




What we found when we spoke to patients on Bronte Ward
Easy to read report.

	<p>Bronte Ward Bluestone Hospital Craigavon Area Hospital 68 Lurgan Road Portadown BT63 5QQ</p>																																										
	<p>Trust: Southern Health and Social Care Trust</p>																																										
<p>June 2014</p> <table border="1" data-bbox="135 1238 550 1509"> <thead> <tr> <th>Sunday</th> <th>Monday</th> <th>Tuesday</th> <th>Wednesday</th> <th>Thursday</th> <th>Friday</th> <th>Saturday</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> </tr> <tr> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> <td>14</td> </tr> <tr> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> </tr> <tr> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> </tr> <tr> <td>29</td> <td>30</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30						<p>Date of Patient Experience Interviews: 10 June 2014</p>
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	<p>Type of Ward: Male and Female care and treatment ward for patients with a mental illness</p>																																										

Who is RQIA?



The **Regulation** and
Quality Improvement
Authority

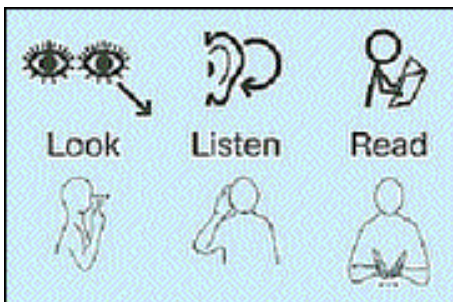


Who is RQIA?

RQIA is the group of people in Northern Ireland that visit wards in hospitals, homes and other services to check that they are good and make sure that they are safe for everyone. RQIA call these visits inspections. The RQIA also talk to patients, these are called Patient Experience Interviews. The people from RQIA that visit the wards and talk to patients are called inspectors.

The inspectors that spoke to the patients on Bronte ward were called Alan and Audrey

What did Alan and Audrey do?



What did Alan and Audrey do?

Alan and Audrey

- looked around the ward
- talked with patients on the ward
- talked to the people that are in charge of Bronte Ward

After Alan and Audrey finished speaking to the patients, they told the people in charge of the ward what patients said.

The patients said it was good that



They knew why they were in hospital



They were involved in their care and treatment



They could see an advocate



They had items removed from them however they could access these items whenever they wanted



They could access the garden



They knew who to speak to if something was wrong



Overall they were happy with their care and treatment

The patients said they were concerned that



The floor and walls of the bathrooms looked dirty



There was not enough staff on the ward

What next?



What next?

After the Patient Experience Interviews

Alan and Audrey wrote a report about what the patients said and sent it to the ward. RQIA asked the people that are in charge of the ward to make some changes.

The people in charge of the ward will write back to Alan and Audrey and tell them how they are going to fix the problems on the ward and make it a better place for patients.

One of the inspectors will visit the ward again to see if the ward has improved.