

Your LINK for improving health and social care



a LOCAL INVOLVEMENT NETWORK

Dartford and Gravesham NHS Trust

What Was Your Experience?	Where Was This?	Additional Information
<i>1. Keeping Patients Safe</i>		
I noticed that visitors are not actively encouraged to wash their hands. Although there are facilities near the door there should be a larger sign. Even arrows with the words "Wash your hands" could be pointing on the hospital floors	Darent Valley Hospital	None
Went to accident and emergency at Darent Valley Hospital. Lavatory was 'messy'	Darent Valley Hospital	None
Lack of written Information regarding Support Services and need for regular re-testing.	Darent Valley Hospital	None
The cleanliness is absolutely diabolical, when my mum was admitted to the ward and given her bed there was a dirty tissue under the bed from the previous patient. Also there was an elderly lady in the bed opposite mum who wanted the toilet so twice I went and told the nursing staff that she wanted the toilet but it still took them about 5 mins to bring the commode for her then they left her sitting there and she was still sitting on the commode when I left the ward. Telephones were never answered even though there were staff sitting at the nurses station I even asked one member of staff to answer the thing because it was getting on my nerves but she just looked at me as if I was mad or something.	Darent Valley Hospital on the Clinical Diagnosis Unit.	None
I am a regular patient at Darent Valley Hospital. I agree whole heartedly, they do everything to earn them a high position in cleanliness. I do not receive any medication from their pharmacy, but am provided with a prescription when necessary. Disposal of waste is now disposed of regularly, where it was left in side-way until the outbreak of MRSA	Darent Valley Hospital	None
Could've been a little better, but I think they are trying to improve things	Darent Valley Hospital	None
The standards are very good.	Darent Valley Hospital	None

<i>2. Treatment, Care & Costs</i>		
Excellent service in A&E Majors when my dad was rushed in for emergency treatment	Darent Valley Hospital	None
Had scans & blood tests, cholesterol tests. If I don't ring up - get no reassurance that everything is well. If something has gone wrong we get a letter, however we do not seem to be notified of a normal outcome. So therefore as my husband has had bowel cancer, the quicker we are notified the better. Although we get an appointment much later . There does not seem to be 10% communication between Hosp. & Doc. Surgery	Darent Valley Hospital - Clinical Diagnosis Ward	None
There did not seem to be anyone in charge on the Unit my mum was admitted to because I think if there had have been maybe just maybe things would have been different nobody seemed to care about the patients. It should not matter that the ward was busy you should always put patient care first above everything else's but there was no evidence of this on this ward. Dirty bed linen on the bed of the lady next to mum where she had spilt something all down her and on the bed these should have been changed to make the patient more comfortable also the way she was laying she should have been made more comfortable	Darent Valley Hospital - Clinical Diagnosis Ward	None
Problem with the prescription of certain drugs such as Sativex (cannabis). PCT apparently withdrawn funding	Darent Valley Hospital	None
I have always been most grateful for services from the surgery. I have a number of complaints regarding my health, all have been dealt with admirably (Duplicate)	Darent Valley Hospital	None
Treatment at hospital very good, follow up of organisations not so good. I've been waiting several weeks for arrangements to be completed from social services at Swanley, to help me up and down steps indoors. My balance is very bad, but because my cottage is on a slope, I have steps outside as wells as in.	Darent Valley Hospital	None
No complaints about treatment	Darent Valley Hospital	None
Nothing to report but excellent all through	Darent Valley Hospital	None
For such a large hospital, I think it manages extremely well	Darent Valley Hospital	None
My only complaint is having an appointed time & being kept waiting for up to 1 hour for no apparent reason	Darent Valley Hospital - Nephrology Department	None
App at 1pm in at 1.20pm. Satisfied with that. Modern and clean. Dentist was keen to listen to my dental history. Advised me treatment to be given. Option for anaesthetic or not. What was to take place. Answered all questions. Quick & efficient	Gravesend Community Hospital	None

