

In Their Own Words- *'What would improve the patient experience for you at Canberra Health Services?'* (free text responses)

Mixed Gender Accommodation (8 of 271 made comments)
There was a privacy issue in the ward I was in. We had a male patient and after I showered, I realised that the bathroom door didn't lock and was slightly ajar. A shower curtain might have been helpful.
I am uncomfortable having mixed sex accommodation. Some treatments plus personal care can be quite embarrassing when you know on the other side of the curtain, across the room are males.
They moved me out of a 4 bedroom, I was the only one there for 3 days. They put me in a room with 3 men, one snored so bad that I had to go and sleep in the TV room. How do you think I felt? I went past my old room all 4 beds without anyone in them & the next 24 hours.
Unfortunately, there were no beds available and I ended up on the stroke ward sharing a room with a 70 yr old man. I think mixed rooms is wrong. Mixed wards sure, but not rooms.
I personally did not like being in a 2-bed ward with mixed gender.
NO Mixed Gender Rooms!
Mixed wards, no. I felt I had no privacy sharing with a man.
Probably would be better if the hospital wasn't full and all-day surgery didn't have to stay overnight in day cubicles.
Bathrooms (17 of 271 made comments)
Too many chairs stored in toilet, gave no room for access.
Being in isolation with a gastro bug and a commode to use, I felt the need for at least a wash basin in the room for personal hygiene.
Sharing of toilets & bathrooms by patients is unhygienic
To be able to lock in the bar between toilet & shower in ensuites.
A shower curtain might have been helpful. (Sharing bathroom with male)
Equipment (5 of 271 made comments)
Wheelchairs at reception for incoming patients to use as sometimes there can be long walks getting to the areas you need to go when your aged or feeling unwell.
Lighting (4 of 271 made comments)
Add sensor lighting to bathrooms etc. for night.
Lights were left on at night, so a very restless night.
My mother aged 97yrs, was given a call button, but kept pressing the light button, not the nurse button. It shouldn't be assumed that everyone knows how to use it and considering her age and hearing problem, someone should have made sure she knew. She was distressed by not being able to get assistance for a bed pan.
Accommodation sometimes unacceptable by 13 days in a 4-bed ward with no access to natural light.
Parking (5 of 271 made comments) This topic is not prompted in the survey
Husband came by bus as parking cannot be relied on and he cannot walk too far.
Parking is always difficult.
Maybe have stickers made so the patient can place one on the inside of their vehicle's windscreen to make them exempt from getting a parking fine while parked in the hospital parking areas.
Better parking facilities, particularly for visitors.

Noise (23 of 271 made comments)
Quieter bed location would help.
Declutter around beds and drip stands before bed.
Better chance of getting sleep. Visitors! Other patient's TVs! All stopped me from sleeping.
For staff & patients to be more respectful with noise, loud talking & laughing, slamming doors & cupboards in the hours of 10pm-3am
Disable speakers on a patient TV remote control device and require the use of headphones / earphones.
Waiting (45 of 271 made comments)
Spent 6-7 hours on a stretcher in the corridor in Emergency on the public holiday weekend.
More beds, I waited 24 hrs in Emergency for a room.
Waiting in the corridor.
The time spent in the waiting area between being admitted and being allocated a bed was quite uncomfortable. The chairs were all very close together and in one corner and there was no-one there in case of a problem. It made me feel very isolated and vulnerable. In general, the staff who walked past offered a smile and a reassuring 'it won't be long now' but the time went by very slowly without knowing how long it would be. To make things more comfortable, I suggest letting the patients wait in the admittance area where there were many more seats which were better spaced and more comfortable. Also, allow us a family member or friend to keep us company and know where to go if you had a question or a problem.
The ED waiting room was adjusted for Covid 19: 1.5 distancing. Because of this, I was unable to sit as the waiting room was full. Within about 1/2hr, I was able to sit when others went into ED. I was in a lot of pain and I would have loved to sit when I first got there.