

**Department**

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4<sup>th</sup> January, 2017

Ms S. Denton  
Volunteer Support Officer,  
Healthwatch Bristol  
The Care Forum,  
The Vassall Centre,  
Gill Avenue,  
Fishponds,  
Bristol, BS16 2QQ.

Thank you for sharing your Enter and View Report on South Bristol Community Hospital. We were delighted to welcome representatives of the Healthwatch Bristol Enter and View team to the South Bristol Community Hospital (SBCH) on Monday 24th October 2016.

We were pleased that the report of your visit noted that the inpatient wards at South Bristol Community Hospital were to be commended for providing a friendly, caring, clean and functional environment for stroke and rehabilitation patients to recover in. It was encouraging for us to read that the staff team were happy in their work, treated well by the Trust, dedicated to aiding patient recovery and that patient's and visitors had shared complimentary things about the staff team.

The report highlights a series of recommendations to enhance the non-clinical aspects of care in the hospital particularly for longer stay patients. This includes recommendations concerning entertainment and accessibility. As a result of this report, we are pleased to say that we will review our approach to this aspect of care in the hospital. This review will take place in Q1 2017/18 and we will invite Healthwatch representatives to participate. Appendix 1 to this letter is our detailed response for each of these recommendations.

We note that the concerns Healthwatch expressed concerning the role of adult social care in the discharge process of patients medically fit to leave SBCH are to be addressed separately with Bristol City Council.

Finally, we found the Healthwatch Enter and View team to be friendly, professional and well prepared. We thank them for their diligence in supporting us to deliver the most appropriate care for our patient cohort and look forward to working with them again in the future.

Your report has been shared with our health teams at SBCH, our Divisional Board and the Trust Patient Experience Group.

Yours sincerely,

**Neina English**  
**General Manager/Deputy Head of Nursing**