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To Healthwatch Bristol

Thank you very much for Enter and View report for the Bristol Royal Infirmary Discharge Lounge which was undertaken between 11<sup>th</sup> and 21<sup>st</sup> April 2016. It was great to read the positive experiences of the patients, staff and visitors who use the unit. I appreciate the recommendations you shared with us, please see the table below for the actions we have taken as a result of your feedback.

No	Recommendation	Comments from the Service Provider
1	Patients could benefit from there being more books and newspapers/magazines available to read	Free 'Metro' papers are now collected each day and distributed around lounge. Staff are looking at bringing in unused books/magazines
2	The drinks machine may need replacing	To be discussed with catering services re alternative options which are cost effective
3	Another table may be needed so more patients can eat their meals at a table – there is currently only one table in the lounge	Limited space re accommodating another large table. Aim to provide increased number of smaller tables with adjustable height for those patients to eat meals in their chair especially those who do not want to sit at the main table for their meal
4	Reduce the waiting time for patients who are waiting for medication by the discharge lounge liaising with the hospital pharmacy to allocate more time for the preparation of medication or by sub-contracting the work to an external pharmacy	Discussions currently taking place with Pharmacy regarding the additional resource this may require
5	Provision of a mobile fan for the comfort of individual patients	Fan to be purchased

If you have any questions please do not hesitate to contact me.

Yours sincerely



**Carole Tookey**  
**Head of Nursing Medicine**