

# I LIKE MY WARD ROUND ?

Jonathan Roocroft, Julie Hackworth, Nynn Chang & Phill Baker



## Our ward round has improved ! For all of us !

### Aim

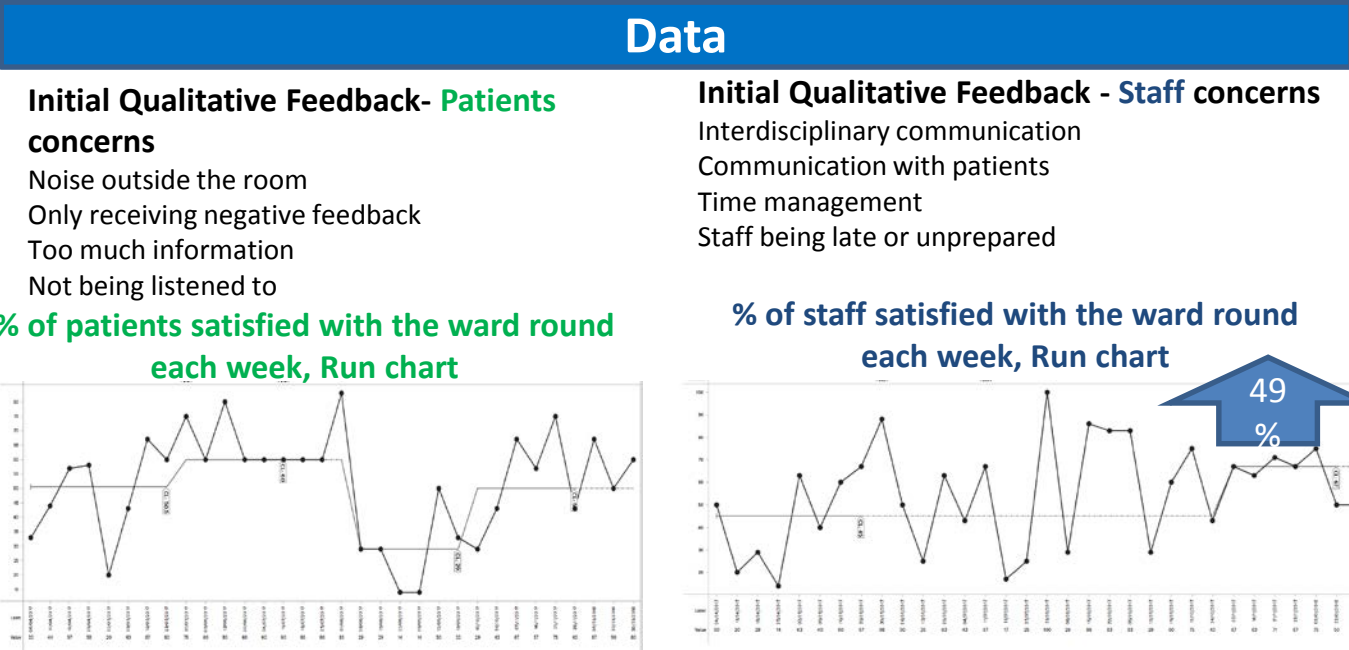
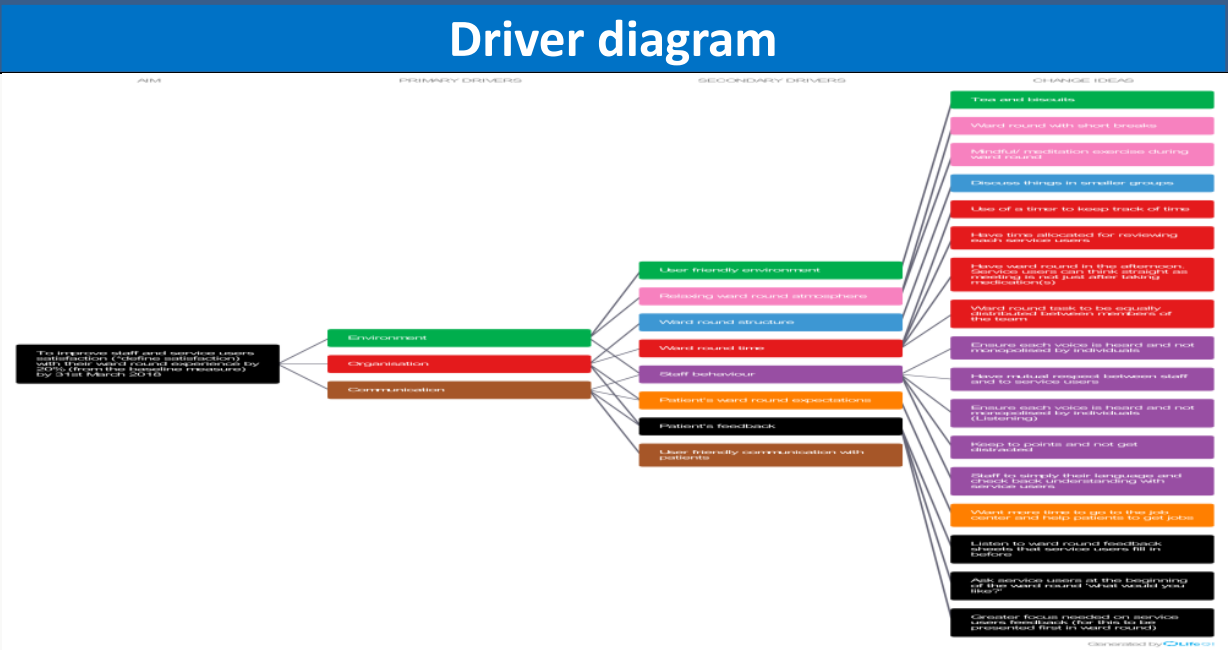
To improve staff and service users satisfaction with their ward round experience by 20% March 2018 (from the baseline measure)

### Why is this important to service users and carers?

The ward round is the main way we give feedback to our service users with learning disabilities on key decisions about their care.

### Tests of Change

Tea and coffee  
Earlier start time  
Monitoring time for each patient  
Defining and rotating ward round roles



### Learning and what next?

Need to work at keeping momentum going and keeping team on board  
Key staff leaving has an impact on project's progression and needs managing.  
Team dynamics and staff experience improved, although difficult to know which factors, weekly measuring of satisfaction likely acted as driver in itself. Patient satisfaction improvement is less clear.

AIM

PRIMARY DRIVERS

SECONDARY DRIVERS

CHANGE IDEAS

