

Item 10.4a Action Plan for National Patient survey 2019 results:

Areas for Review	Recommendation/Action	Lead Person	Target Date for completion	Progress of Actions	Date of Review	Date of Completion	Auditable actions identified
Participation by patients in research projects	That all patients are offered the opportunity to participate in research as appropriate	Verity Mather	January 2021	<p>The admission document reflects; that we are a research active trust and informs patients that they are likely to be approached by a member of the research team during their admission.</p> <p>1. Information cards shared around the trust with email contact for patients/ staff. To revisit re distributing. 2. Confirm permission with area managers OPD/ward areas to hang posters.</p>	September 2020		<p>Organisational Change process-providing a restructure to the dept.</p> <p>Staff engagement to facilitate information sharing with patients EPR change request Promotional material throughout the trust</p> <p>Specific Trial Activity</p>

Ensuring Patients and families are aware of how to feedback on the quality of care	To ensure that families/friends understand in actual terms what is meant by quality of care and the many ways in which they can feedback	Laura Allwood	September 2020	<p>Laura Allwood (Patient and Family Support Manager) to develop 2 posters for each ward and patient facing area advising patients and visitors how to complain and the other that we encourage patient and relatives to share their views on the quality of care received at the hospital.</p> <p>All wards have complaint booklets and they have been updated with the new managers details in. (New leaflets will be designed Nov 2020)</p> <p>Patient and Family Support Manager undertakes regular walkabouts to support the manager and the nursing teams with complaints and discuss any issues. In addition, will take the opportunity to check in with patients around their care.</p> <p>FFT recommenced July 2020 – patients can be asked multiple times regarding the quality</p>	August 2020		
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				<p>of their care. EPR change to Nursing admission document in September 2020.</p> <p>As part of the follow up call improvement work the patients will be asked questions regarding the discharge process and the quality of care.</p>			

Review the requirements of the medications process/Discharge planning	To review and consider changes for medications administration at the point of discharge	Danny Forrest and Matrons	November 2020	To create a booklet containing; currently used common LHCH medicines leaflets a patient is likely to be discharged with, the my medicines matter leaflet (advertising pharmacy as a source of medicines information for them and also the discharge process) front cover explaining the purpose of the booklet and advertising availability in different languages/easy read format etc) This booklet will be given to all inpatients on admission by the nurse. Pharmacy staff will check with inpatients whether they have received the booklet and if they want to discuss anything about their medicines. At the point of discharge-teach back will still be deployed reiterating relevant information and clarifying which leaflets do not apply to patient.	September 2020		Booklet audit
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