

15 Steps Visit Outcomes 2018

Visit Date	Area	Team	Issues	Actions	Positives
March 12 Visits Planned					
12.3.18	Chest Pain Pathway: ED Reception Streaming AECU Resus and Majors	Paul Moore Stephanie Anstess Morgan Thanigasalam	Not enough seating in reception for volume of patients Confusing signage re red chair in reception Food/drink not readily available for patients One patient complained about not knowing what was happening to her Central control room in ED 'compact' and very crowded Concern raised re 'surface' available for patients at risk of PUs	Need more chairs in reception HON and TVNC to audit pressure area care in ED Availability of food discussed with Matron/HON	Staff very busy but helpful and welcoming across all areas Positive feedback from EMAS and patients Patients appeared comfortable and well cared for. Staff knowledgeable re chest pain pathway
13.3.18	Fractured Arm Pathway ED X-Ray	Kerry Beadling-Barron Trevor Hammond Sharron Adey	Information in ED reception out of date Confusing signage about red chair that does not exist Lack of wheel chairs for patient use No local resolution for immediate patient concerns in ED - referred directly to PALS Signage to X-Ray could be improved	PALS issue escalated to HON Signage issue escalated to HON	Staff professional and approachable Positive feedback from patients
13.3.18	ED/EAU Alcohol Pathway	Paul Robinson Tina Hymas-Taylor Sharron Adey	Confusing signage in reception with regard to which chairs to sit on Ward board not completed in ED Staff struggling to meet patient need in timely manner Long ambulance handover times observed ED not ideal area to manage patients under the influence of alcohol Difficult to maintain privacy and dignity in ED - additional trollies.	None identified due to pressures in the department Plan to visit again	Areas under extreme pressure especially ED - staff doing their best. EAU felt calmer
15.3.18	Radiology	John McDonald Phil Bolton/Carl Miller	Uniform policy not consistently adhered to Access to patient information and staff/patient learning boards could be improved Cleanliness of patient toilets not up to standard. Hand gel dispensers broken	Patient toilet cleaning to be addressed with Medirect Increase availability of information Broken hand gel dispensers to be repaired	Welcoming environment, clean and uncluttered, staff friendly, professional and helpful Positive staff/patient interactions observed - caring compassionate and in line with CARE values Positive feedback from patients. Receptionist singled out for particular praise.

19.3.18	PCI Pathway Cardiac Catheter Suite	Suzanne Banks Rosie Dixon	Unit chilly Magazines old in waiting areas	Explore possibility of use of patient warming systems Discuss provision of magazines with volunteers	Staff pleasant and helpful, area clean and well ordered Good safety culture noted in the dept. Positive staff/patient interaction observed
21.3.18	Day Case	Simon Barton Yvonne Simpson Sue Holmes	None identified	None	Staff friendly and welcoming Area clean, calm and tidy, Positive feedback from patients
21.3.18	ED Seizure Pathway	Andy Haynes Shantell Miles	Link seizure pathway to ED section on Intranet Check dosage of Phenytoin for adults and peds - only 1 strength available Flagging patients with a history of epilepsy and Learning difficulties	Seizure pathway linked on intranet	Clean, organised, calm. Staff friendly and welcoming Privacy and dignity maintained Staff knowledgeable with regard to seizure pathway
26.3.18	Woodland Ward/ED/EAU	Peter Wozencroft Penny Cole Angie Emmott	EAU entrance cluttered and door to kitchen propped open. Unsupervised access/exit to ED/EAU which may cause problems for confused patients Ward boards not up to date.	No specific actions identified	Staff in all areas warm and friendly. Evidence of good infection control practices on Woodland Privacy and dignity maintained in ED and EAU
26.3.18	AECU/ED	?	Resus checks not happening daily Linen trollies in ED entrance.	Issues escalated to NIC at the time of visit	Busy but calm and in control Patients appeared well cared for and gave positive feedback Staff welcoming and friendly
27.3.18	Ward 21 Pathway 22	Shirley Higginbotham Sarah Addelese Ann Mackie	Felt very clinical External door to corridor broken MDT room requires self closing mechanism TTOs hindering timely discharge	Door escalated to contract management team due to length of time it took to get it repaired. Signage and posters in process of being replaced following visit.	Staff welcoming and friendly Calm amend controlled Good staff/patient interactions noted ward board up to date and useful information displayed on the walls
April 10 Visits Planned					
8.4.18	Day Case	Simon Barton Yvonne Simpson Sue Holmes	Cluttered around nurses station Alcohol gel not easy to find Signage only in English Damaged chair in examination room	Issues discussed with ward leader and Matron	Area clean calm and orderly Staff welcoming and friendly Patients gave positive feedback Good teamwork noted
16.4.18	EAU	Neal Gossage Yvonne Christley	1 patient noted not to have call bell within reach and 1 patient was felt could have been more comfortably positioned. A set of weighing scales had been left near the nurses station making the area cluttered.	Ensure no clutter at nurses station All patients to have access to their call bells Ensure all patients are comfortably positioned.	Area clean and tidy. Staff welcoming despite the 'busyness' of the ward. Good interaction observed between staff and patients. An efficient and safe clinical handover observed between ED and EAU

