

Project Team: Stephen Sandford, Arts Therapies Lead, Holly Smith, Service User Representative, Steve Terney, Patient Liaison Worker, Laura Shrieves, Ward Manager, Linnea Landin, Yenla Fanso & Paul Fowler, Life Skills Recovery Workers, Rosalind King, OT & Rachel Tolfree, Psychologist. Jen Taylor-Watt, QI Lead & Coach

Aim

Improve patient satisfaction with the ward environment to an average rating of 4.0 (positive) by the end of March 2017.

Why is this important to service users and carers?



Our theory of change links to lots of evidence that the **quality of the physical environment links directly to promoting recovery.** This idea isn't new Florence Nightingale was talking about this in 1859! *"Variety of form and brilliancy of colour in the objects presented to patients are actual means of recovery."*

Ward Environment Questionnaire – QI Project

We are currently working on a project to improve the environment on Gardner Ward. As part of this we would really like to know your views. We would be very grateful if you could tick the boxes below to rate how much you agree or disagree with each of the following statements. Your responses will be anonymous and will be used to help us improve the ward environment both for patients and for staff.

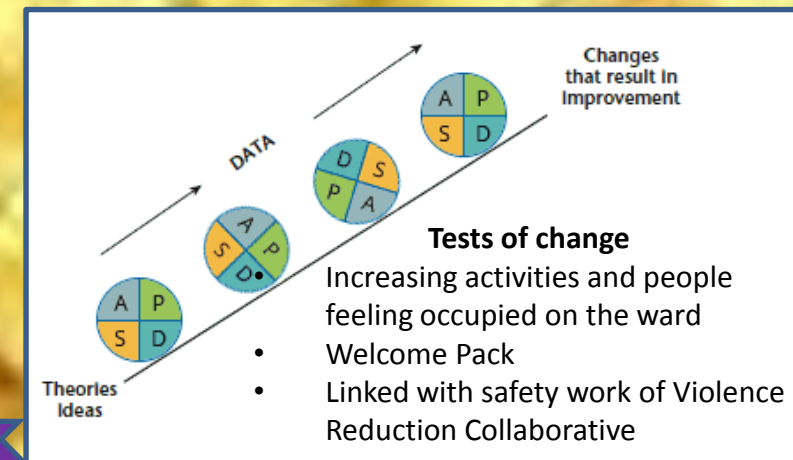
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1. I feel safe on the ward	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. There's enough to keep me stimulated on the ward	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I know where to go if I need information	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. I have privacy on the ward	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5. I can easily get help from a member of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6. The ward feels homely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7. The ward facilitates personal care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8. The ward environment helps me recover	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9. I feel independent on the ward	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10. There are enough resources to go around	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Please use the space below to tell us if there is anything that you feel would improve the environment on the ward or other questions you think we should be asking.

4 only in my room. Could we have a walking group.

Thank you so much for taking the time to complete this questionnaire. We will let you know the results in your community meeting once we've collected everyone's responses.

If you have any questions about the project please feel free to contact the Ward Modern Matron, Kevin Ramjeet.

