

➔ Susan's Dad at Croydon University Hospital

Daughter Susan writes "In my view the ward needs more people to ask what is going on. My dad has dementia and he can't tell me what is happening.

The doctors come in the morning - as his daughter it is difficult to know what is going on and what has been said in the morning. I might catch someone if lucky and they will say 'this or that that' has happened but there is not a system for saying what's happened, its only if you can catch anyone to give you a medical update.



Getting updates from staff can be difficult

Access to TV's would be nice. With dementia my dad can't do word search so there is nothing for him to do, so he gets easily bored.

My dad has also spent 3 weeks waiting to see a neurologist following a referral. So it feels like he is marking time and has been here over a month. Further surgery is needed and hasn't even been booked, so it feels like he is here with nothing happening, they don't seem to be getting on and doing things.

When he is bored he wanders, gets restless and disturbs the nurses. In terms of the nursing care, some are good, some less so.

My dad is the first person in the family to be diagnosed with dementia. He was diagnosed 3 years ago at the Memory Clinic at South Norwood but he has not been reassessed in that time - it would have been good to have better access to information."

"I need better access to information."

[Join us today](#) and have your say!

➔ Patrick's Mum at Princess Royal Hospital

A resident has told Healthwatch Croydon about Patrick. His mum is 97 and lives in sheltered accommodation. She has been ill for some time.

She recently had a stroke and the ambulance came without a problem. But, the family could not find where she had been taken. It was assumed to be Croydon University Hospital (CUH) where her records are, but they did not know where she was when they called there. Hours later they found she was in Farnborough but they could not visit her as the hospital is closed to visitors due to Norovirus.

As she has an extensive medical record, it was found that her notes had not been sent to Farnborough or requested by them. This made Patrick very worried that they might not know about the pacemaker. They were given the phone numbers for the ward and when they phoned, the person who answered diverted the call - which was never answered.



Why weren't medical records transferred?

His mum has been 11 days now at Farnborough. My friend received a call from the Stroke Unit. The staff member asked a lot of questions - but could have got the answers from either observing mum, or looking at CUH's records, which they still did not have. When asked why they did not, he was told that they did things 'their way'.

The staff member asked about the sheltered home where mum lives (which could have been answered by the home with better accuracy), whether there were stairs (mum is paralysed) and more. And on she went, but mum is long past this and all these questions are 'irrelevant'. She needs extra nursing care!!!!!! The 'totally unnecessary questions' continued. Does she have a TV (no she's blind)!!!! She also asked questions the family did not (and could not) have answers to - for example how the strokes were caused (the doctor knows this). Why not just transfer those records???