

NORTH WEST LONDON HOSPITALS NHS TRUST

NATIONAL PATIENT SURVEY ACTION PLAN

(To be read in conjunction with overall NPS report recommendations and Acute Hospitals Portfolio action plan)

OPD (Trustwide)

Key areas for Improvement	Recommendation	Responsible Officer	Date
Appointments Process	<ul style="list-style-type: none"> ▪ Review of all clinic templates ▪ All new appointments to go through Booking Center ▪ Conduct study to ascertain if F/U appointments can be booked centrally ▪ Enforce 6 week cancellation rule 	<p>Jenny Jones (Lead)</p> <p style="text-align: center;">Service Mgrs (Implement)</p> <p style="text-align: center;">Executive Team</p>	March 2004
Waiting in Clinic	<ul style="list-style-type: none"> ▪ All patients to receive an explanation of current waiting times & reason for variance ▪ Implement a robust system to monitor patient waiting times in clinic & report performance regularly ▪ Identify areas of good practice / performance & apply learning to problem areas ▪ Develop rolling programme of 'communication skills training' for all staff in all specialties 	<p>Amos Jakachira (Lead)</p> <p style="text-align: center;">Patrice Peterkin CMH Team Leaders NPH (Implement)</p> <p>Penny Jennings (Lead)</p>	<p>November 2003 (ongoing)</p> <p>November 2003 (ongoing)</p>
Information & Consultation	<ul style="list-style-type: none"> ▪ Develop a standard pack of information to be sent to patients prior to appointment including directions to the hospital, explanation of what an OP appointment comprises, ▪ Specialty specific leaflets to be provided to alert patients on 'danger signals' which might relate to their condition ▪ Set up system to give patients the opportunity of having a translator present ▪ Ensure Language Line access exists in all OPD areas ▪ Examine ways of ensuring that patients feels as involved as possible in their care & treatment 	<p>Amos Jakachira (Lead)</p> <p style="text-align: center;">Rosie Robertson (Support)</p> <p style="text-align: center;">Patient Information Group PCT Access Mgrs</p> <p style="text-align: center;">Jocelyn Frederick PALS</p>	<p>November 2003 (ongoing)</p> <p>Dec 2003</p> <p>March 2004</p>
Environment	<ul style="list-style-type: none"> ▪ Ensure that the contract cleaning in OPD is rigorously enforced 	Ian Atkinson (Lead)	Immediate

A&E (Trustwide)

Key areas for Improvement	Recommendation	Responsible Officer	Date
Triage, Assessment & Waiting	<ul style="list-style-type: none"> Implementation of electronic information system displaying waiting times and useful information when agreed by CEO 	Service Mgrs	Nov 2003 (ongoing)
Information & Consultation	<ul style="list-style-type: none"> Specialty specific leaflets to be provided to alert patients on 'danger signals' which might relate to their condition Examine ways of ensuring that patients feels as involved as possible in their care & treatment Develop rolling programme of 'communication skills training' for all staff on a yearly basis Ensure that 'Maybo' training (A&E specific training for dealing with violence & aggression) is provided on a yearly basis for all staff and that this can be demonstrated when audited 	Service Mgrs to link in with OPD PALS Penny Jennings (Lead) Service Mgrs (Implement) Service Mgrs	Dec 2003 March 2004 Dec 2003 (ongoing) Ongoing
Personal Care	<ul style="list-style-type: none"> Patient Group Directives in operation allowing nursing staff to administer analgesia Examine ways of creating 'triggers' to alert staff to patient's pain scale Improve utilisation of in-house training day for pain management Re-enforce the use of documentation and verbal communication which will be audited on a quarterly basis 	Sarah Jones Helen Solomon	Dec 2003
Admission to a Bed	<ul style="list-style-type: none"> The creation of a suitable A&E observation area for patients awaiting the results of tests & investigations Explore ways of speeding up the assessment and clinical decision making process by the 'expert' Undertaken & reviewed as part of the Emergency Services Collaborative Programme 	Clinical Leads Service Mgrs (ongoing)	
Environment	<ul style="list-style-type: none"> Ensure that the contract cleaning is rigorously enforced 	Ian Atkinson (Lead)	Immediate

Progress against this action plan will be reported to the PPPI shadow group on a quarterly basis and fed to the Trust Board and partners via established communication channels

Inpatients – based on generic issues above and inpatient survey from 2001/02

Key areas for Improvement	Recommendation	Responsible Officer	Date
Prompt Access	<ul style="list-style-type: none"> ▪ Implementation of electronic information system displaying waiting times and useful information in A&E • Information to be given to patients when put on a surgical waiting list, detailing processes and timescales before their operation ▪ Length of time patients wait for a ward/bed allocation to be reduced, eg : via greater site manager presence, earlier ward rounds, ring fenced surgical beds • Work towards patients being fully booked with a date for surgery given in outpatients (target is 66% of inpatients partially/fully booked by April 2004) 	<p>A&E Service Managers</p> <p>Specialty Service Managers/Senior Nurses Elective/Emergency ADO's</p> <p>Rosie Robertson (lead)</p>	<p>Nov 2003 (ongoing)</p> <p>Work has already commenced in many of these areas - ongoing Ongoing</p>
Information & Consultation	<ul style="list-style-type: none"> ▪ Specialty specific leaflets to be provided to alert patients on 'danger signals' which might relate to their condition ▪ Examine ways of ensuring that patients feels as involved as possible in their care & treatment ▪ Develop rolling programme of 'communication skills training' for all staff on a yearly basis ▪ Information leaflets to be drafted and distributed to patients coming in for surgery at preassessment ▪ Examine ways of ensuring patients are treated with dignity and respect 	<p>Service Managers/ Senior Nurses PALS/Senior Nurses</p> <p>Penny Jennings (Lead) Service Mgrs (Implement) Specialties</p> <p>PALS</p>	<p>Dec 2003</p> <p>March 2004</p> <p>Dec 2003 (ongoing)</p> <p>Ongoing</p>
Physical and Emotional Needs	<ul style="list-style-type: none"> ▪ Examine ways of creating 'triggers' to alert staff to patient's pain scale ▪ Improve utilisation of in-house training day for pain management 	<p>Specialty Senior Nurses</p> <p>Specialty Senior Nurses</p>	<p>March 2004</p> <p>Ongoing</p>
Environment	<ul style="list-style-type: none"> ▪ Ensure that the contract cleaning on the wards is rigorously enforced ▪ Ensure that the changes to ward menus have been upheld following the 2001/02 survey recommendations 	<p>Ian Atkinson (Lead)</p> <p>Ian Atkinson (lead)</p>	<p>Immediate</p> <p>Immediate</p>
General	<ul style="list-style-type: none"> ▪ Action group set up to prepare for the forthcoming inpatient survey 2003/04. 	<p>Mike Thompson, Sarah Neale, Service Managers, Senior Nurses (leads)</p>	<p>October 2003</p>