

KEY (Change Status)

- 1 Recommendation agreed but not yet actioned
- 2 Action in progress
- 3 Recommendation fully implemented
- 4 Recommendation never actioned (please state reasons)
- 5 Other (please provide supporting information)

ACTION PLAN

Project title	Annual Inpatient Survey 2012		
Action plan lead	Name: Jen Watson	Title: Clinical Nurse Director	Contact: 2354

Picker questions- areas where patients report most problems Recommendation	Actions required (<i>specify "None" if none required</i>)	Action by date	Person responsible (name and grade)	Comments/action status (<i>Provide examples of action in progress, changes in practices, problems encountered in facilitating change, reasons why recommendation has not been actioned etc.</i>)	Change stage (see Key)
Were GP letters written in a way that you could understand? (Q66) 2012, 24.4% (99 patients)	Review content of a sample of anonymised discharge letters with PCAG representatives.	July 2013	Jen Watson (Clinical Nurse Director)	Kayleigh Sanderson (Patient Information Officer) to work with PCAG representatives to review letters.	1
After you used the call button, how long did it usually take before you got help? (Q40) [Of those who used the call button, Waited 3-5 mins 25.7% (83 patients) Waited more than 5 mins, 2012, 5% (16 patients)]	Raise awareness on wards. Review in detail ward activity in relation to answering call bells. Audit (mystery shopper) of time taken in answering call bells and reasons for any delay.	July 2013	Jen Watson (Clinical Nurse Director)		2

From 2011 survey					
Discharge: not told how long delay in discharge would be (Q53) (2011 67%, 2012 58% (78 patients))	Audit of bed-board content and usage.	July 2013	Steve Scholtes (Senior Nurse Manager)		1
	Medical engagement to ensure compliance and agree discharge dates with patients and staff. Surgical ANPs (Advanced Nurse Practitioners) link in with medical teams around discharge.	July 2013	Toria Hollis (Matron)	Trial of 'ticket home' system on BC ward of patient's lockers where discharge date is added by staff and patients and their relatives can see it in advance.	2