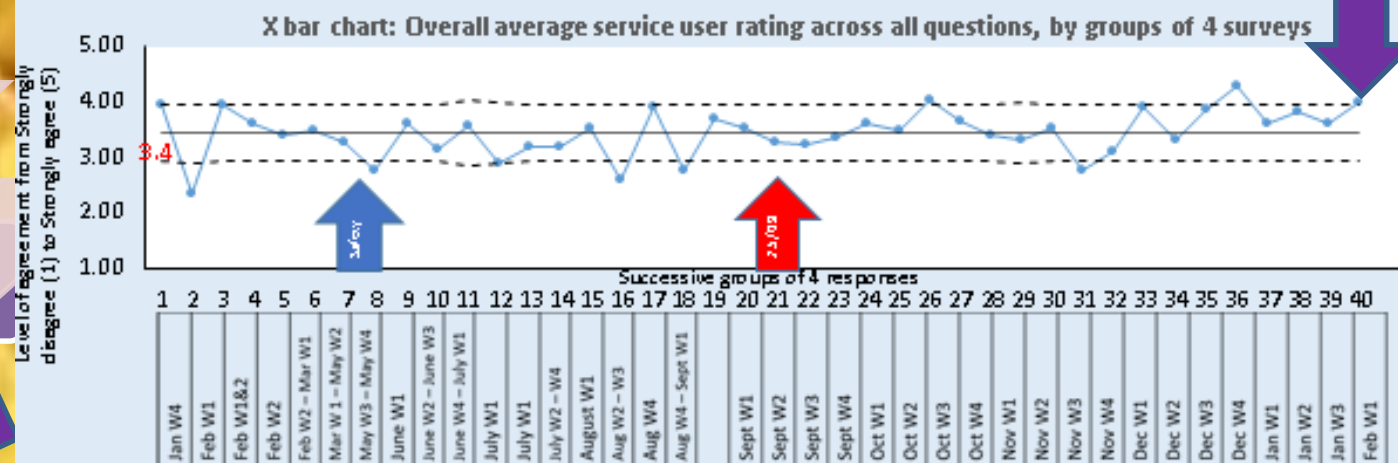


Over one year we've collected questionnaires from over 160 Service Users coming through the ward, which creates our charts!

Process for developing project

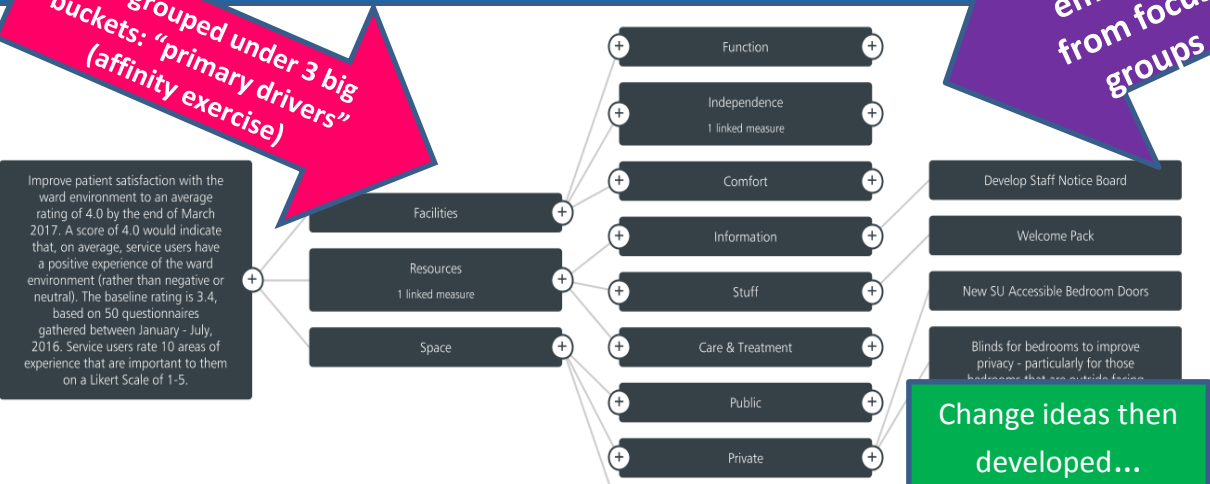
1. Focus groups to identify what matters to service users. What were the components of good experience for them
2. Bringing together our learning from that into our driver diagram
3. Developing a questionnaire which could capture whether these areas were being delivered

Results



Driver diagram

Then grouped under 3 big buckets: "primary drivers" (affinity exercise)



Themes that emerged from focus groups

Change ideas then developed...

"I am getting positive feedback from patients who have noticed an improvement in their experience of being on the ward and I think they are also empowered by the changes!" - Steve Terney*

Achievements

We've developed a project that has now got **measurable baseline data** which is linked to **service user feedback** – a 1st of its kind QI project in the Trust! We're in a great place to keep pushing forwards with our improvement ambitions!

"To involve service users you must listen to what they are saying, and be seen to be acting on their feedback with support. This in turn will empower them to take more control of their destinies especially when they see positive change taking place" - Steve Terney

* <https://qi.elft.nhs.uk/an-interview-with-a-patient-liaison-worker/>