17.4.18	Stroke Pathway ward 54	Tim Reddish Marie Sissions	None identified	None	Staff welcoming and happy to talk Positive staff/patient interactions observed. Environment clean and tidy Team passionate about delivering great care
23.4.18	Woodland Ward	Peter Wozencroft Penny Cole Angie Emmott	None noted	None identified	Clean calm and tidy. Staff warm and welcoming 'lovely touches to reflect patient need' Evidence of good infection control practices
24.4.18	Clinic 11	Julie Bacon Lynn Smart	Fans in the dept. needed cleaning. Xbox screen dirty Fabric chairs baby feeding room stained Dirty Utility not locked - unit of Milton made up Fridge monitoring in the weight room 5 days out of date	As per issues - no specific actions identified.	Clean and tidy. Staff welcoming. Age appropriate environment, décor and information available. Good safety and safeguarding culture observed. Parents very complimentary about the staff and service received.
May 11 Visits Planned					
3.5.18	Pre-Op Assessment	Shirley Higginbotham Sarah Addelese	Signage needs addressing - small, broken, in wrong place Paint needs refreshing in waiting areas TV information screens not working Sister had to purchase own padlock to secure patient records as procurement unable to provide alternative to the style that kept breaking.	Support to get TVs working Paintwork requires refresh Trolley/padlock security	Evidence of improvement culture and real patient focus Good work to reduce cancellations/DNAs Good teamwork observed described as a fabulous visit Praise for the leadership of the dept. Sister
11.5.18	Seizure Pathway EAU/Resus Ward 25 Ward 34 Ward 44	Andy Haynes Shantell Miles	EAU - out of date medication identified EAU- Critical Meds for emergencies not always timely Ward 44 and 34 - Unclear stock arrangements for IV phenytoin	Issues picked up by Ward leaders and HONs	Across all areas: Staff welcoming Staff demonstrated good knowledge of how to manage patients on the pathway Areas clean and tidy
15.5.18	Ward 41	Denise Smith Carly Rollinson	No visitor chairs - relatives sat on patient beds Ward board out of date Notes trollies unlocked	Highlighted issues to ward sister at time of visit	Warm welcoming feel to the ward Staff observed delivering caring, compassionate care Positive patient feedback given re care received Area clean and tidy Most patients up and dressed in own clothes
21.5.18	Ward 14	Claire Ward Clare Burton Ian Holden	Ward board out of date Entonox cylinders being stored on the corridor Anxiety among staff that empty beds on SAU area would be used for Winter medical patients again.	Request that Entonox be stored in a locked room Ward board amended Better if clear plan for future of the ward re closed area.	Ward clean and calm, generally uncluttered Commended re actions taken following a recent serious incident Staff all demonstrated a positive attitude and were welcoming and courteous

22.5.18	Radiology	Julie Bacon Lynn Smart	No cleaning record for cleaning of toys. Sharps bin in MRI not dated and signed. Lift regularly breaks down hindering patient access to MRI Kettle seen in the clinical area in main reception	Explore options of a slope to enable patient access to MRI during lift failure Other issues fed back to department lead for immediate rectification	Clean and tidy, staff friendly and welcoming. Child friendly and toys available even when no specific paed area. Staff had good knowledge and understanding of IRMER regulations
??	Ward 25	Julie Bacon Lynn Smart	Patient identifiable information left unattended in reception area Staff raised staffing levels as an issue Unlabelled urine sample left in sluice and old blood box in resus	Immediate actions identified at the time	Clean calm and tidy. Bright child friendly environment. Staff warm, friendly and welcoming. Staff reported feeling supported when issues were raised. Positive feedback from patients and family and noted that dads were kept involved.
June 6 Visits Planned					
11.6.18	Pathway 22 Hip and Knee School	Shirley Higginbotham Sarah Addelee Ann Mackie	Signage to hip and knee school could be improved Review of presentation to avoid duplication and to update in light of recent service changes	Discussed at the time as per issues	MDT approach to delivery Friendly and informal atmosphere provided. Positive focus on promoting wellness and independence Lots of practical tips for aiding own recovery post surgery
22.6.18	PANDA Meeting Maternity Ward Birthing Unit	Paul Robinson Tina Hymas-Taylor	None identified	None	Welcoming staff in all areas, very family, mother and baby focussed. All staff professional and reflected CARE values Clean environments
July 9 Visits Planned					
9.7.18	Ward 34 EAU ED-AECU	Richard Mitchell Alison Whitam	None identified	None	Across all areas: Staff warm, welcoming and professional Caring and compassionate care observed Busy but well organised, staff coping well despite pressures Clean
19.7.18	Oakham Lindhurst	Peter Wozencroft Penny Cole Angie Emmott	Entrance to both wards cluttered. Issue with storage of equipment and linen bags on both wards Staff reported hand over of patients not always reflective of their condition on arrival.	Matron aware of issues and actions taken to address	Busy but calm and in control Patients appeared well cared for and gave positive feedback Staff welcoming and friendly
September 9 Visits Planned					
13.9.18	Ward 34 EOL	Andy Haynes Shantell Miles	None identified	None identified	Clean, tidy and calm. Staff welcoming. No EOL patients on the ward but staff able to articulate their understanding of the EOL pathway.

