

APPENDIX 1

ACTION PLAN

Action Plan Title: Patient Perspective CYP Patient Experience Survey Report 2019



Summary Description Action Plan

Combined action plan commencement date:	August 2019
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Action Plan Lead:	Kay Rushforth Head of Nursing for Children's Services and Neonates.
Task and Finish Group Members:	Kay Rushforth - Head of Nursing (KR) Helen Jepps - Consultant Paediatrician and specialty lead (HJ) Ruth Tolley – Matron Children's (RT) Claire Hall (CH) Natalie Stephenson (NS) Michelle Wilson (MW) Laura Deery (LD) Alison Kay (AK) Jeanette Sunderland (JK) Catherine Piggot.(CP) Rob Guest (RG) Kirsty Haslam (KH) Shaun Gorman (SG)

Status:	
O	Open
O	Open and compromised
C	Closed
OD	Overdue

Key to conduct repeat survey in November 2019. Kath Wilkinson to analyse

	Objective or Aim to be delivered	Actions and tasks to achieve the objective or aim	Named Individual responsible	Completion Date	Progress Update	Evidence
MUST do's						
1 (AQ4)	Change of admission date	Establish policy/process	Ward 2 staff	23.9.19	All staff aware of the new process for cancelling patients on the day. Patients should not leave until a new date has been given	Circulation provided by KR 23.9.19  9.19.8 Cancelled Ops Procedure Bradf
2 (AQ6)	Appropriate equipment or adaptations for child's physical or medical needs	Asses child's needs at admission allocate bed space as appropriate to meet needs	All staff	Repeat copy of CQC questionnaire to children and parents on ward 2/30/32 WC 9.12.19	Discuss with family at admission what additional need their child may have. try to place children with additional mobility needs into the rooms that have tracking hoists available and ensure families are aware for the accessible bathroom,	Acuity tool helps allocate some children to beds but from a nursing/sickness perspective  Safe Management of Patient Acuity on the

					sensory room	Results of the copy of CQC questionnaire to fed back to patient first and chief nurse meeting
3 (AQ8)	Did your child receive enough privacy when receiving care and treatment	Draw curtains at all times (e.g. when administering antibiotics) Take family to private room if discussing sensitive information	All staff	Repeat copy of CQC questionnaire to children and parents on ward 2/30/32 WC 9.12.19	Private conversations to be held in the quiet room wherever possible. Dignity to be respected by pulling curtains, asking permission to undertake cares and ensuring patient remains covered during cares.	Results of the copy of CQC questionnaire to be fed back to patient first and chief nurse meeting
4 (AQ9)	Were there enough things for your child (you) to do in hospital	NN to visit children daily. To provide theme nights, film nights and timetable	Jeanette Sunderland Alison Kay Cath Piggott	Repeat copy of CQC questionnaire to children and parents on ward 2/30/32 WC 9.12.19	Play team keeping a register of all families that they have offered play to. Movie nights taking place each week and poster is displayed outside the activity room. Weekly timetable of activities is displayed outside the activity room on a rolling basis.	Register commenced end of August 2019. Kept on ward 30 Movie afternoon 3-5pm every week. Christmas movie every day commencing 16 th Dec 2019 List of daily activities written outside of the playroom. Results of the copy of CQC questionnaire to be fed back to patient first and chief nurse meeting
5 (AQ10)	Did staff play with your child at all whilst they were in hospital?	As above	Jeanette Sunderland Alison Kay Cath Piggott All staff in absence of play team	Repeat copy of CQC questionnaire to children and parents on ward 2/30/32 WC 9.12.19	Play staff are keeping a register of visits to each family daily.	Register commenced end of August 2019. Kept on ward 30 Movie afternoon 3-5pm every week. Christmas movie every day commencing 16 th Dec 2019 List of daily activities written outside of the playroom. Results of the copy of CQC questionnaire to be fed back to patient first and chief nurse meeting
6 (AQ12)	Did new members of staff introduce themselves?	Checklist Always introduce self ask do you have any questions Provision of 'how was your care today' badge the badges (Tracey Campbell) Walk round , Medical staff to be aware	Natalie Stephenson Kay Rushforth Ruth Tolley All staff Kay Rushforth Kay Rushforth Rob Guest Kirsty Haslam to discuss at Consultants meeting	Repeat copy of CQC questionnaire to children and parents on ward 2/30/32 WC 9.12.19	Rounding and checklist used in EPR	Regular walk rounds on the wards by HoN. Visibly witnessed. Tell me about your care badges circulated in October 2019 Results of the copy of CQC questionnaire to be fed back to patient first and chief nurse meeting
7 (AQ13)	Did members of staff treating your child communicate with them in a way that your child could understand?	Checklist	Natalie Stephenson Michelle Wilson Claire Hall All staff	Repeat copy of CQC questionnaire to children and parents on ward	Rounding and checklist used in EPR	RT to audit compliance with checklist and rounding in used in EPR10 children WC 9.12 19

