## I LIKE MY WARD ROUND?

Jonathan Roocroft, Julie Hackworth, Nynn Chang & Phill Baker



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

Interdisciplinary communication   Concerns Interdisciplinary communication   Noise outside the room Communication with patients   Only receiving negative feedback Time management   Too much information Staff being late or unprepared   Not being listened to Not being listened to	Aim To improve staff and service users satisfaction with their ward round experience by 20% March 2018 (from the baseline measure)	Why is this importan and can The ward round is we give feedback users with learni on key decisions care	rers? s the main way to our service ing disabilities s about there		Tests of Change Tea and coffee Earlier start time Ionitoring time for each patient fining and rotating ward round roles
			concerns Noise outside the room Only receiving negative feedback Too much information Not being listened to % of patients satisfied with the	Patients ward round	Initial Qualitative Feedback - Staff concerns Interdisciplinary communication Communication with patients Time management Staff being late or unprepared % of staff satisfied with the ward round

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.







There were a number of ideas from Clerkenwall MDT regarding how ward round could be improved for both staff and our patients with learning difficulties following a number of difficult ward rounds. It was decided to implement these ideas as a QI project. We collected initial base line data, both qualitative and quantitative. We then made changes while monitoring staff and patient experience of the ward round on a weekly basis on a three point scale. It was felt from a staff perspective that the ward round had improved and the data supported that. Overall the team felt the project has been a success, however, it has been difficult to maintain momentum and has been impacted by a number of MDT members leaving during the project.

## Any additional team or project photos?



Paste them into a slide and we will share them with your project story!

Please return your completed poster to elft.qi@nhs.net