



Gardner Ward – Gold Standards

Fran Omotosho (Project Lead), Yenla Fanso, Paul Fowler, Steve Terney, Catherine Warren, Susanna Fontelorojano (QI Coach), Jane Kelly (Sponsor)



The ward environment has significantly improved during the project. This is reflected in the gradually increasing scores from patient feedback

Aim

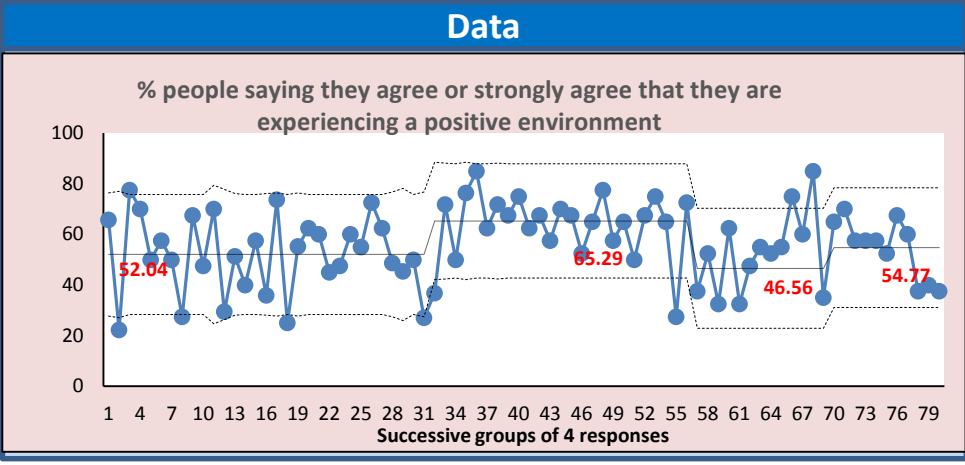
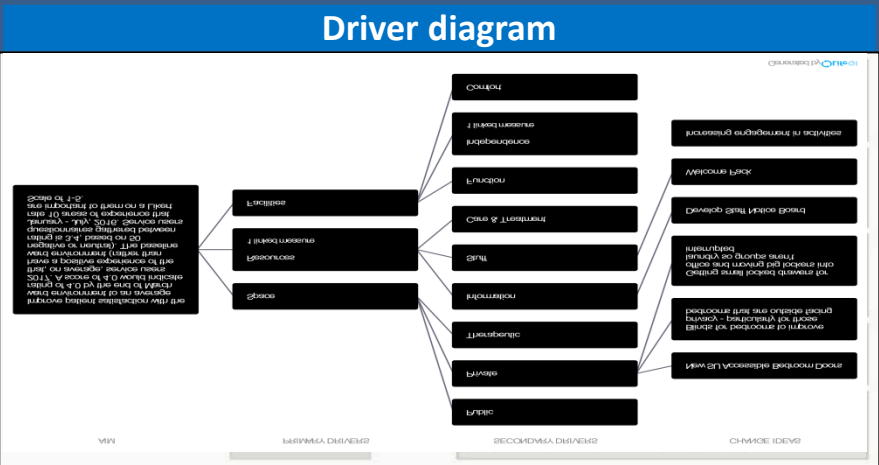
Improve patient satisfaction with the ward environment to an average rating of 4.0 by the end of March 2017.

Why is this important to service users and carers?

The ward environment has a huge impact on a service users stay on the ward. Improving the environment can reduce the number of incidents on the ward and make for a better experience.

Tests of Change

*Welcome packs
Increasing engagement in activities
New furniture and flooring
New art work
Staff notice Board for Service users*



Learning and what next?

