

TOPIC GUIDE: Current patient / carer for current patient

1. Let's find out about you.

Age
Employment
Education – school / university / postgraduate
Social support structures & marital status
Ethnicity

2. Why are you in hospital now?

Current diagnosis
Other conditions
Approximate length of stay to date
 < 1 day
 1 – 5 days
 5 – 10 days
 > 10 days

3. How many times have you been admitted to hospital in the last 6 months?

1-5
5-10
>10

4. Do you always come to this hospital or have you been admitted to other local hospitals?

5. How do you know if you're on a good ward? What is a 'good ward' to you?

Environment

- Clean
- Quiet
- Toilet and shower are available when required
- Meal timeliness, warmth
- Help available when requested
- Staff are responsiveness to my needs / my family's needs

Welcome

- My arrival is expected
- Staff introduce themselves
- Staff make me feel I will be well looked after; show a caring attitude; and don't rush me

Communication and use of personal information

- Accurate knowledge of previous medical history / current diagnosis / current investigations / discharge plan / medication reconciliation
- Quality of communication / teamwork

Discharge preparation

Friends' / families' recommendations

Ward information boards / quality and safety boards

Ward information leaflets / other printed materials.

Ward information displays / electronic screens

6. If you had to decide whether a ward was good or not, what information would you need to make that decision?

7. Have you noticed any of the information the ward displays about itself? What do you think of the information you've seen?

Friends and family test results

Safety cross

Shift-by-shift staffing

Falls

Pressure ulcers

Safety thermometer / harm-free care

Venous thromboembolism prophylaxis

Hand hygiene compliance

Hospital-acquired infections

Infection rates

Incident reporting

8. What would you like to know about how your ward is performing?

Hand hygiene compliance

Staffing levels

Friends and family results

Hospital-acquired infections

Pressure Ulcers

Falls

Venous thromboembolism prophylaxis

Complaints

Compliments

Length of stay

Mortality

Readmission rate

Safety climate

9. How should your ward make that information available to you and your family??

Ward displays

Leaflets

Smartphone / other device

Webpage

10. Preference for information seeking

Information-seeking sub-scale

| | Disagree strongly | Disagree slightly | Neutral | Agree slightly | Agree strongly |
|---|----------------------|----------------------|---------|-------------------|-------------------|
| As you become sicker you should be told more and more about your illness | | | | | |
| You should understand completely what is happening inside your body as a result of your illness | | | | | |
| Even if the news is bad, you should be well informed | | | | | |
| Your doctor should explain the purpose of your laboratory tests | | | | | |
| It is important for you to know all the side effects of your medication | | | | | |
| Information about your illness is as important to you as treatment | | | | | |
| When there is more than one method to treat a problem, you should be told about each one | | | | | |

11. Have you previously had to complain about care or healthcare staff, nurses or doctors? What made you complain? How? PALS / informally / in writing?

Ward:

Weekly Audit Scores



Cleaning Audit: 99.14%

Date of audit: 12/02/2016

Hand Hygiene Audit : 100%

Date of audit:

_____|_____|_____

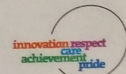
Ward: [REDACTED]
Patient Safety Information

Our last
pressure ulcer
(graded 1-4)
was on:

JULY
2015

Our last patient
fall was on:

23.9.2015



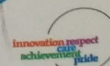
Ward: [REDACTED]
Infection Control Information

Our last
incidence of
MRSA was on:

25.05.14

Our last
incidence of
C.Diff was on:

15.12.14



I-Staff Safe Staffing Information Board

The Nurse in Charge today is:

Staffing Status

Current Shift

DATE:

15-2-15

Registered Nurses

Healthcare
Assistants

Additional Support
(for e.g. specials)

Staff required

1
3

On duty

1
1

2

2

Roles and Responsibilities

| | Responsibilities |
|------------------------|--|
| Nurse in Charge | Provides supervision, management and direct clinical care |
| Registered Nurses | Provides direct clinical care and supervision |
| Health Care Assistants | Provides direct care under the supervision of a registered nurse |
| Additional Support | Specials (may be registered or unregistered providing 121 direct care with supervision) |

If you have any queries about the staffing on this ward please speak to the Nurse in Charge