



# LET'S TALK

**Project Team:** Thamina, Magret, Kirk, Deen, Zara, Dr Baker, Alex, Wiar  
**QI Coach:** Mo, **QI Sponsor:** Dr Sian Lwellyn Jones

**Life QI Code: 114517**

## Express Your Thoughts

### AIM

To improve the quality and frequency of 1:1's by June 2019.

This was important to work on, as we were not meeting 1:1 requirements and service users were unable to approach certain members of staff without feeling comfortable.

### How did you involve service users and carers in this work?

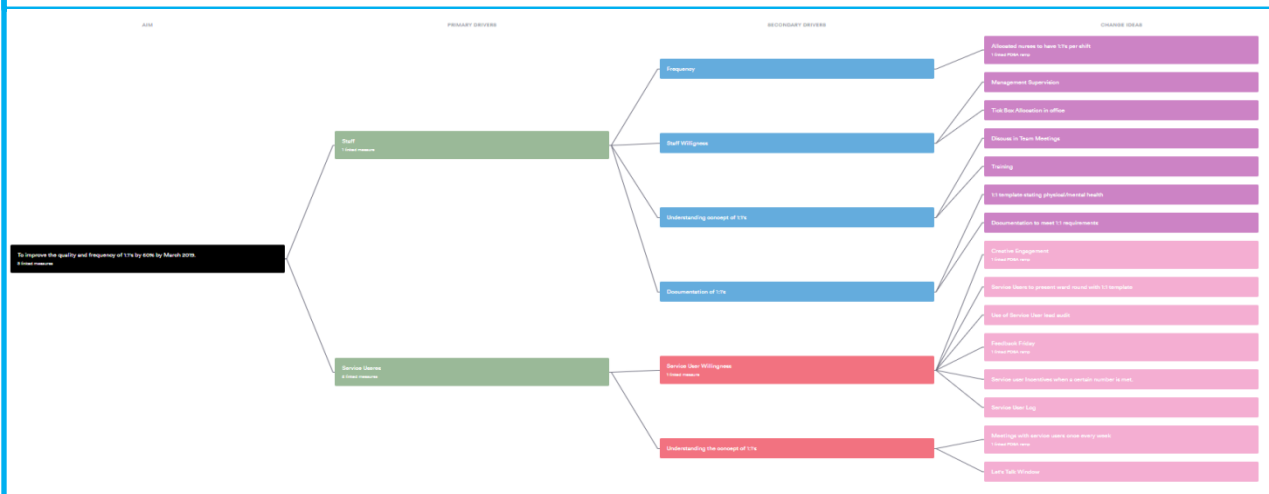
#### BIG I Project

- 'Let's Talk' meetings where SU's share their views & feedback.
- One service user is allocated to take minutes from the 'Let's Talk' Meeting.
- The SU's take responsibility to fill out their 1:1 logs.
- Staff more frequently facilitate daily 1:1s and document them more appropriately on RiO.