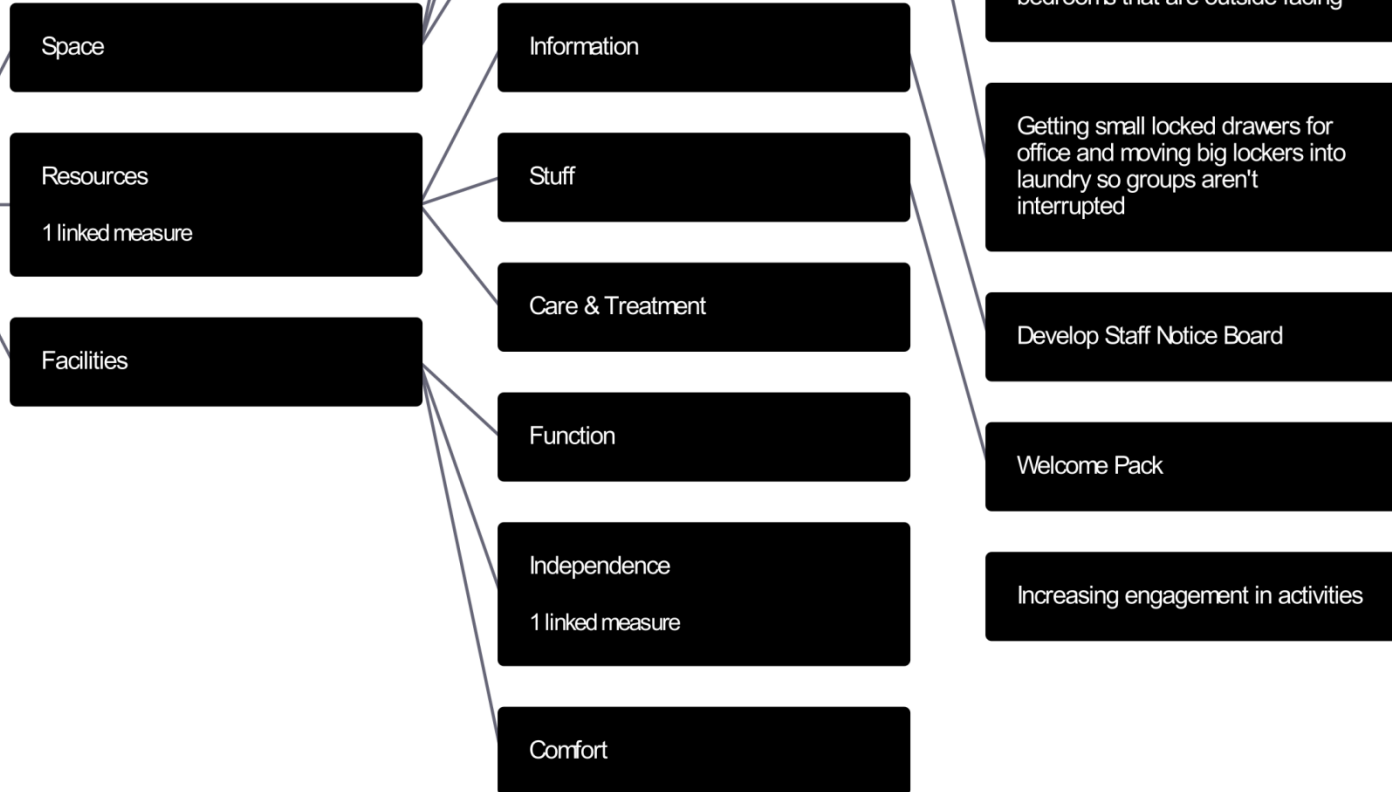
*Gathering regular feedback from service users has shown us that small changes make a huge impact on someone's experience of the ward. We have seen that the priorities that service users have might be different to what we expect or would chose ourselves. Next we will continue to pursue the **sensory room***

PRIMARY DRIVERS

SECONDARY DRIVERS

CHANGE IDEAS

Improve patient satisfaction with the ward environment to an average rating of 4.0 by the end of March 2017. A score of 4.0 would indicate that, on average, service users have a positive experience of the ward environment (rather than negative or neutral). The baseline rating is 3.4, based on 50 questionnaires gathered between January - July, 2016. Service users rate 10 areas of experience that are important to them on a Likert Scale of 1-5.





East London **NHS**
NHS Foundation Trust

you said...we did

How we are responding to your feedback


Gardner Ward

you said...

"Who would? There were options for breakfast and the people with dietary/diabetic needs?"

BREAKFAST CLUB

"More board games would be good for the ward."



we did

"We have provided breakfast for dietary needs for the ward. There are also options for breakfast and we will be providing more options for breakfast to address the ward needs."



"We have provided a range of board games for the ward."





