



The Fifteen Steps Challenge

Quality from a patient's perspective

Part of the Productive Care resources

Team

Non-Exec Director: Richard Shaw

Clinical Rep: Nicola Shopland

Non-Clinical Rep: Sue Jenkins

Patient Rep/Volunteers: Sue Capon, Pat Sullivan

Ward Area: Outwood Ward

Date: Nov 11th 2014

Welcoming:

Positives	Recommendations
Welcoming Ward and team greeter	Board out of date on arrival
Lots of staff available	Visiting times inside ward
Felt safe, calm, professional	Laminated signs needed
Staff engaged well with children and parents	Uniform guidance missing
	Consultant details should be by surname

Safe:

Positives	Recommendations
Lots of hand hygiene signage	Trailing cables
Generally clean- toy cleaning notice useful	Wall mounted TVs needed
Resus trolley checked up to date	Empty cups by relaxation area
Visual daily prompt list	Access by other parents- voice/common areas
Fire instructions clear	Female patient not wearing wristbands

Caring and Involving:

Positives	Recommendations
Staff responsive to patients needs	Feedback forms, YCM needs to be near boxes You said/we did needs to be more prominent
Families welcomed and felt relaxed	Baby bath stored on floor
Leaflet Rack good Curtains pulled appropriately for privacy Areas for privacy and dignity	Buggy park/space needed

Well Organised and Calm:

Positives	Recommendations
Child friendly Murals on ward, and floor	Reception area and corridor cluttered-? Need more storage
Awareness when visitor needing access	Workstation wires, looked messy
	Emails open on office PC Patient data on workstation visible

Overall Comments:

Calm and clean environment

Well equipped

Infor and notices need reviewing and reorganization

Very happy to have a child treated on the ward

Positive patient comments heard.

Feedback given to nurse in charge on duty at time of visit