

15 Steps Action Log



| Date | Ward | Concern Raised | Action/Outcome | Planned Completion Date | Update | Identified Lead | Status | Comments |
|---------|---------|---|---|-------------------------|--|----------------------------|----------|---|
| 4.12.18 | WTC | Do different pumps increase the risk of operator error? | Review of risk of having 2 types of infusion pumps | 31.1.19 | Still ongoing - other factors affecting this, still having talks with Paul Harding and Hospira as to whether this happens. | Band 7 | Ongoing | Update requested 7.2.19 |
| 4.12.18 | WTC | Would allocation of unisex toilets improve the experience of patients? | Review of toilets to determine if possible to label toilets to support unisex toilets | 31.1.19 | Working with estates re signage for toilet doors. | Band 7 | Complete | Update requested 7.2.19 |
| 4.12.18 | WTC | Windows in main WTC area may contribute to patients feeling hot or cold | Identified that heaters are used if patients feel cold. Blankets available if needed from linen store in WTC. | Daily Review | Patients are always assisted with either blankets or heaters as necessary. WTC also has some fans for patients that are too warm. | All WTC Staff | Complete | Update requested 10.1.19 Update requested 7.2.19 |
| 4.12.18 | WTC | Allocation of staff appeared based on tasks and not patients | Consideration if allocating staff to specific patients might enhance individualised care | 31.1.19 | Due to the treatments given and the competencies of the staff to deliver certain treatments it is difficult to allocate specific staff to specific patients. WTC have a small team who all work together to ensure patients are treated safely and in a timely manner. | Band 7 | Complete | Update requested 7.2.19 |
| 10.1.19 | Ward 24 | Lamps in quiet room, radio in MDT room test and nebuliser in store room test date expired | Ward to check expiry dates for all equipment and arrange testing for equipment that have exceeded their test date | 7.2.19 | PAT Testing requested. | Zoe Turner - Ward Leader | Ongoing | Update requested 11.3.19 |
| 24.1.19 | Ward 25 | Cubicle damaged by patient not repaired yet | To speak to facilities and the Divisional leads | 24.2.19 | | Simon Barton | Ongoing | Update requested 11.3.19 |
| 24.1.19 | Ward 25 | Peds winter plan changes had not been articulated well. | To review post winter and address in the 2019/20 Winter Plan | Aug-19 | | Simon Barton | Ongoing | |
| 28.1.19 | Ward 34 | Tape on damaged areas of floor and poor drainage of shower | Estates to be contacted | 28.2.19 | | Scott Marshall ward Leader | Ongoing | Update requested 11.3.19 |
| 28.1.19 | Ward 34 | Open access to ward | Explore use of buzzer to ensure restricted access | 28.2.19 | | Scott Marshall ward Leader | Ongoing | Update requested 11.3.19 |

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| 30.1.19 | Ward 23 | Immediate entry to the ward is not welcoming due to lack of clear signage and no reception desk at entrance. Immediate entry to the ward is unwelcoming due to staff lockers and untidy area | Devise clear signage to direct visitors onto main ward and towards reception desk. Tidy up area including staff lockers and filing cabinets, review contents and tidy up, ensuring no confidential information is stored there Contact Estates & Facilities to determine whether there are options to amend layout of this area as part of the ward entrance redesign for 23/24 | ASAP TBC | First part of action completed - signage improved and area tidied. | Richard Beastall Peter Wozencroft | Ongoing | Update requested 7.2.19 Update requested 11.3.19 |
| 30.1.19 | Ward 23 | Some issues with IT connectivity on the ward which affect efficiency of board round and updating NerveCentre bedstate | Feed back to NHIS to determine whether this is Trust wide or related to IT equipment in local ward area | End April | | Peter Wozencroft | Ongoing | |
| 19.2.19 | Clinics 1 and 3 | Queuing system in clinic 1, patient unclear where to stand when there are 2/3 receptionists on the desk, causing arguments between patients | Matron for KTC to review | Not specified | | Mandy Toplis | Ongoing | |
| 19.2.19 | Clinics 1 and 3 | Large screen in both waiting areas not working | Matron for KTC to review | Not specified | | Mandy Toplis | Ongoing | |
| 19.2.19 | Clinics 1 and 3 | Patients needing to stand awaiting blood tests | Review process and capacity | Not specified | | Elaine Torr | Ongoing | |
| 19.2.19 | Clinics 1 and 3 | Communication process for pre op to liaise with GP's could be better | S Baxter to contact L Sperring business manager to check if it would be possible to have system 1 | Not specified | | Sharon Baxter | Ongoing | |
| 19.2.19 | Clinics 1 and 3 | There is some excellent initiatives in place for working across the community with regards to health and wellbeing of patients, but there is still more collaboration and support that could be offered to pre op | B Brady to email colleagues at PH to request support | Not specified | | Barbara Brady | Ongoing | |
| 26.2.19 | Ward 42 | Staffing is managed but several vacancies. | Graham Ward will discuss at Trust Board meeting. | End March | | Graham Ward | Ongoing | |
| 28.2.19 | WTC | No ward assurance information available to observe...no nursing metrix for WTC | Awaiting wall poster for info to be re-applied to clinic 15 waiting area | 28.3.19 | | Tracy Smith | Ongoing | |