19.9.18	ED	Julie Bacon Lynn Smart	1 Dynamap in an isolation room out of date for MEMD service. Sharps bin in resus not dated and signed.	NIC dealt with issues at the time.	Clean, tidy and calm - despite building work being carried out in the department. Staff welcoming and observed interacting with patients and carers in an appropriate manner. Identified issues dealt with immediately.
20.9.18	Ward 21	Kerry Beadling-Barron Trevor Hammond	Ward Board date incorrect Safety cross 1 week out of date	Discussed outcome with NIC	Clean, tidy and calm, staff observed to be keeping patients informed. Positive comments from patients re staff. Team challenged re being bare below the elbows.
25.9.18	Ward 23	Suzanne Banks Rosie Dixon	Noted that ward is on Nervecentre and CCU is not which may pose a potential risk when transferring patients between these areas.	None identified	Clean tidy and calm. Patients seen dressed in own clothes. Patients kept informed.
25.9.18	Stroke Unit	Tim Reddish Marie Sissons	Concerns raised by staff re capacity issues when medical beds are tight across the Trust. Staff expressed Datix feedback not meaningful. Staff felt ED Drs did not always understand the roles and responsibilities of the Nurse assessor, Acute Response Nurse and Specialist Nurse	Feedback given to ward sister Tim Reddish to feed back to Board.	Clean, tidy, calm. Staff welcoming. Good interactions observed between staff and patients. Patients appeared well cared for - dressed in own clothes.
October 7 Visits Planned					
2.10.18	Thrombolysis Pathway	Andy Haynes Shantell Miles	None identified	None identified	Over all positive visit and gave confidence the pathway was in place and is followed. Dept organised, calm and under control. Staff friendly and helpful. Privacy and dignity of patients observed being maintained. Discussions on length of stay and outcomes took place. All team very clear on expectations and clear plans of care and rehabilitation were evident.
11.10.18	Stroke Unit	Tim Reddish Marie Sissons	Ward board not up to date ward Sister highlighted that TTOs hold up discharges and create capacity issues	Ward board corrected immediately NED to feedback TTO issue to Board	Area calm and well organised. Staff warm and welcoming, caring and compassionate interactions with patients observed Patients in own clothes Good feedback from patients re care received.
16.10.18	Radiology - CT	Julie Bacon Lynn Smart	Dep't signage within corridor needs reviewing Review of staffing within CT escalate any concerns	None Identified	Well motivated staff Welcoming Environment Dept clinical areas were very clean tidy and calm Feedback from patients was excellent Staff were well motivated Staff were able to articulate learning from incidents and patient feedback . Using FFT patient feedback to identify areas for improvement

23.10.18	NICU, Maternity	Neal Gossage Yvonne Christley	NICU – hand gel was not immediately visible on the entrance to the unit.	This was discussed with the Ward Leader	We observed excellent interactions between staff, patients and family members. The entrance was uncluttered and welcoming. Notice boards displaying patient and visitor information was available and easy to access. We had the opportunity to talk to patients and relatives in both areas and all were very positive about their care experiences. Both environments were well maintained, tidy and clutter free. Information on improvements was prominently displayed as was feedback from patient and families.
25.10.18	Ward 34	Clare Ward Kate Wright	Some of the information displayed on the ward was out of date.	Informed NIC re out of date information.	Friendly staff, positive welcoming feel as we walked on to the ward. Area busy but felt calm and well organised. Clean environment-uncluttered, no safety issues noted. Good patient information displays on tissue viability and Flu. Lots of good information displayed. Good Friends and family response and improving month on month. Very positive patient feedback given about the ward and the staff, staff observed delivering compassionate care. Staff dealing very well with an ongoing difficult situation on the ward. Staff demonstrated CARE Values
30.10.18	Day Case Unit	Kerry Beadling-Barron Trevor Hammond	Linen trolley uncovered Some of the posters had out of date logos on them No challenge given to team re 'bare below the elbows'	Fed back highlighted issues to NIC at the time of visit	Over all very positive visit. Busy but calm and well organised Patients could not speak highly enough of the staff and care received
30.10.18	Chatsworth Ward	Denise Smith Carly Rollinson	Coffee cups at nursing station Fire doors wedged open Discharge planning could potentially include the patient more. Appeared cluttered due to the amount of equipment but due to the nature of the ward it is necessary – not enough storage space	Discussed with the NIC Cups removed Wedged removed and NIC informed More storage space needed – but not sure where	Ward appeared calm, good display in unit corridor, No call bells or telephones ringing. Evidence of safety checks, no medications unattended and patients all had ID bands insitu Staff appeared to display the trusts CARE values, privacy and dignity was maintained and patients that we spoke to were very happy with their care, most were dressed and out of bed, nursing staff were welcoming on arrival.
November 9 Visits Planned.					

