


PURPLE point 

How well are we  
looking after you?



If you, or your loved one, have concerns about care or treatment whilst you are staying on one of our wards, call us on phones at our **Purple Point locations near inpatient ward areas** across our hospitals and we will help.

You can also use the phone line to compliment teams or individuals.

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- Patient feedback
- Local resolution
- Immediate (as soon as possible fix)
- ‘Not waiting until I get home’
- Reducing complaints
- Providing an opportunity to improve service to *complainants*
- Accountability

**PURPLE** point



- Positioned outside or near to all inpatient wards
- City, Sandwell, Rowley Regis Hospitals and Leasows ?? Centre
- Plans already agreed for Midland Metropolitan Hospital

# PURPLE point

PURPLE point



## How well are we looking after you?

If you, or your loved one, have concerns about care or treatment call us on phones at our Purple Point locations near inpatient ward areas across our hospitals and we will help.

You can also call us if you want to compliment staff.



9am - 5pm  
Monday - Sunday

Alternatively, please dial 0121 507 4099 direct from your own phone

આ પણ તમે અભિપ્રાય, આપના અનુભવ અંગેની કોઈપણ સંબંધિત સહાયતા માટે અમારા પુર્પલ પોઇન્ટ્સ નજીકના ઇન્પેટિયન્ટ વાર્ડના કોઈપણ પુર્પલ પોઇન્ટ પર અમારા સ્ટાફને કોલ કરી શકો છો અને અમારું મદદ કરીશું.

આપના સ્ટાફની કામગીરી અંગેના અભિપ્રાય અથવા અમારા સ્ટાફને અભિનંદન આપવા માટે પણ અમારું મદદ કરીશું.



સરવાળે સહાયતા અભિપ્રાય અંગે અમારું મદદ કરીશું.

અભિનંદન આપવા અથવા અમારા સ્ટાફને અભિનંદન આપવા માટે પણ અમારું મદદ કરીશું.

આમ તમારો અભિપ્રાય અંગેની કોઈપણ સહાયતા માટે અમારા પુર્પલ પોઇન્ટ્સ નજીકના ઇન્પેટિયન્ટ વાર્ડના કોઈપણ પુર્પલ પોઇન્ટ પર અમારા સ્ટાફને કોલ કરી શકો છો અને અમારું મદદ કરીશું.

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اگر آپ یا آپ کے عزیز کسی دیکھ بھال کے بارے میں کوئی سوال یا توجہ رکھتے ہیں تو ہمارے پورپل پوائنٹس کے قریب ہسپتالوں میں ان پورپل پوائنٹس پر کال کر کے ہمیں مطلع کر سکتے ہیں اور ہم آپ کی مدد کر سکتے ہیں۔



سبحان 9  
دول پور سپر انوار  
ہفت روزہ خان پور براہ کرم 0121 507 4099 پر کال کریں۔  
وہ کہیں کوئی سوال ہے براہ کرم ہمیں مطلع کریں۔

Dacă Dumneavoastra, sau cineva drag, are o preocupare în legătură cu îngrijirea medicală sau tratamentul primit, vă rugăm să ne sunați la numărul telefonului din zona Purple Point (Punctul Mov) aflate lângă secțiile pacienților în toate spitalele noastre, și vă vom ajuta.

De asemenea, ne puteți suna și pentru a aduce mulțumiri personalului medical.



S: 00 - 21: 00  
Luni-Duminică

Na puteti contacta si la numarul 0121 507 4099 direct de la telefonul Dumneavoastra.

Jest Tykub Idol z Twych blaskich majstrowolek, szanowni pacjenci! In legatura cu injgijiri medicale sau tratamentul primit, va rugam sa ne sunati la numar telefonic din zona Purple Point (Punctul Mov) aflate langa secțiile pacienților in toate spitalele noastre, si va vom ajuta.

Również możecie Państwo skontaktować się z nami, gdy życzyte sobie wyrazić zadowolienie z doświadczeń opieki.



8: 00 - 21: 00  
Od poniedziałku do niedzieli

Alternatywnie, korzystając z własnego telefonu, możecie Państwo skontaktować się bezpośrednio z nami pod numerem telefonu 0121 507 4099

Your nearest Purple Point is:



- Promotional posters and flyers for patients
- Additional information about what number to call if the purple point is not convenient

PURPLE point



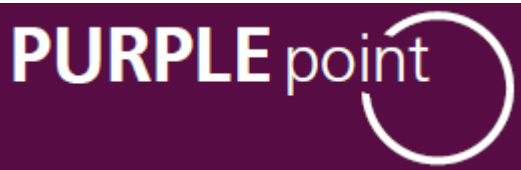
## How well are we looking after you?