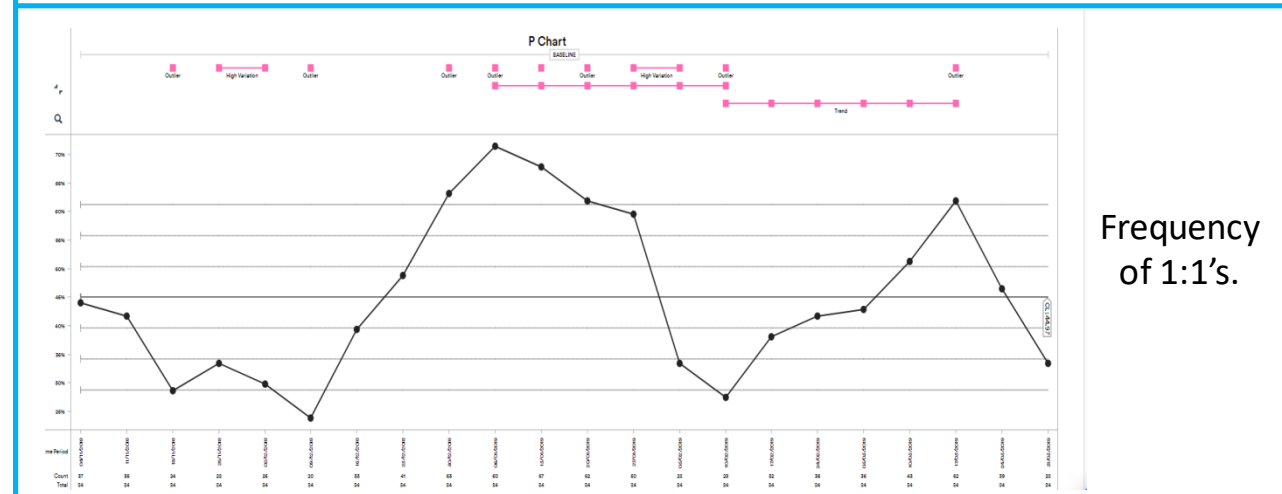
### Test of Change

- SU's fill in their 1:1 logs when staff approach them or when they approach staff.
- Feedback Friday and Satisfaction cards were introduced, where SU's can express their views anonymously.
- 'Talk of the week' is where SU's pick out a topic, the subject is then spoken about during the 1:1's.

### DRIVER DIAGRAM



### DATA



## Learning and What Next?

From this project, I have learnt that it is important to build good rapport with SU's so they feel comfortable to approach any member of staff. If they wish to discuss any concerns or any other issues; this improves staff and service users therapeutic relationship on the ward. As a team we have made improvements, as staff are more frequently facilitating 1:1's and documenting their entry's more appropriately on RiO. This project has impacted my work as an individual as I was able to work closely with both staff and service users on something we needed to work on as a team. Woodberry will continue to use QI to tackle any other issues on the ward.

# OUR STORY...

QI project 'Let's Talk' has improved the frequency of staff documentation and interactions with service users along with the use of appropriate codes. Prior to this project staff were having 1:1 interactions with service users but there was no evidence being recorded on both RiO and handover.

My QI Team have gained experience in motivating their peers, we have also gained experience in facilitating meetings with both staff and service users.

The project has reaffirmed the importance for accurate documentation, It has also given service users the ability to request 1:1's more frequently.

The Team will continue with the current project and also implement change ideas until the aim is met.

## Aim:

To improve the quality and frequency of 1:1's by 50% by June 2019

## Problem:


Staff were facilitating 1:1's but there was no evidence on RiO.

## Rationale:

To improve staff and service user rapport on the ward.

# Project Ideas

## MY 1:1 LOG



Please bring your log every @ meeting  
Thank you!


NAME:

START:


FINISH:



Service users to approach staff for 1:1's within allocated times.



**What is a 1:1?**  
A private space where you can express your thoughts and desires to a member of staff.



**1:1 CODES:**

- ☐ Ward Round
- ☐ CPA
- ☐ Care Plan
- ☐ Progress
- ☐ Leave
- ☐ Concerns
- ☐ Medication
- ☐ Benefits
- ☐ Health & Diet
- ☐ Discharge
- ☐ Other

DATE	1:1 CODE	ALLOCATED NURSE	SIGNATURE

To give service users the responsibility to keep a record of their 1:1's.



Fun and quick for service users to express themselves; this takes place on a weekly basis. These are recorded anonymously as it allows the service users to be more open and honest.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

## FEEDBACK FRIDAY

1. Have you had a 1:1 with staff this week?

YES ☐  
NO ☐

If YES, How many? \_\_\_\_\_  
If NO, Please state reasons below  
\_\_\_\_\_

2. How satisfied are you with your 1:1's?

☐ Very Satisfied   ☐ Satisfied   ☐ Neither Satisfied/Dissatisfied   ☐ Dissatisfied   ☐ Very Dissatisfied

