

# Flexible Visiting Hours Evaluation - Summary on a Page

## Background

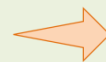
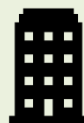
The Trust moved from fixed visiting hours to flexible hours in 2018.

## Aim

To evaluate the experiences of staff, patients and visitors of the flexible visiting hours.

## Results

250 Questionnaires  
84 inpatients  
88 visitors  
78 staff  
11 Engagement Network conversations  
102 individuals  
Comment cards, Website and Social Media  
Friends and Family Test  
Staff Feedback  
Staff FFT  
National NHS Staff Survey  
National Inpatient Survey



## Common Themes



Flexibility for visitors

- For travel
- For childcare
- For work

Patients have

- More company
- More support
- Help with feeding/ personal care
- Encouragement of breast feeding/ therapies/ activities
- No large influx of visitors



Busy and noisy on the wards

Lack of rest for patients

Lack of privacy

Tiring for patients

Difficult for staff to do duties

Visitors asking questions – expectations/conflict

## To Consider

Advice / information for visitors



Rest hour



Protected meal times



Local flexibility of policy



Consult with staff

