



The Fifteen Steps Challenge

Quality from a patient's perspective

Part of the Productive Care resources

Team

Non Executive Director: Alan McCarthy

Clinical Rep: Kate Weller

Non-Clinical Rep: Djafer Erdogan, Susan Chow

Patient Rep/Volunteers: Celia Dickerhof

Ward Area: Surgical Assessment Unit

Date: 16th September 2014

Welcoming:

Positives	Recommendations
Clean and relatively Tidy	
Lots of good information and signs	Some signs could be larger/or removed Staff photos not visible from behind desk Staffing board not clearly explained No directions to patients toilets from waiting area
Acknowledged by staff	

Safe:

Positives	Recommendations
Information board on infection control good and reassuring	More encouragement for hand washing would be useful- no visible signs
Useful posters about safety- e.g. falls	Encouragement for patients to ask about treatment/investigations and delays
Encouragement to feedback	Remote feedback sought, but not immediate

Caring and Involving:

Well Organised Positives	Recommendations
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Good interaction between staff and patients	Explore ways of providing information in more accessible manner
Very calm industrious atmosphere	

Positives	Recommendations
Lots of leaflets available	

Overall Comments:

Clean, good decoration, calm, well managed. Confidence giving, very professional. Small improvements could be made to enhance further.

Feedback Given to: Ward Manager- Nicky Pattison

By: Alan McCarthy