Please give reasons for your answer \_\_\_\_\_  
\_\_\_\_\_

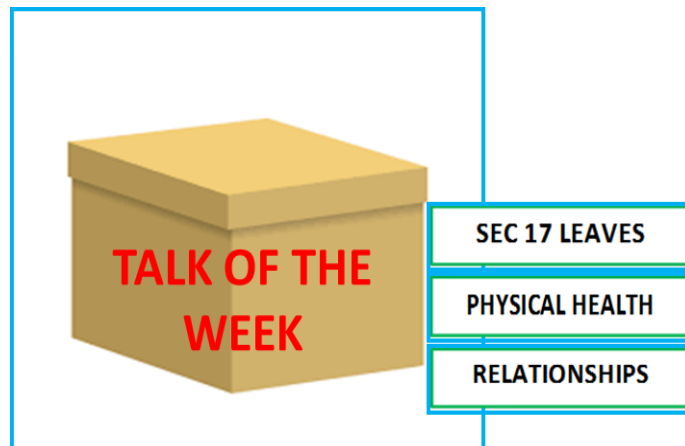
3. How can your experience be improved?  
\_\_\_\_\_  
\_\_\_\_\_

4. Any other comments? \_\_\_\_\_  
\_\_\_\_\_

Thank you for your time!

Service users fill 'Feedback Friday' to share their views. This is recorded on a monthly basis.

# Project Ideas



Service users to discuss something meaningful during their 1:1's.

## LET'S TALK SCALE

I WANT TO FOCUS ON \_\_\_\_\_

1 NOT VERY IMPORTANT | 10 VERY IMPORTANT

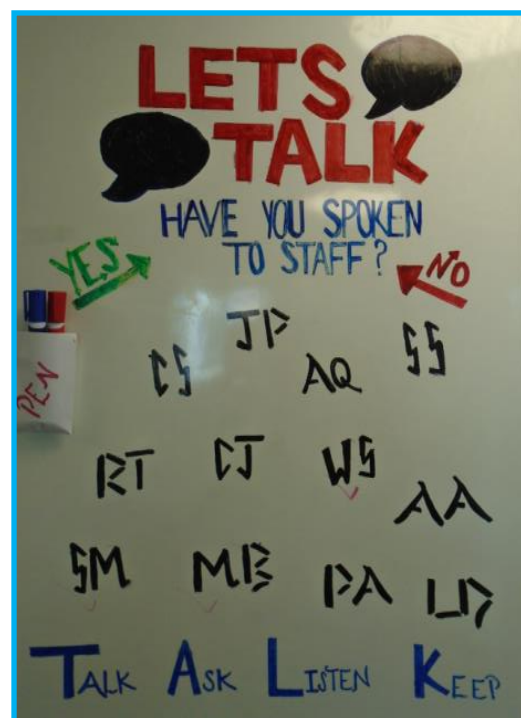
I WISH TO ACHIEVE \_\_\_\_\_

Service users to focus on something they wish to achieve.

1:1 AUDIT

Week No:	PRIMARY Nurse	ASSOCIATE Nurses	1 TO 1'S FACILITATED	1 TO 1 BY PRIMARY NURSE	1 TO 1 BY ASSOCIATE NURSE	1 TO 1 BY OTHER STAFF	NOTES VALIDATED	CLEAR 2 WAY INTERACTION	COMMENTS/ DOES IT MEET 1:1 CRITERIA?
Patient:									

This was created to support staff with accurate documentation.



To give service users the option to tick off their 1:1's on the 'Let's Talk Board'.