				2/30/32 WC 9.12.19 Results of compliance with EPR to be added to action plan WC 16.12.19		
8 (AQ15)	Did a member of staff agree a plan for your child's care with you?	Checklist	Natalie Stephenson Michelle Wilson Claire Hall All staff	Repeat copy of CQC questionnaire to children and parents on ward 2/30/32 WC 9.12.19	Rounding and checklist used in EPR	Results of the copy of CQC questionnaire to be fed back to patient first and chief nurse meeting
9 (AQ19)	Did hospital staff keep you informed about what was happening whilst your child was in hospital?	Checklist	Natalie Stephenson All staff	Repeat copy of CQC questionnaire to children and parents on ward 2/30/32		Results of the copy of CQC questionnaire to be fed back to patient first and chief nurse meeting
10 (AQ21)	Did different staff give you conflicting information?	Surgeon V Paediatricians. Surgeon and Paediatricians s to work together and visit child To raise at S&A meeting	Kay Rushforth Kirsty Haslam	Repeat copy of CQC questionnaire to children and parents on ward 2/30/32	To discuss 9.1.19 At S&A meeting To discuss at Paediatric Consultants meeting 5.1.19	Results of the copy of CQC questionnaire to fed back to patient first and chief nurse meeting
11(AQ22)	Were the different members of staff caring for and treating your child aware of their medical history?	To be aware of medical history	All nurses All doctors	Repeat copy of CQC questionnaire to children and parents on ward 2/30/32 WC 9.12.19	To discuss at Consultants Meeting 5 January 2019	Minutes of Consultant meeting Results of the copy of CQC questionnaire to fed back to patient first and chief nurse meeting
12 (AQ23)	Did you feel that staff looking after your child knew how to care for their individual need or special needs?	As parents how they would like care to be provided	Natalie Stephenson Ruth Tolley	Repeat copy of CQC questionnaire to children and parents on ward 2/30/32 WC 9.12.19	Staff to discuss with families how they would like to be involved in their child's care and document within EPR	Results of the copy of CQC questionnaire to fed back to patient first and chief nurse meeting
13 (AQ24)	Were members of staff available when your child needed attention	Answer call bells ASAP/immediately Do not leave sections of the ward unattended Time all breaks – must not take break together	All staff Natalie Stephenson Michelle Wilson	Breaks provided for staff at different times Completed September 2019. Discussed at band 6 meeting and at handover Repeat copy of CQC questionnaire to children and parents on ward 2/30/32 WC 9.12.19	Staff to respond in a timely manner to call bells. Staff are sent at different times for meal breaks. Coordinators to be aware of call bells and how long they have been ringing for.	Results of the copy of CQC questionnaire to be fed back to patient first and chief nurse meeting
14 (AQ25)	Did the members of staff caring for your child work well together	All staff to communicate and ensure that care is not just provided for their own cohort of children	Ruth Tolley	Repeat copy of CQC questionnaire to children and parents on ward 2/30/32 WC 9.12.19	Friends and family feedback will identify when staff have worked well.	Results of the copy of CQC questionnaire to be fed back to patient first and chief nurse meeting
15 (AQ26)	If you had been unhappy with your child's care and treatment, do you feel that you could have	Rounding Anything I can help with	Michelle Wilson Natalie Stephenson	Repeat copy of CQC questionnaire to children	Checklist and rounding used in EPR	RT to audit compliance with checklist and rounding in

