



The Fifteen Steps Challenge

Quality from a patient's perspective

Part of the Productive Care resources

Team

Director: Paul Biddle

Clinical Rep: Helen Wickens

Non-Clinical Rep: Lynn Sanders

Patient Rep/Volunteers: Rob Dean

Ward Area: Newdigate Ward

Date: 28th October 2014

Welcoming:

Positives	Recommendations
Met on arrival- positively welcome	
Welcoming staff- good eye contact and smiles	
Felt safe, calm, professional	
Visitors and families happy	
Plenty of notices, including uniform guidance	

Safe:

Positives	Recommendations
Curtains open for patient visibility, bright and open feel	Bay 1- fire escape blocked by equipment
Staff visible in patient area	Shower room being used for storage but remains signposted as a shower
Staffing board visible outlining staff on duty	Cleaning trolley left in corridor

Caring and Involving:

Positives	Recommendations
Patient feedback displayed positive, cards positive	Consultant in charge not apparent for visitors
Pts looked comfortable, friendly interactions with patients	Pt information leaflets could be displayed in a better way, and patient information board could be added to.
Call bells and water at bedsides	

Well Organised and Calm:

Positives	Recommendations
Ward atmosphere controlled and productive	Pt reports difference felt between substantive and agency staff attitude.
Nurse in charge visible at nurses station, supported by Matron	

Overall Comments:

Welcoming and professional ward visit, staff and patients appeared relaxed and organized.
Challenging environment with restricted space for storage and information, however felt clean and tidy.