If you, or your loved one, have concerns about care or treatment visit our Purple Points located near the ward areas and use the phone to call our advisors and we will help.

You can call between 9am and 5pm every day. They will make sure that the right person is informed so that the issue you have raised is resolved quickly.







An encouraging start

### Purple praise hope with hospital hotline

A HOSPITAL hotline has been introduced at a West Midlands trust to respond to concerns inpatients or their loved ones may have about care.

New Purple Points have been installed outside ward areas at Sandwell, City and Rowley Regis Hospitals, which have phones that link directly to a team of advisors. The aim is to address concerns quickly, before the patient is discharged. The phones can also be used to compliment staff for the care they've given.

The move by Sandwell and West Birmingham Hospitals NHS Trust comes after a survey was conducted by Healthwatch Sandwell, a health watchdog, which found patients wanted concerns resolved in a more timely approach.

The phone line will be manned between 9am and 9pm every day. There are numbers for non-English speakers to call.

Kam Dhami, Director of Governance, said: "We have access to a range of patient feedback and we identified a

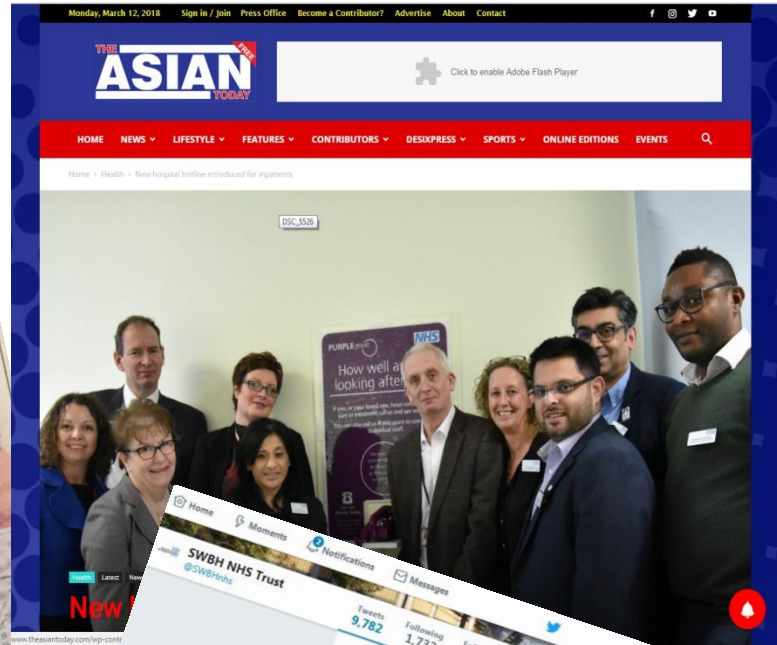
Kam Dhami, director of governance, talks about Purple Points with patient Peter Broome

Patient Peter Broome, 65, of West Bromwich, said: "It's great that the hospital is doing something like this to improve the patient experience."

The advisors will speak to the caller about their concern and then make that the relevant way they are informed so they can resolve issues

The sign reads: "PURPLE point NHS How well are we looking after you? If you or your loved one, have concerns about care or treatment call us and we will help. You can also call us if you want to compliment individual staff."

Additional text on the sign: "Purple Points are installed outside ward areas at Sandwell, City and Rowley Regis Hospitals. They link directly to a team of advisors who can help you with your concerns. You can also use the phones to compliment staff for the care they've given." A contact number is also visible: "For the West Midlands Learning...".



SWBH NHS Trust @SWBHnhs

Tweets 9,782 Following 1,733 Followers 6,335 Likes 2,082 Lists 7 Moments 1

Home Moments Notifications Messages

SWBH NHS Trust @SWBHnhs - Mar 5  
 Have you heard about our Purple Point scheme? Another way to raise concerns or compliment us. We're briefing our BME media colleagues today to spread the news. #SWBHistory @HWSandwell

Warren Laffar



- Actively promote the service
- Build the skills and confidence of staff both within the Purple Point Team and locally on the wards
- Report on the use of the service, and evaluate if times and locations are effective
- Based on service user and staff feedback, grow the service
- Evaluate success based on feedback, performance measures and reduced complaints



# Questions and feedback

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