	told hospital staff?	Wear the badge 'how was your care today'		and parents on ward 2/30/32 WC 9.12.19 Results of compliance with EPR to be added to action plan WC 16.12.19		used in EPR10 children WC 9.12.19.
16 (AQ27) (CQ4)	Did your child like the hospital food provided?	Dietician Kirsten Foster	Kay Rushforth to discuss with dietician Ruth Tolley	Policy review date not agreed	Kay Contacted Kirsten and Charlotte Keasey To attend nutrition meeting on 4.9.19 Student dieticians undertaking audit and observation of food service. Matron Tolley met with catering and dietetics 02.10.19 to discuss food complaints	Meeting attended by KR on 4.9.19 Children's Menu and food service. Children's Nutrition Policy - this is due for review- would like to request extension to review date of current policy to enable a full review /restructure – this was agreed by group today. No date set for completion
17 (AQ32) (CQ14)	If your child felt pain while they were at the hospital, do you think that staff did everything they could to help them?	See pain action plan	See separate action plan	See separate action plan	See separate action plan	See separate action plan
18(AQ42)	Do you feel that the people looking after your child listened to you?	Rounding Anything I can help with	Michelle Wilson Natalie Stephenson All staff	Repeat copy of CQC questionnaire to children and parents on ward 2/30/32	Results of compliance with EPR to be added to action plan WC 16.12.19	RT to audit compliance with checklist and rounding in used in EPR10 children WC 9.12.19.
19 (AQ43)	Do you feel that the people looking after your child were friendly?	Rounding Anything I can help with	Michelle Wilson Natalie Stephenson All staff	Repeat copy of CQC questionnaire to children and parents on ward 2/30/32	Results of compliance with EPR to be added to action plan WC 16.12.19	RT to audit compliance with checklist and rounding in used in EPR10 children WC 9.12.19.
20 (AQ44)	Do you feel that your child was well looked after by the hospital staff?	Rounding Anything I can help with	Michelle Wilson Natalie Stephenson All staff	Repeat copy of CQC questionnaire to children and parents on ward 2/30/32	Results of compliance with EPR to be added to action plan WC 16.12.19	RT to audit compliance with checklist and rounding in used in EPR10 children WC 9.12.19.
21(AQ45)	Do you feel that you (the parent/carer) were well looked after by hospital staff?	Rounding Anything I can help with	Michelle Wilson Natalie Stephenson All staff	Repeat copy of CQC questionnaire to children and parents on ward 2/30/32	Results of compliance with EPR to be added to action plan WC 16.12.19	RT to audit compliance with checklist and rounding in used in EPR10 children WC 9.12.19.
22 (AQ46)	Were you treated with dignity and respect by the people looking after your child?	Rounding Anything I can help with	Michelle Wilson Natalie Stephenson All staff	Repeat copy of CQC questionnaire to children and parents on ward 2/30/32	Results of compliance with EPR to be added to action plan WC 16.12.19	RT to audit compliance with checklist and rounding in used in EPR10 children WC 9.12.19.
23 (CQ2)	Were there enough things for you to do in the hospital?	Nursery Nurses to visit each child daily and provide theme nights as explained above	Cath Piggott Alison Kay Jeanette Sunderland	See number 4,5	See number 4,5	See number 4,5
24 (CQ3)	If you used the hospital Wi-Fi was it good enough to do what you wanted?		Ruth Tolley Kay Pagan David Hollins Steve Pearson	11.10.19	KR notified CF, DH, KP on 20.9.19 16:44 to explain circumstances	11.10.19 RT met SP Signal tested and believed to be ok. Conference call with IT re the WIFI spark to establish if there was a way to protect some band width for children

						but couldn't make any promises as the WIFI is paid for by the charity. 3.12.19 No change.
25 (CQ6)	Did hospital staff talk with you about how they were going to care for you?	Rounding Anything I can help with	Michelle Wilson Natalie Stephenson	Repeat copy of CQC questionnaire to children and parents on ward 2/30/32	Results of compliance with EPR to be added to action plan WC 16.12.19	RT to audit compliance with checklist and rounding in used in EPR10 children WC 9.12 19.
26 (CQ9)	Did the hospital staff answer your questions?	Introduce self Is there anything I can help with Rounding	Michelle Wilson Natalie Stephenson All staff	Repeat copy of CQC questionnaire to children and parents on ward 2/30/32	Results of compliance with EPR to be added to action plan WC 16.12.19	RT to audit compliance with checklist and rounding in used in EPR10 children WC 9.12 19.
27 (CQ16)	Before the operation or procedures did hospital staff explain to you what would be done?	Rounding	Michelle Wilson Natalie Stephenson All staff	Repeat copy of CQC questionnaire to children and parents on ward 2/30/32	Results of compliance with EPR to be added to action plan WC 16.12.19	RT to audit compliance with checklist and rounding in used in EPR10 children WC 9.12 19.
28(CQ21)	Do you feel that the people looking after you were friendly?	Introduce self Is there anything I can help with Rounding	Michelle Wilson Natalie Stephenson All staff	Repeat copy of CQC questionnaire to children and parents on ward 2/30/32	Results of compliance with EPR to be added to action plan WC 16.12.19	RT to audit compliance with checklist and rounding in used in EPR10 children WC 9.12 19.
	All questions and responses from the CQC survey	10 questions were written into meridian F&F to help with patient feedback. The questions were based on the results of this survey	All staff Ruth Tolley	Questions were completed for use and added to meridian on 9.10.19	Results RT to report on response to questions WC 9.12.19	RT to report on response to questions WC 9.12.19
	Children use tops and pants to communicate their likes and dislikes	Tops and pants used and displayed in all areas	Play staff Kath Wilkinson	Kath Wilkinson develops visual displays of these and presents to the ward	Bi monthly results produced	KR discusses at patient first meeting
	Children on adult wards respond to a modified version of the CQC questionnaire	Displayed in adult areas	Matrons on adult wards circulate the questionnaire Kath Wilkinson	Kath Wilkinson develops visual displays of these and presents to the ward	Bi monthly results produced	KR discusses at patient first meeting
	Parents on all wards are asked top 3 likes like and dislikes bi monthly	Displayed in all areas	Ward Staff Kath Wilkinson	Kath Wilkinson develops visual displays of these and presents to the ward	Bi monthly results produced	KR discusses at patient first meeting

KEY

AQ (Adult Question/response number)

CQ (Child Question/response number)