

Telephone Interview

Dr Pennell

2:30 pm

#TEXTDrPennell

#CODEC1Staff Attitude

Hospital is brilliant

#ENDCODE

#CODEC2Effectiveness & Outcomes

Hospital is brilliant

#ENDCODE

#CODED6Out of hours arrangements

Out of hours - used to cover stopped - now. Healthcall called in - GP told is excellent.

#ENDCODE

CODEC1Staff Attitude

Girls good at terminal care and use syringe dinners. Keep relatives involved.

#ENDCODE

#CODEG2Relatives & Carers

Door open to contact families if have concerns. Next of kin environment.

#ENDCODE

#CODEC7Positive Patient Experience

Patient feedback - generally positive - patients often say can I go with War Memorial - quiet, cleaner, v comfortable, food seems reasonable, staff constant.

#ENDCODE

#CODED2Medical Accountability

If have a problem - get consultant in elderly med for an opinion - sometimes taken over to Portsmouth hospital and down to rehab.

#ENDCODE