### WOODBERRY WARD: HANDOVER SHEET

Day: \_\_\_\_\_ Date: \_\_\_\_\_ 1:1s Facilitated

Roles	AM	PM	NIGHT	Patient Name	Day	Night
Co-ordinator:						
Clinical nurse:						
ENT:						
Security:						
Other:						
Students:						

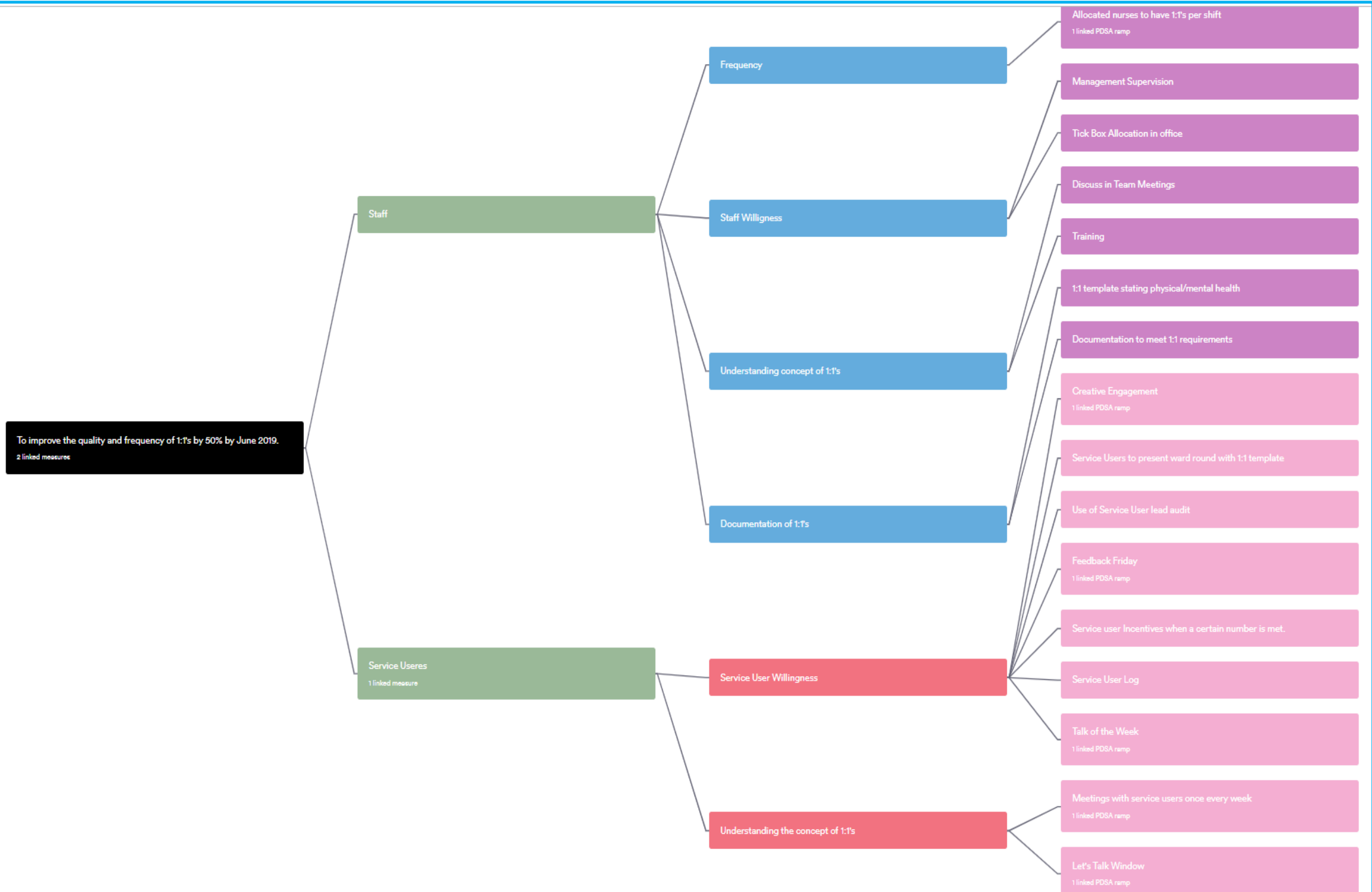
To remind staff to facilitate 1:1's on a daily basis.



