



**15 Steps Visit
 Post Visit Feedback Form**

Post Visit Feedback Form to be returned to David Norman within 5 working days of the visit.

Date and Time of Visit:	
Location of Visit:	
Team:	
Person completing report:	

Things to Look Out For:	
<p style="text-align: center;">Welcoming</p> <ul style="list-style-type: none"> Do you feel welcomed to the ward/department -- staff acknowledge/greet you and offer assistance. Do staff appear friendly? Is ward/department information available, clear and visible – visiting times, how to complaint compliment. Is there information about what the uniforms mean? 	<p style="text-align: center;">Safe</p> <ul style="list-style-type: none"> Is the ward/department safety information clear and up to date. Is the environment clean, IPC practices evident, hand gels available and used.? Patients and staff have identification bracelets/badges. Staff can tell you how they learn and improve from incidents etc. – how information is shared. Patients have access to call bells, drinks, side tables, and walking aids they might have. Fire exits clear and uncluttered.
<p style="text-align: center;">Caring and Involving</p> <ul style="list-style-type: none"> How is dignity and privacy being respected? How are staff interacting with patients and each other? Visitors have access to chairs and space to visit. Information about how to complain and compliment is visible. What do patients and carers think about the care they have received/witnessed on the ward/department? 	<p style="text-align: center;">Well Organised and Calm</p> <ul style="list-style-type: none"> Does the ward/department feel calm or chaotic (even if it is busy) Is the environment uncluttered and tidy Is the environment well maintained including walls, floors, windows and ceiling. Is signage clear to rooms, toilets etc. Is equipment stored tidily, in date and clean.
Underpinned by Trust CARE Values	
Communicating and Working together	We will proactively engage with each other, share information, keep people informed, listen and involve people and work as one team
Aspiring and Improving	We will set high standards, given and receive feedback in order to learn, keep improving and aspiring for excellence
Respectful and Caring	We will treat everyone with courtesy and respect, show care and compassion, support and value each other.
Efficient and Safe	We will act competently, be reassuringly professional, demonstrate reliability and consistency to engender confidence, and be efficient and timely and respectful of other's time.



Welcoming Caring and Involving Safe Well Organised and Calm CARE Values	
Positives/ Good Practice Observed	Comments

Welcoming Caring and Involving Safe Well Organised and Calm CARE Values			
Issue/Problem	Action	Who is Responsible	Timescale

