

What have we done to strengthen gathering the views of users?

A patients survey was designed in June 2001 by Toni Scammell and Dr Lord. The information is collected on a quarterly bases and action plan formatted if required.

Changes made:

24hour beverage trolley being trialed on Sultan ward

Daedalus / Sultan have re - evaluated the time main lights are switched on in the morning, this now doesn't happen until 0745

To improve the condition of breakfasts reaching patients in the best possible condition, Daedalus have changed the time to 0800

Patients now have access to snacks 24 hours a day

Updated Action Plan.

Analysis of complaints workshop

Review bleep holder

- Bleep rota has now been changed.
The senior nurse now produces the bleep rota on a monthly bases, aiming for G & F grades to hold the bleep only. To achieve this the bleep rota now includes G & F grades from OPD and DDH. This commenced on 10th March 2002, and will be reviewed at the July Clinical Managers meeting.
- Out of hours costing has been completed awaiting proposal to be written. *JP for*
Five Division Review.
- Direct lines numbers, worked well initially, but has slacked off since. Each ward has a laminated poster displaying their direct telephone numbers November 2001.
- Discussed with Clinical Managers, some felt form time consuming so all agreed to ensure a copy of their ward rotas were put in the bleep folder. November 10th 2001.

Workshop

A workshop has not been arranged, clinical managers felt that communication with relatives had improved. (CM Meeting 10/11/01)
Meetings with relatives / patients are arranged with the Doctors and Consultants at regular intervals at ward level and these discussions are documented in the medical and nursing notes.
Philip Beed has attended a communication skills workshop - 14/01/02

Code A

14/6/02.