

**Healthwatch Peterborough**  
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4<sup>th</sup> March 2014

**Re: Healthwatch Peterborough submission to CQC Inspection of Peterborough and Stamford Hospitals NHS Foundation Trust (PSHFT)**

#### **Additional feedback**

The following information, feedback and comment have been noted following the submission of our previous report/in addition.

- Oncology Ward -2013  
Family member reports patient not given shower or bed bath. Relative attempted to do so, but struggled with this without pulling out all lines that the patient had attached.  
Staff were seen standing around talking – when approached and asked for help, told *'nurses don't wash patients'*. Patient died a few days later from cancer.
- Lack of pillows in A&E and on wards
- Unable to access restaurant due to heavy doors (in wheelchair)
- Lack of blankets available
- Patient moved to Palliative care site (Sue Ryder, Thorpe Hall) next-of-kin not notified
- No response to complaint letter (patient sent it to wrong department). HWP notified. Now being reviewed
- Inconsistent/not updated use of boards above bed to inform of key concerns/conditions of patient (did not correlate with patient)
- Patient feed by nurse (very positive feedback of this support) but this was not noted in patient notes