

**Delivering Same-Sex Accommodation
Declaration of Compliance**

“We are proud to confirm that mixed sex accommodation has been virtually eliminated in all our hospitals”.

Further information on our work to deliver same sex accommodation:

Every patient has the right to receive high quality care that is safe, effective and respects their privacy and dignity. Doncaster and Bassetlaw Hospitals NHS Foundation Trust is committed to providing every patient with same sex accommodation, because it helps to safeguard their privacy and dignity when they are often at their most vulnerable.

We are proud to confirm that mixed sex accommodation has been virtually eliminated in our trust. Patients admitted to any of our hospitals will only share the room where they sleep with members of the same sex, and same sex toilets and bathrooms will be close to their bed area. Sharing with members of the opposite sex will only happen by exception based on clinical need (for example, where patients need specialist equipment and staff, such as in critical care, operating theatre recovery area, admission assessment units, and specialised day treatment areas such as renal and pain management services). Sometimes patients may also choose to share, and where possible this will be accommodated.

What does this mean for patients?

Other than in circumstances of exception, examples as above, patients admitted to Doncaster & Bassetlaw Hospitals NHS Foundation Trust can expect to find the following

Same sex accommodation means:

- the **room where your bed is** will only have patients of the same sex as you
- your **toilet and bathroom** will be just for your gender, and will be close to your bed area.

It is possible that there will be both men and women patients on the ward, but they will not share your sleeping area. You may have to cross a ward corridor to reach your bathroom, but you will not have to walk through opposite sex areas.

You may share some communal space, such as day rooms or dining rooms, and it is very likely that you will see both men and women patients move around the hospital (eg on your way to X-ray or the operating theatre).

It is probable that visitors of the opposite sex will come into the room where your bed is, and this may include patients visiting each other.

It is almost certain that both male and female nurses, doctors, and other staff will come into your bed area.

If you need help to use the toilet or take a bath (for example if you need a hoist or special bath) then you may be taken to a 'unisex' bathroom used by both men and women, but a member of staff will be with you, and other patients will not be in the bathroom at the same time.

The NHS will not turn patients away just because a 'right-sex' bed is not immediately available.

What are our plans for the future?

For the forthcoming year, we will further improve the experience of our patients relating to their privacy and dignity. Included within our action plan are areas relating to the improvement of:

- patient experience – how was it for you?
- estates – our buildings and facilities
- systems and processes – streamlining the patient's 'pathway'
- staff culture – how staff relate to patients and each other.

How will we measure success?

One of our quality aims for 2010/11 is to understand and act on our patients' experiences of single sex accommodation. We will introduce regular surveys and this will help us to act quickly if patients tell us that their experience, while in our care, has not achieved their expectations.

We are working in partnership with our commissioners – the organisations that pay for the services we provide for local people - to develop, monitor, and improve the experience of our patients by devising a calendar of patient experience surveys throughout the coming year. We will be engaging with patients throughout this time to achieve continued improvement.

We hope this will enable us to further improve our success relating to patient experience, as measured by the Care Quality Commission's annual surveys into patient experience.

Our Board of Directors receives regular reports on patient experience which include privacy and dignity. The Board of Directors will regularly receive information on:

- results of patient experience surveys
- the number of patients who shared wards or bays due to clinical reasons
- the number of patients (if any) who had the share accommodation with members of the opposite sex due to non-clinical reasons.

What do I do if I think I am in mixed sex accommodation?

First, ask the nursing staff to explain where you are in relation to patients of the other gender.

We want to know about your experiences. Please contact the matron responsible for the area in which you are receiving care. Alternatively you may contact Patient Advice and Liaison Services (PALS) Manager telephone 01302 553140. There are PALS offices at each of our three hospitals, or you can send a message direct from the website.

If you prefer, you can use our '*Your Opinion Counts*' forms, which are in dispensers with their own post box throughout our hospitals.



Nigel Clifton
Chief Executive