

Question	Response received
<p>Is additional car parking planned for the Dyson Cancer Centre?</p>	<p>Additional car parking, to the front of the Dyson Cancer Centre, will be provided in the next phase of site development.</p> <p>The project will relocate a number of disparate services from across the site into a single location, rather than a new service, so impact on car park capacity will be limited.</p>
<p>Health Inequalities: Patients assessed by Audiology for prescription hearing aids are that a full assessment cannot be made if there is wax present and are refused a hearing aid until they have had it removed. GP surgeries no longer offer this service and the patient is required to pay £50 - £60 to have this done. There are many people living in poverty who cannot afford to pay to have wax removed and therefore will continue to suffer. Please ask Audiology to provide the de-waxing service to those who need it.</p>	<p>Patients who require the fitting of a hearing aid are able to access removal of wax services at the hospital if all ear wax softeners and irrigation is contraindicated. If these three criteria are met, the GP would refer to us for a de-wax at the time of referral to Audiology. We apply the criteria set across our integrated care system, as is expected of the type of service we are. We do find that many patients are able to use softeners to allow the audiology team to proceed with assessment. Where this has not worked, or if the referral includes details of eligibility, we would then expedite an appointment in ENT for micro suction to support full assessment and fitting.</p>
<p>Patients awaiting discharge have to wait a long time for medication. Twice my husband has blocked a bed because his discharge was delayed from 10am until late afternoon when he received his medication.</p>	<p>We apologise for the experience that your husband had while at the RUH. We constantly look at how we improve our processes and the care that we provide for those we care for, and would be happy to investigate what happened in your husband's case.</p> <p>The supply of medication is the final step in discharge from hospital and all the other steps before this must happen otherwise we regrettably see delays in discharge. The Pharmacy team also support clinical teams to ensure prescriptions are both accurate and as safe as possible for discharge. Sometimes this means changes need to be made to discharge letters which cause some delay. However we routinely ensure around 90% of discharge medication requests are back on the ward within 4 hours.</p>
<p>When will the Dyson Cancer Centre be finished?</p>	<p>The Dyson Cancer Centre will be open in Spring 2024.</p>