

Dear Lucie

Thankyou for your email inviting Lymington Hospital Friends to propose another project for Lymington Rotary to support.

I am delighted to advise you that the Lymington Hospital Urgent Treatment Centre (UTC) was recently inspected by the Care Quality Commission (CQC) and were advised last month that the UTC has been graded Outstanding - I am advised that Lymington is the first UTC in England to achieve the Outstanding accreditation!

Particularly pleasing is that the CQC report specifically mentioned the contribution that Lymington Hospital Friends have made to the development of the UTC service and patient care. The weighing equipment that Lymington Rotary provided has been used in the treatment of c1500 children over the last 12 months. I have discussed with the hospital managers your kind offer to provide further funding and Simon Corral, the Lymington UTC Clinical Manager. has over the last six weeks researched and produced a project to develop the UTC's Children's Waiting Room.

### **UTC Children's Waiting Room Project.**

On average Lymington Urgent Treatment Centre (UTC) sees approximately 100 patients per day, with 40 patients that are children. The children attending the UTC range from newborns to under 18 years. In recent years, the number of children seen has increased dramatically, with many of the local GP surgeries struggling to cope with their workload and sending patients to the UTC. However, this increase has also included an increasing number of extremely sick or injured children, that require emergency care and then onward transport to an emergency department.

One of the more unique challenges facing the UTC in the brief time we see children, is to provide them with a positive experience during what may be often a very daunting and upsetting time. The UTC objective is to provide them with an environment and care that ensures their experience is as minimally stressful as possible and that they associate the UTC as a safe and/or positive place to return to. Examples include the use of an expensive 'numbing' gel used for wounds that need stitching, which prevents the need to use injections and needles. A bubble machine is used for distraction, together with teddy bears and a selection of 'I am brave stickers.' A bespoke visual 'storyboard' to help children understand what will happen with their treatment is planned to be introduced shortly.

One of the most important groups of children attending the UTC are children with learning difficulties, autism, or those from vulnerable home environments. Research highlights that with these children it is vital to give them the most positive time during their care and in an environment that is as minimally stressful as possible. With autistic children, a visit to the UTC is outside of their routine and can be particularly daunting.

This project is to improve the UTC children's waiting room experience. It is a small waiting area, but it has proven to be useful especially to complete patient consultations. Staff use the toys and a more relaxed area to watch how children play, walk, interact with their parents. Currently, the UTC children's waiting room appears bare, with very dated furniture and décor that does not provide the best environment for patients and parents to wait. The proposal is to give the area a 'make over' to create a more cheerful, calming environment for all the children. The refurbishment of the waiting room will provide:

- A wall mounted activity/play centre

- Infinity mirror
- Large bubble tube
- Wipe clean – comfortable seating.
- Wall Art and appropriate décor
- Portable TV unit
- The budgeted cost for the project is £4900

I hope that this project meets Lymington Rotarys' objectives and if you require any further information or clarification please let me know.

Best wishes

***Mike***

**Mike Hodges**

**Joint Chair & Trustee**

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