



North Bristol
NHS Trust

How we plan to work with patients

2023 to 2026



**Easy
Read**

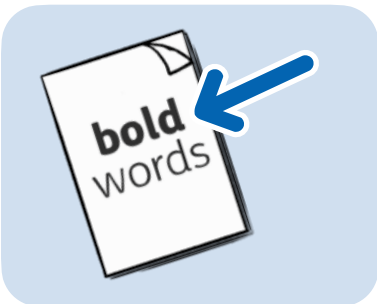
Easy Read



This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



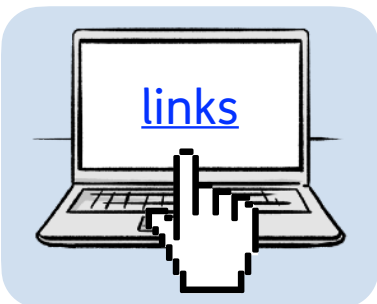
This Easy Read booklet uses easier words and pictures. You may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker.



These are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

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About this booklet



North Bristol NHS Trust wants to improve how we work with our patients.



We have written these plans to explain how we will do this from 2023 to 2026.



These plans are not about the medical care and treatment that we give to patients.



These plans are about how we behave towards patients when they are getting care and treatment from us.

North Bristol NHS Trust



We provide hospital services to people in Bristol, South Gloucestershire and North Somerset.



We have 2 hospitals: Southmead and Cossham Hospitals.



We also provide some services at Weston General Hospital and the Bristol Centre for Enablement.

We provide:



- Urgent and emergency care, all day and night, every day of the year.



- Operations and treatments which are important, but not urgent.



- Other medical help for people who do not need an operation.

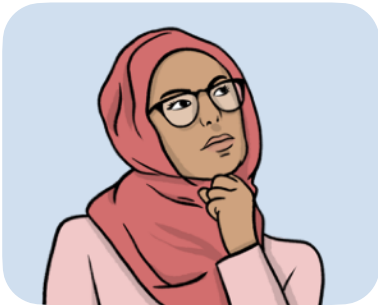


- Tests and checks that help doctors work out what illness someone has.



- Services for women who are having a baby.

Patient First



We plan to improve all of our services by thinking of what is best for our patients.

We plan to improve all of our services by:



- Giving our patients very good care.



- Looking for new and better ways to do things.



- Working with people who live in the local area.

What we are doing now



We are already improving how we work with patients.

Listening to patients



We are working with groups of patients who tell us what they think about our services.

These groups include:



- The Patient and Carer Experience Group.



- Learning Disability and Autism Steering Group.

These groups include:



- The End-of-Life Steering Group.



- The Dementia Steering Group.

Volunteers



Volunteers are people who help us and our patients without being paid. We have over 370 volunteers.

Volunteers help us and our patients in many different ways including:



- Being a friend to patients.

Volunteers help us and our patients in many different ways including:



- Helping at mealtimes.



- Helping people find where they need to go.



- Helping people get better by doing activities like playing music and playing with pets.



- Helping people at the end of their lives.

Patient Care Partners

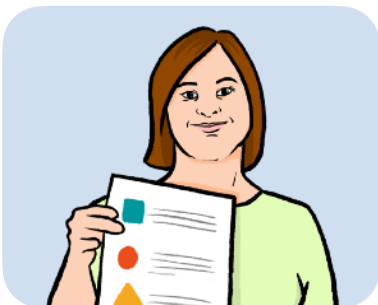


Patient Carer Partners are people who are patients or carers. They work with us to improve how we work.

They have helped us to:



- Be fair to everyone.



- Provide information that is easy for people to understand.

Our values

In 2022 we all agreed that we would work in a way that is:



- Caring.



- Ambitious - this means wanting the best for people.



- Respectful - this means treating people with respect.



- Supportive - this means helping people.

Our 4 commitments



We have made 4 commitments that will help us to improve how we work with patients.

The 4 commitments are:



1. We will listen to what patients tell us.



2. We will work together to treat patients as individual people.



3. We will always try to work in better ways.



4. We will check that patients and carers get a good service from us.

Listening to patients



We will collect information from patients in different ways.



We will write reports so our managers know what patients tell us.



We will tell our staff what patients are saying so they can improve how they work.



We will check that staff are listening to patients and improving the way they work with patients.

Working together to treat patients as individual people



All our different staff will listen to people from groups who often don't get a chance to say what they think.



We will treat people with a learning disability, people with mental health problems, and autistic people as individuals.



We will make sure that we provide good services to people from all different backgrounds.

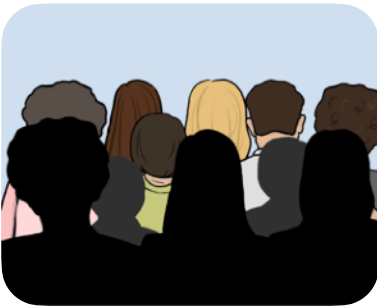


We will check that we are giving the right service to all patients.

Working in better ways



We will get better at dealing with complaints.



We will get more people to join the group that looks at how we deal with complaints.



We will check that we are dealing with complaints in better ways.

Checking that patients and carers get a good service

We will make sure that all our staff and managers:



- Know that we are listening to patients and carers.



- Hear what patients and carers think about our services.



We will have a newsletter that tells staff about what patients and carers are saying.



We will give training to staff about working with patients and carers in better ways.

Find out more



You can look at our website here:

www.nbt.nhs.uk

You can contact us by:



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