



The Fifteen Steps Challenge

Quality from a patient's perspective

Part of the Productive Care resources

Team

Non Executive Director: Pauline Lambert

Clinical Rep: Susan Chalmer

Non-Clinical Rep: Ben Gyford

Patient Rep/Volunteers: Ursula Moys, Michelle Beadle

Ward Area: Abinger Ward

Date: 16th September 2014

Positives	Recommendations
Indicator Board good- informative	Ward requires refurbishment
Welcoming introductions	Equipment away from entrance and doors
Visiting times clear	Visitor room tiny

Welcoming:

Safe:

Positives	Recommendations
Clean and smelt nice- food smells	ID badges-x1 member no badge
Patients access to tables and drinks etc	Ask me anything badge for ALL staff
Equipment clean, and sluice spotless	

Caring and Involving:

Positives	Recommendations
Kind interactions seen, all seemed caring, good ratio of staff	x1 staff nurse short this afternoon, commentary on the board would be helpful
All patients looked well cared for	

Positives	Recommendations
Doctors available for relatives Notice board displaying info about dementia care	

Well organised & calm

Positives	Recommendations
Amazingly calm for a busy ward	All doors open, think about closing some doors e.g. store room
MDT- interactive board visible, but not able to identify patients	Very tidy inside rooms

Overall Comments:

Staff care seemed really good- very welcoming at all levels
Staff have worked well with old tired ward environment- has potential to give negative impression to visitors

Feedback Given to: Ward Manager- Nurse in Charge
By: Pauline Lambert

Signage very good	Environmental issues: Missing toilet seat in staff toilet in main corridor
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