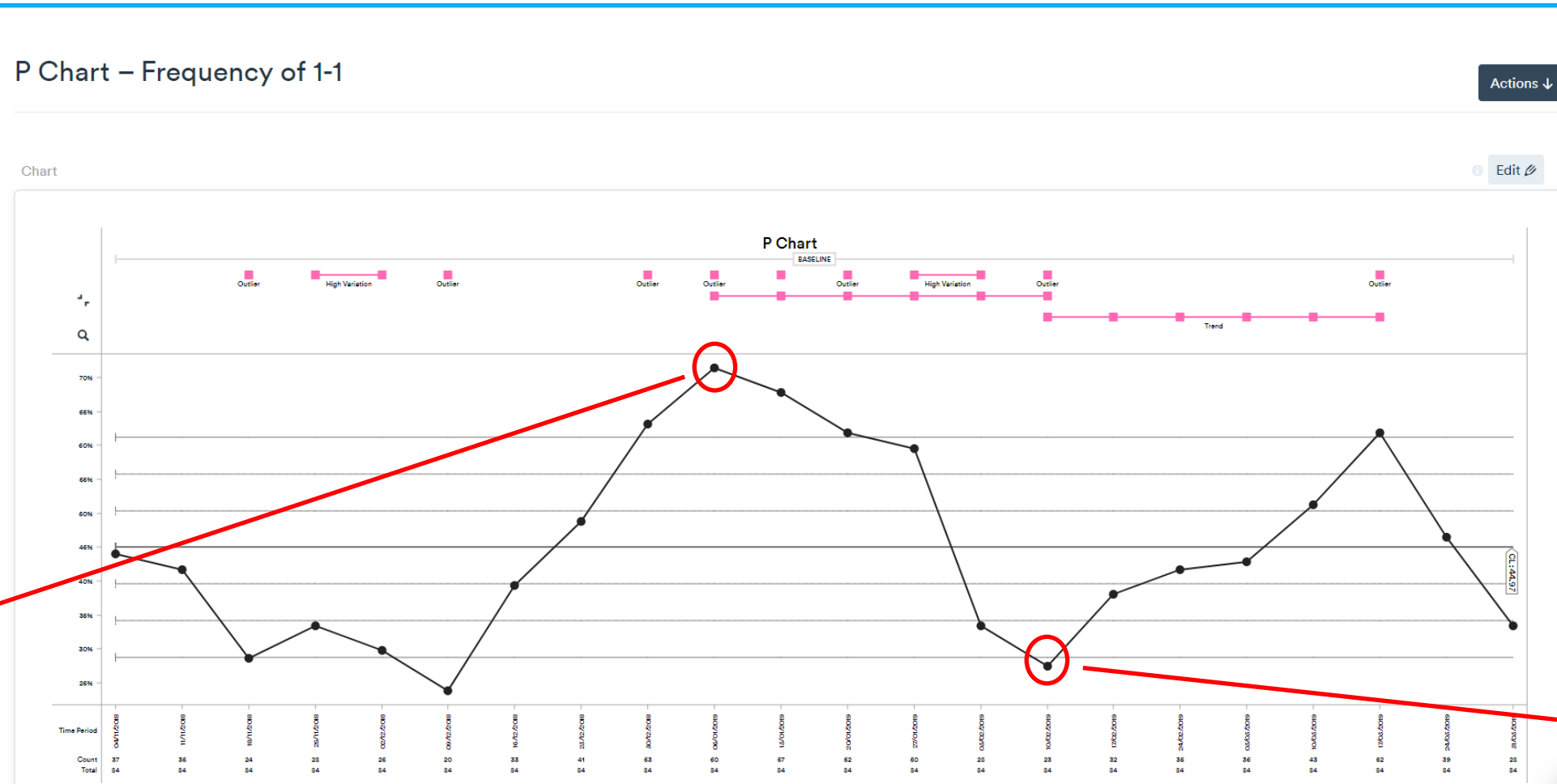
All staff were given opportunity to do MI training ensuring improvement in the quality of 1:1's facilitated.



