I LIKE MY WARD ROUND? Jonathan Roocroft, Julie Hackworth, Nynn Chang & Phill Baker



Our ward round has improved! For all of us!

Aim

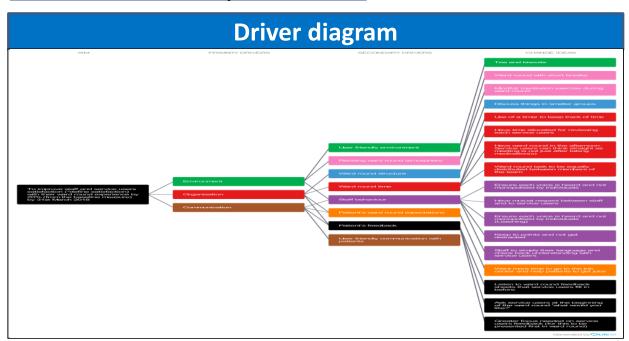
To improve staff and service users satisfaction with their ward round experience by 20% March 2018 (from the baseline measure)

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 there care.

Tests of Change

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



Data

Initial Qualitative Feedback- Patients

Noise outside the room Only receiving negative feedback Too much information Not being listened to

concerns

% of patients satisfied with the ward round each week, Run chart



Initial Qualitative Feedback - Staff concerns

Interdisciplinary communication Communication with patients Time management Staff being late or unprepared

> % of staff satisfied with the ward round each week, Run chart

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

User friendly environment the team Ward round structure Environment Ward round time To improve staff and service users satisfaction (*define satisfaction) with their ward round experience by 20% (from the baseline measure) by 31st March 2018 Organisation Staff behaviour Communication Patient's feedback Keep to points and not get distracted User friendly communication with patients before

Tea and biscuits Discuss things in smaller groups Use of a timer to keep track of time Have time allocated for reviewing each service users Have ward round in the afternoon. Service users can think straight as meeting is not just after taking medication(s) Ward round task to be equally distributed between members of Ensure each voice is heard and not monopolised by individuals Have mutual respect between staff and to service users Ensure each voice is heard and not monopolised by individuals (Listening)

Staff to simply their language and check back understanding with service users

Want more time to go to the job center and help patients to get jobs

Listen to ward round feedback sheets that service users fill in

Ask service users at the beginning of the ward round 'what would you like?'

Greater focus needed on service users feedback (for this to be presented first in ward round)