

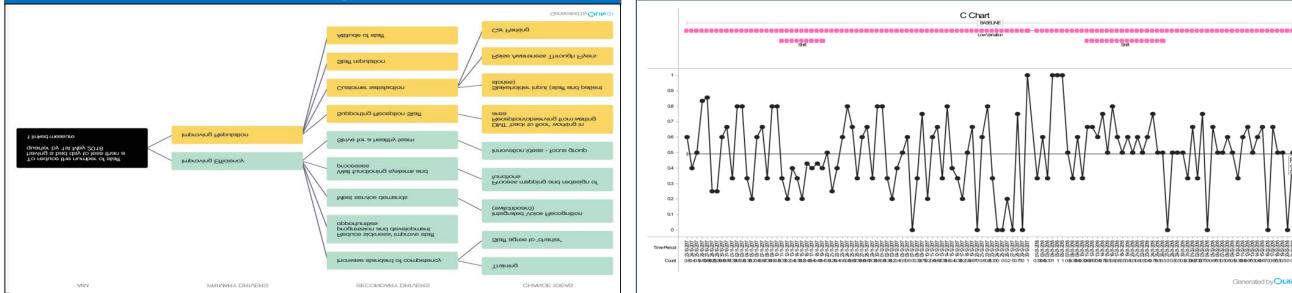
Improving the satisfaction of staff and stakeholders in the Forensic Reception units

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Smiley Atmosphere		
Aim	Why is this important to service and carers?	e users Tests of Change
To reduce the number of staff having a bad day to less than a quarter by 1 st May 2018	 We are making it easier for patients to and come back to the unit. We are improving the experience for v For them to be listened to, heard and with the services they are receiving. 	 Stan Charter (Agreement) Raising awareness through car park flyers, Forensic Voice Newsletter Family Day User
Driver diagram		Data
Attrude of staff Car Parking Garwated by Outeon		C Chart PXELNE



Learning and what next?

We've learnt that there were things which we needed to work on in order to improve our satisfaction and stakeholder satisfaction i.e. engaging with one another as a team and with all stakeholders. Yes, we saw an improvement with staff attitude and our relations with stakeholders ,this impacted positively on our work by making things easier and pleasant. We have also noticed some stakeholders (patients' visitors/patients) having bubbly conversations with the reception staff. Yes, we are already thinking of using Q.I in other parts of the reception.



AM

Integrated Voice Recognition (switchboard) Training Meet service demands Staff agree to 'charter' Increase standard of competency Process mapping and redesign of Well functioning systems and functions processes Innovation ideas - focus group Strive for a healthy team Improving Efficiency To reduce the number of staff Second Huddles Reduce sickness/ improve staff progression and development having a bad day to less than a quarter by 1st May 2018 opportunities Improving Reputation Introducing senior staff on reception floor Supporting Reception Staff DMT 'back to floor' working in Reception/observing from waiting Customer satisfaction area Staff reputation Stakeholder input (staff and patient

SECONDARY DRIVERS

Attitude of staff

PRIMARY DRIVERS

Raise Awareness Through Flyers

CHANGE IDEAS

Car Parking

stories)