



YOUR CARE IN OUR HANDS

The five-star patient journey

Going to hospital can be a worrying and stressful time for anyone. Not knowing what to expect and what your treatment will involve, as well as how fast you will recover, are very common concerns many patients have.

A team of around 50 members of staff at Nuffield Health Bristol Hospital, The Chesterfield, are experts in ensuring that from the moment a patient checks-in to when they leave, they feel supported, fully-informed and confident their every need will be met with the highest standards of care.

The patient journey at the hospital is akin to a five-star experience, with private rooms and clinical staff available around-the-clock. All 30 rooms include en-suite facilities, direct nurse-call

systems, free Wi-Fi, direct dial telephones as well as a TV and radio. Parking is also free for hospital patients.

Sheryl Krause, Hospital Director, explained: "Health and wellbeing is at the centre of everything we do. At our hospital, patients will find welcoming and comfortable facilities, spotlessly clean rooms and a team of experienced and friendly nurses, delivering clinical care in state-of-the-art facilities. We also have the best medical technology and are constantly investing to ensure we offer the latest procedures."

The Chesterfield offers a broad range of medical services from general surgery, orthopaedics, endoscopy, urology and ENT to pain management, physiotherapy, dentistry, weight loss, cosmetic surgery and more.

There are 11 consulting rooms, a three-bed intensive treatment unit, a six-bed recovery unit and a day care unit, with seven small private rooms.

We spoke to five members of staff at The Chesterfield, who each play a key role in ensuring that the patient journey is tailored to the needs of the individual with a unique approach to health and wellbeing.

FAYE JENKINS

Customer Services Team Leader



Faye manages a team of 15 who all assist with welcoming and checking-in patients at The Chesterfield. She also works in outpatients, greeting patients who come back to the hospital for check-ups.

Faye said: "I really enjoy meeting people and getting to know their likes and dislikes, and helping to answer any questions they have - even down to finding out about what sandwiches they'd like to have while they're here! It's all about getting to know someone as a person, rather than just a patient. In the short 5-10 minutes that I have with a patient, it's amazing



how well you can get to know them and help them to relax.

When a patient arrives at the hospital, they register at reception and are then escorted to the lift and sent to the first floor where they are met by a Ward Clerk.

KARL WATSON
Ward Clerk



Karl is a Ward Clerk at the hospital and is responsible for making sure a patient's room is ready for their arrival, including ensuring their medical documents and files are all in one place for their consultant. He greets patients on the first floor and takes them to their room, where he provides a briefing on where they can find everything in their room and how to use all the equipment. Karl also talks patients through the plans and timings for their surgery, as well as how they can order meals and share this time eating with a relative or friend.

Karl said: "It's extremely important that we remember each patient by their name and make them feel relaxed. There is always someone available to help and talk to them, should they need it."

"Most patients I see are either nervous or worried about the treatment/procedure they are about to undergo. What I find really special is the fact that each patient is beginning a new step in their life, being treated for something that is either affecting them physically or emotionally, and it is this step that you see them getting very excited about."

SUE MOORE AND THERESE CONFAIT
Senior Healthcare Assistants



Sue and Therese treat patients after they have undergone a surgical procedure. Their job involves a range of responsibilities including chaperoning a patient to see their consultant, dressing wounds, suture removal, pre-assessments and fitting 24-hour ECG recorders.

Sue said: "The best part of my job is seeing a patient pain free and happy with the care they have received - I meet so many lovely people from all walks of life. It's so important that the patient feels they can speak to us at any time when they have concerns."

Therese added: "It is very rewarding to see the patient make a full recovery. I keep every one of my thank you cards - I now have quite a collection!"

"I feel really lucky to work with such a wonderful team here, everyone from the nursing staff through to the consultants have a great relationship and we all work well together."



EMMA GERRARD
Staff Nurse

Emma treats patients on admission and post-operation. A follow-up call after someone has left the hospital is always conducted to make sure that people are recovering well.

Her role involves assessing patients and preparing them for surgery while observing them throughout their stay. She also administers pain relief, records a patient's progress and provides reassurance and support to give them the confidence they need for their recovery.

Emma explained: "I love the patient and nurse interaction, especially making patients smile before and after surgery. On average, I will typically see around 5-6 patients personally during an eight-hour shift."

"It's essential that patients feel they have received the best possible care and we do this by treating them how we would hope to be treated ourselves, just like they are our own family."

Nuffield Health is the UK's largest not-for-profit healthcare organisation and its core aim is to make the nation healthier. Through its hospital and the Fitness & Wellbeing Centre at Clifton Pavilion, Nuffield Health has been using its expertise to help people in Bristol be as healthy as they can for over 50 years.

Contact Nuffield Health Bristol Hospital, The Chesterfield at www.nuffieldhealth.com/hospitals/bristol or call 0117 911 0556.

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