

TRUST BOARD PART I – AUGUST 2012

Agenda Item Number: 136/12
Enclosure Number: (7)

Subject:	Patient Safety Walkabout (July 2012 position)
Prepared by:	Fiona McNeight, Head of Governance and Patient Safety Tracey Stenning, Governance Compliance Manager
Sponsored by: Presented by:	Julie Dawes, Director of Nursing Julie Dawes, Director of Nursing
Purpose of paper <i>Why is this paper going to the Trust Board?</i>	Regular Reporting For Information / Awareness
Key points for Trust Board members <i>Briefly summarise in bullet point format the main points and key issues that the Trust Board members should focus on including conclusions and proposals</i>	The Board are asked to note the key findings of the visits to the Medicine and Renal Clinical Service Centres.
Options and decisions required <i>Clearly identify options that are to be considered and any decisions required</i>	Nil decisions required.
Next steps / future actions: <i>Clearly identify what will follow the Trust Board's discussion</i>	Ongoing reporting of safety walkabouts
Consideration of legal issues (including Equality Impact Assessment)?	Considered – None.
Consideration of Public and Patient Involvement and Communications Implications?	Considered – None.

Two patient safety walkabouts were undertaken in July 2012 within the Medicine and Renal Clinical Service Centres. The walkabouts highlighted the following:

Medicine

- Outlying of patients due to insufficient capacity. This is being addressed through the bed remodelling programme.
- Cardiac day unit being opened overnight to provide additional bed capacity impacting on service delivery during the day. This has been resolved.
- Nursing establishment being reviewed through the ward based staffing review.

Renal

- All patients spoke highly of the service and provided suggestions for improvement relating to communication around the timings in clinic and information provided to them.
- There were lots of positive aspects to the visit from a general perspective, including how the department had managed recent ward moves and the positive attitude of staff.
- Isolation processes not consistently adhered to. This is being addressed through on-going staff education and enforcement of policy.
- Hot ward environment and difficulty maintaining temperature control. Carillion Services are currently addressing this issue.