I have fibromyalgia, Generally GP's are not up to date with this condition, or interested. There are not enough pain clinics and there is a petition sent to no.10 on this subject. More awareness needed.	Gravesend Hospital	I would also like to see more emphasis placed on healthy eating before GP's reach for their prescription pads. Many of us are interested in alternative medicine but cannot access it on the NHS easily
3. Governance		
The system needs to be changed as the one they are using just is not working, there is too much waiting about and too long in between	Darent Valley Hospital - Accident and Emergency	None
Nothing to report but excellent all through.	Darent Valley Hospital	None
For such a large hospital, I think it manages extremely well	Darent Valley Hospital	None
Local care people seem well organised. The problems always arrive when dealing with hospitals. Transport system at Gravesend - the phone is never answered.	Gravesend Community Hospital	None
4. Patient Focus		
Food in hospitals need to be healthier	Darent Valley Hospital	None
My husband & my family received first class treatment from all staff when he had bowel cancer. Even though he is in his 70's they treated him like a friend. Although it is hard when someone is ill a patient must also be respectful to the staff.	Darent Valley Hospital	None
Yes in both hospitals care and treatment was good, not food though.	Darent Valley Hospital	None
Whenever I have had to have treatment I have always been really satisfied.	Darent Valley Hospital	None
Kept well informed and offered refreshment when Dad was taken in hospital	Darent Valley Hospital	None
I'm just giving my experience of this particular hospital, simply because of my health situation and I spend so much time there. I have gained so much respect for it, the staff, the treatment, even the food, preparation and particularly my need of diet etc. When I receive an appointment in writing, there is always a form with full information of the treatment I am going to receive, and then it is explained to me when I arrive at the particular department. I feel I should explain my reason for spending so much time at the hospital. I have Diabetes, and visit the Diabetic department, thro' an ulcer on one toe of my left foot, which infected the whole foot. I visit the Hornbeam Day Centre following foot treatment for Polymialgia Rhuematica and my muscles are much weaker. I had a bad fall, cracked my jaw, and broke a bone, so visited the dental department. I also have Angina. With my friends we visit the restaurant, where the food is excellent.	Darent Valley Hospital	None
On the whole, I would say it was very good. The nurses were very kind, the doctors were very informative and the food wasn't bad.	Darent Valley Hospital	None

Nutritional needs (diet) at Darent Valley Hospital (dietician) very good and helpful on my visits monthly for about 6 months (6 visits)	Darent Valley Hospital	None
No experience of hospital patient in-care but otherwise, have always been treated with respect.	Darent Valley Hospital	None
Lack of written Information regarding Support Services and need for regular re-testing.	Gravesend Community Hospital	None
<i>5. Access and Responsive Care</i>		
No Patients Views Sought.	Darent Valley Hospital	None
Mum was taken in by ambulance because she was having trouble breathing but as soon as we got there the ambulance crew were told to take her into the waiting area where we had to sit for almost 3 hours before she was seen by the triage nurse. All in all we were sitting around for about 6 hours before she finally got to see a doctor and was admitted to a ward.	Darent Valley Hospital - A&E	None
Reasonable, but again preventative medicine can be frowned upon as opposed to doling out prescribed drugs	Darent Valley Hospital	None
My visits to Darent Valley Hospital have always been good regarding service with a smile and help from the staff. Well Done	Darent Valley Hospital	None
I like the design of Darent Valley, it is well planned, but not big enough to meet the needs of the growing population. I don't like the change of names e.g. Path Lab - now Phlebotomy, Chiropodist now Podiatrist. Another disappointment is getting transport. I have two very good helpers next door but one to me, and they take me as much as they can but otherwise it means to pay Swanley Volunteer Bureau or taxi. The latter I try and avoid, it is so expensive.	Darent Valley Hospital	None
I have had no problems with receiving treatment and the aftercare is very good. My aftercare is still going on, one year and three months later.	Darent Valley Hospital	None
Services could be improved e.g. visits to hospital early morning appointments undesirable to a senior citizen. If they were later than 11am (to arrive) one could catch a bus (free bus pass) whilst one has to pay for a volunteer car.	Darent Valley Hospital - Consultant in Nephrology	None
Seems to be good.	Gravesend Community Hospital	None
No Patients Views Sought.	Gravesend Community Hospital	None
<i>6. Care, Environment & Amenities</i>		
Sometimes the bathrooms are not 100% however the amount of patients using them makes it difficult. Also I do not like the mixed wards. I think Darent Valley is getting better in that respect. I don't like the baths. More patients would like a bath seat.	Darent Valley Hospital	None
The hospital is dirty everywhere you look, the cleaning should be put back in-house where it should be.	Darent Valley hospital	None

I think it was as safe as could be expected, but there are some problems with access and parking.	Darent Valley Hospital	None
Darent Valley Hospital were thorough in their cleaning the actual indoors leading to consultant room!	Darent Valley Hospital	None
Very good	Darent Valley Hospital	None
Reception staff were polite and helpful. Only one criticism. Wasn't sure what to do after treatment. Do I go to reception or have to sign anything. Little guidance.	Gravesend Community Hospital	Dentistry Dept
<i>7. Public Health</i>		
More emphasis on making sure people use hand gels when entering the hospital.	Darent Valley Hospital	None
I have been a patient in the hospital several times, mainly because of falls outside, A&E dept was most efficient. I must add my stay in the wards was made comfortable and a little brighter, when you know personally some of the nurses. The thought of the little machines inside the entrance doors for cleansing the hands simply explains to visitors the precautions taken by the hospital to prevent disease.	Darent Valley Hospital	None
I have always been most grateful for services from the surgery. I have a number of complaints regarding my health, all have been dealt with admirably. (Duplicate)	Darent Valley Hospital	None
Overall, I would say it does its best to do all these things.	Darent Valley Hospital	None