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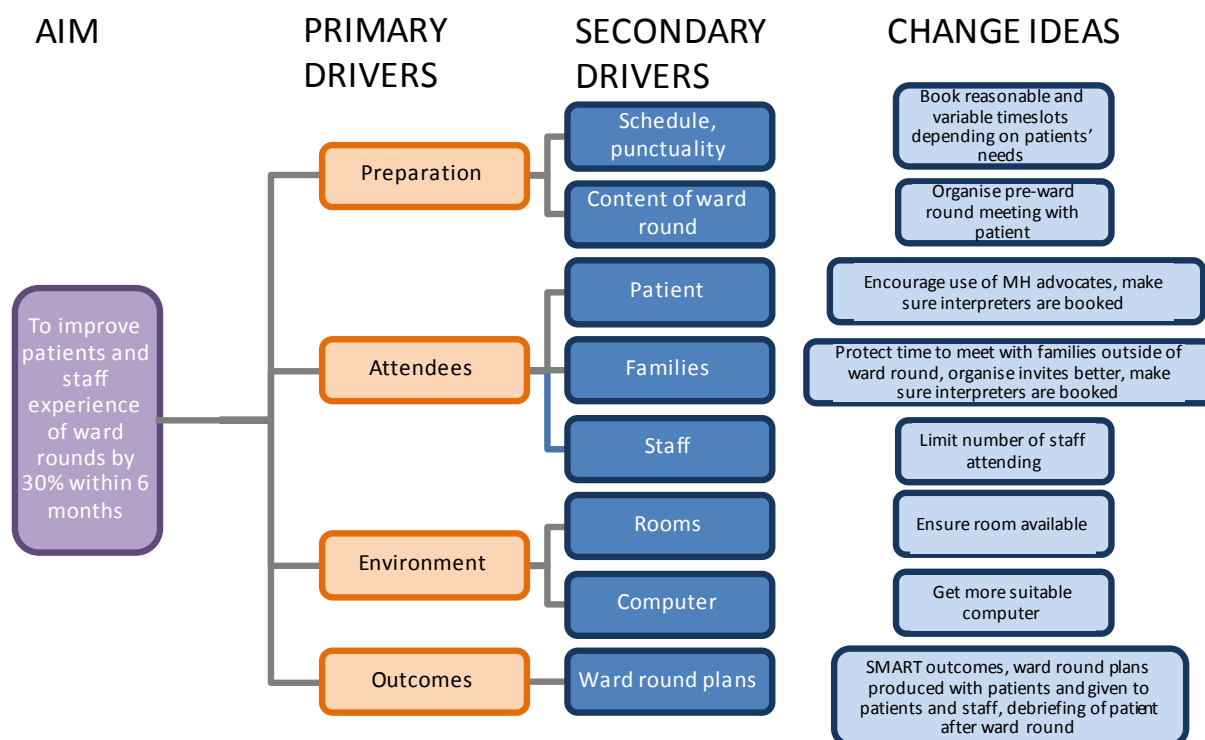
Aim

We would like to improve both patients and staff experience by 30% within 6 months

Why is this important to service users and carers?

Service users often describe ward rounds as a difficult, stressful. Staff can feel that ward rounds are not productive or rushed. This can result in poor experience of their stay in hospital, poor engagement with the team during and after hospital, and frustration leading to violence. It can also lead to longer stay in hospital by poor efficiency, and poor engagement.

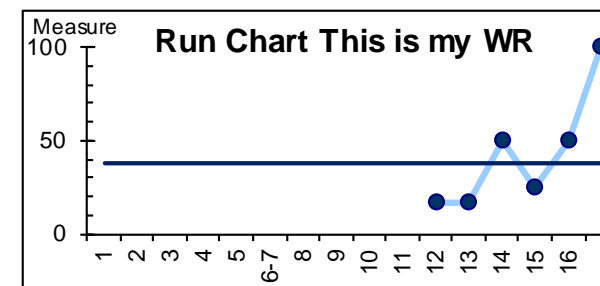
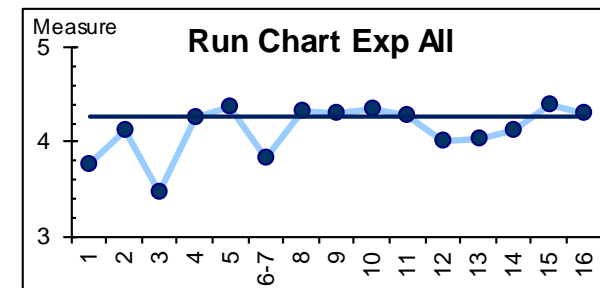
Driver diagram



Test of Change

- Announce time when the patient will be seen, not the time of the MDT
- Patient and carers not to sit by the door
- Set agenda collaboratively with patient at beginning of WR, using "This is my ward round" card
- Possibility for the patient to ask for limited number of attendants during WR
- Organise separate meetings if WR is not enough to discuss specific issues
- SMART outcomes at the end of WR (partially implemented)
- Give scale at the end of WR
- Give the WR outcomes to patients after WR (not implemented)

Outcome measures



Measures

- Experience scale
- Delays in seeing patients
- %age of patients using "This is my Ward Round" card

Why did you choose those measures?

Main aim, and process measures linked to change ideas and driver diagram

Learning

- Start early
- Measure baseline before implementing changes
- Involve service users!
- Involve team