging with people's problems.

Better set-up for working from home, if it is integrated into the hospital for non-clinical staff i.e neck and shoulder friendly set up, bigger screens or desk tops, supportive chairs/mouse etc.

The hospital is quite disjointed, and multiple passwords and accounts – possibly more integrated sign ons, and to be able to transfer between sites etc.

Problems with laptops and computers not running needed apps, and a long process to get issues like this resolved.

Problems with the buildings

Leaks in the roof, and need for blinds.

Better areas for Wi-Fi and phone signal e.g Nick Jonas ward

HR being very far out the way from the rest of the departments

Inconsistent heating – either too cold or too hot.

Not ideal not have anaesthetics not near theatres, as have to change clothes lots of times and its inconvenient when moving in between.

Transport and Parking

Free staff parking is good.

Winchester parking is an new issue – a new site would need to provide parking got everyone.

Would a multi-storey car park on possible new land Basingstoke be a consideration?

It's an important issue for everyone because it can lengthen someone's working day.

Minibus timetable should be extended past normal working hours for those working earlier and later shifts and needing transportation – might become a bigger issues if Basingstoke moving sites. It also needs to be bigger to have capacity for everyone, especially with social distancing measures.

If it is going to be a green site, we need to take into consideration transport options to support this and to perhaps encourage not everyone to drive in. Possibly viable travel links into town centre, electric car charging points and cycle paths (if at J7 site) – this should be a high priority when considering the carbon net 0 aspect of the project.

How do you find current staffing levels?

Patient safety should always be prioritised over costing – difficult to balance.

The wards are on bare minimum in terms of being so understaffed – people are moved around wards so much they don't properly commit to the ward they work for, to fill the gaps around agency staff.

There are always gaps with sick leave, emergency leave even prior to COVID and this needs to be addressed. Although they need a certain skill set.

What opportunities do you see in the project and how do you think they will benefit your department?

Having one site will help Winchester, Andover and Basingstoke feel like one team.

A chance to develop and shape the future – see something through from start to finish – and that is quite exciting.

A real positive is the joining up and integration of primary and secondary care – helping patients feel like they are moving between departments with clearer communication.

Nice to have a purpose-built ITU with enough bed capacity.

How far would you be willing to travel to a new build?

Main focus on the efficiency of travel and parking.

As long as there is a suitable amount of accommodation for on-call and members of staff who have to travel quite far then there is flexibility for people to travel.

In Winchester, there is no possibility for families to stay near the hospital – will initiatives similar to the Ronald MacDonald House in Southampton be considered, especially near cancer care sites (particularly as the J7 site is rather isolated).

Student nurses should continue to have accommodation on both sites.

Perhaps might be more about the cost of travel for the lower paid staff, and how much this takes out their wage.

Other concerns

Need to make sure the message about public consultation and the new hospital in general is getting out because not all members of the public are aware (i.e some elderly) – perhaps old promises of other failed projects means they don't realise the importance.

Chat download anonymised

Report written by: