

Warning notices: our response

Ealing Emergency Department:

- Resuscitaire:
 - placed new signage prompting staff to check equipment
 - implemented more regular audits to confirm equipment status
- Grab bag medications relocation:
 - communicated extensively with staff both verbally and in writing regarding new location of medications

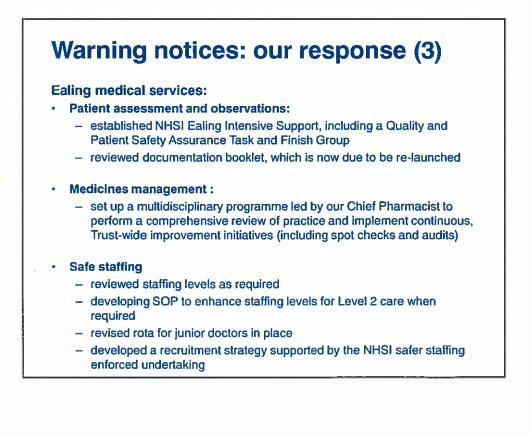
Critical care (Northwick Park):

- removed two beds in the HDU unit as recommended and redesigned layout to provide optimal space for care
- worked closely with Director of Infection Prevention and Control, and ITU team to introduce additional hand-washing facilities
- medium term plan is to expand the unit further in partnership with commissioners

Warning notices: our response (2)

Maternity:

- Neonatal bleep:
 - identified cause of technical error
 - carried out full review of entire bleep system
 - reinstated twice daily bleep tests, with exception reports escalated appropriately by Switchboard
 - updated bleep contact list, reflected in obstetric and neonatal guidelines
- Secure access to maternity ward:
 - immediately placed security presence in maternity waiting area
 - security presence out of hours 7 pm 7 am
 - upgraded staff lift to require swipe access to call and operate lift
 - installed new software to strengthen doors
 - 39 CCTV cameras in unit, with four security walkrounds every 24 hours
 - upgraded Delivery Suite doors from theatres to secure access only
 - placed signage to discourage 'tailgating' across department
 - Head of Security produces weekly security reports to maternity, and security discussed at senior midwives' weekly team brief



Next steps

Quality Summit 6th November at Ealing Hospital:

- Part 1: Overview and Presentation of Report with Q+A
- Part 2: Stakeholder Engagement in Group work: 5 Key Themes
 - Experience, Staff Engagement and Culture
 - Maternity services
 - Ealing Hospital
 - Continuous Quality Improvement and Transformation
 - Patient Flow and Pathways
- Continue to work with NHSI Improvement Director, Sheila Adam, to:
 - implement our action plans
 - identify any areas for further improvement
 - design sustainable solutions
 - support our review of governance and leadership
- Continue to work with Maternity Improvement Director Barbara Kuypers
 on developing and delivering maternity action plan
- Moving forward with our Transformation programme to embed quality improvement methodology across all our services.



- Safe and sound: working closely with our teams on core safety issues to offer consistently safe and high quality care.
- Change for patients: supporting our specialties to develop their clinical vision, and helping them to work out how they can provide that vision to our patients most sustainably and consistently.
- Connected care: building a system of care where we can work seamlessly for our patients across acute and community services, with the help of new technology.
- Fit for the future: helping both our clinical and non-clinical services to work more efficiently to safeguard our future.