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| 28.2.19 | WTC | No Digi lock on prep room door - equipment such as needles/ syringes/infusion lines stored in this area. | Deputy ward leader informed of this issue and to escalate need for locked door | 28.3.19 | | Tracy Smith | Ongoing | |
| 21.2.19 | Clinic 21 | Over running of clinics and patient waiting times, can be up to 3 hours. Not always communicated to patients. | Tim is going to raise with the Trust Board the best way to keep patients informed regularly about how long waiting times are. Maybe could utilise volunteers more. | 21.3.19 | | Tim Reddish | Ongoing | |
| 4.3.19 | SBU | Access to the Birthing Unit at the back door – we arrived at the back door and rang the bell – no one answered - accessed with pass. We walked the length of the unit without anyone seeing us. | ? Birthing Unit should have the same access rights to staff as pharmacy - not all staff can access via back door. To discuss with deputy Chief Nurse. | 18.3.19 | | Debra Elleston | Ongoing | |
| 7.3.19 | Ward 23 | Uniform Policy. Although staff looked very professional , staff were wearing their hair in ponytails but were long and not off their collar | Charge Nurse to revisit policy with staff | End March 19 | | Richard Beastall | Ongoing | |

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| 28.11.18 | 36 | Agency nurse wearing very scruffy uniform – out of keeping with the rest of the staff and environment. Looked unprofessional. | NIC and Ward Sister to speak to the agency nurse about the need to get some new uniforms. | 15.12.18 | | Leanne Beardsley Lizzy Hannah-Hayes | Complete | Agency nurse has bought new uniform |
| 28.11.18 | 36 | NIC highlighted an issue with the new electronic bed system and the booking/allocation of beds which meant that it made it difficult for them to allocate the beds appropriately for individual | Flow/capacity team and bed management programme leads to be advised of the issues and request that a solution be worked through with the ward. | Jan-19 | | Simon Barton | Complete | Update received 10.2.19 |
| 28.12.18 | Ward 12 | Nursing documentation is kept outside the cubicle doors – 'so relatives can't read them'. | Move from a culture of being our documents to being the patients, and sharing and being open about information | 31-Jan-19 | This has been actioned, it has been shared in comsell that this is not the reason the notes are kept outside of the cubicles. Staff awareness has been raised, I will ensure this continues to be cascaded. | Lauren Brown – Ward Sister | Complete | Update requested 7.2.19 |
| 14.1.19 | Ward 21 | Staff nurse highlighted concerns re staffing knowledge and resource whilst transitioning from surgical to medical ward over winter | Ward leader and matron to ensure that transition plan and support is clear | ASAP | The ward team were made aware that the ward equipment was ordered at the beginning of December and would be delivered in January. Unfortunately the delivery date forecast ended up being longer than expected but again all the staff team were made aware of this update. The team were also made aware that the staff numbers would be increased commensurately to account for the change in type and numbers of patients and apart from a few occasions the increase in staffing has been achieved. At no point has the ward dropped below safe staffing. There was a little confusion at first on the type of patients that could be sent to the ward but this was addressed and now all concerned both locally and across the trust understand the criteria for the ward. | Trevor Hammond | Complete | Update requested 23.1.19 Update requested 7.2.19 |

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| 25.1.19 | Ward 44 | No signage for complaints / PET contact details | Ward Sister to reintroduce | 28.1.19 | We have found our poster and put it out and also a leaflet on our display board . There are also leaflets on our shared desk for 44/43 for people to access | Helen Barker | Complete | Update received 8.2.19 |
| 28.1.19 | Ward 34 | Access to Patient Identifiable Details (PID) in main corridor of ward which does not have restricted access | Identify Trust decision making on storage of patient records | 29.1.19 | The nursing documents are kept at a patient's bedside unless patients decline this. These are the patients record and the decision should be made with them. When records are stored outside of the room this should be risk assessed and discussed with the patient. There are instances where the records cannot go into the room due to infection prevention and control. | Becky Stone Head of Clinical Governance | Complete | |

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| 28.11.18 | 36 | There tends to be a surge of patient admissions to the ward early evening coinciding with meal time, medication rounds and handover which then means the night staff end up with lots of patients to admit. | Implementation of a 'full/settled by 7' initiative so patients can be admitted and settled into the ward in a timely manner. | Jan-19 | Action remains on going to try to consistently resolve, particularly at this time of year | Simon Barton | Ongoing | Update received 10.2.19 Suggest remove from active log as is an ongoing Trust wide ambition and not just a single ward action following a 15 Steps Visit |
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