# Driver Diagram



# Measures & Charts



Incidents  
on the  
ward

Ward  
dynamics

This chart was created to measure the frequency of 1:1's staff were facilitating on a weekly basis.

The frequency of 1:1's increased when incidents occurred on the ward.

It further highlighted that as patient's dynamics changed i.e. (New patients on the ward) the frequency of 1:1's also increased.

This data was gathered through 1:1 audits carried out on a monthly basis.

# Measures & Charts

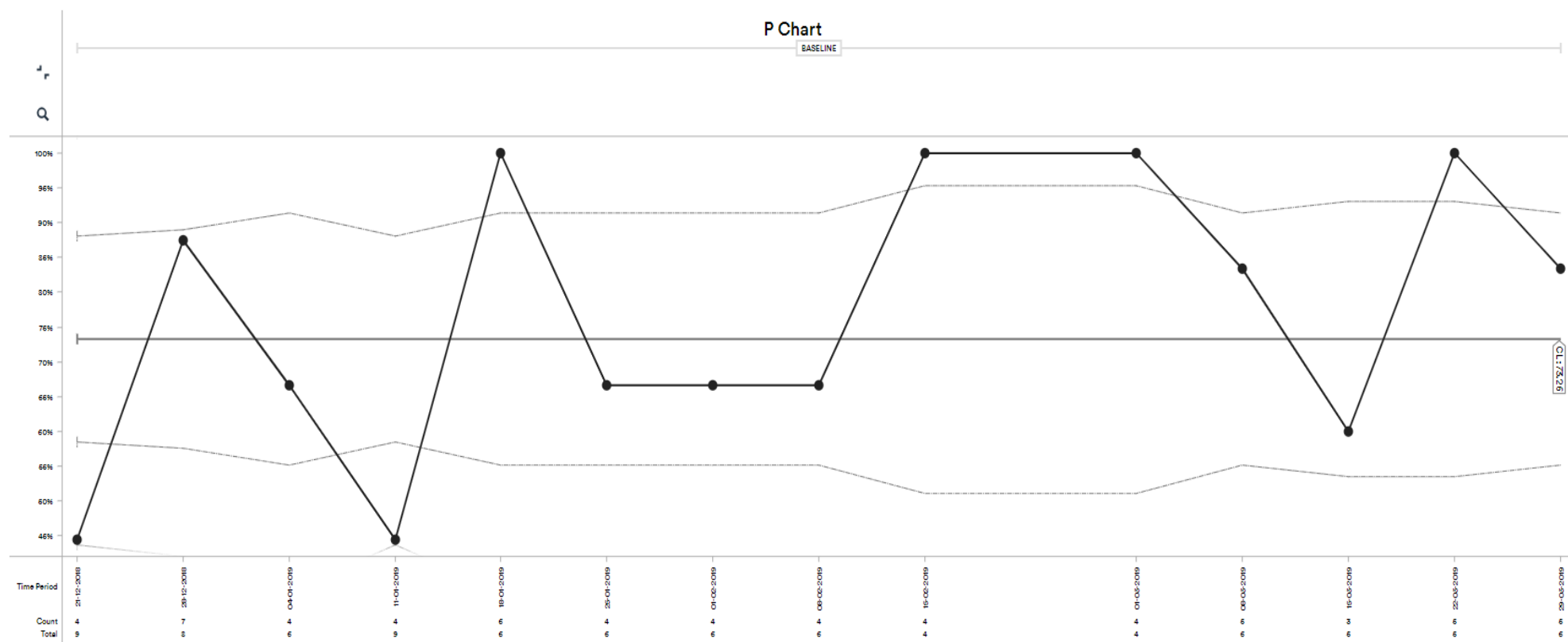


P Chart – Service User Satisfaction (Service User Satisfaction)

Actions ↓

Chart

Edit



This chart was created to measure the satisfaction of service users during their 1:1's throughout the course of the week.

By doing this measure, staff are able to focus on having more meaningful 1:1's with those service users who were less satisfied during the week. As well as seeking ways in which this could be improved.