

Response from Anna Hargrave, Divisional Director of Community Services at South Tyneside & Sunderland NHS Foundation Trust:

“Listening to the views of our patients and their families and carers is vitally important and I'd like to thank everyone who took the time to provide their feedback.

“As the results of this survey show, there are some areas where we can improve, and we are working with our teams to address the key issues that have been raised.

“An improvement action plan has been developed against each of the areas of improvement. Our Integrated Discharge Team will spend more time on our wards talking to patients about their discharge from hospital. We will continue to gather patient feedback to help us understand their expectations of leaving hospital.

“We want to make our patient's experience with us the best it can be. Listening to patient feedback through surveys like this and acting on the findings helps us to provide the best patient experience possible.”

Other improvements the Trust is looking to make include:

- Improving communication between patients, carers and the Integrated Discharge Team. Both written and verbal.
- Promote a 'Home First' approach. When patients no longer need hospital care they will be supported to return home safely.