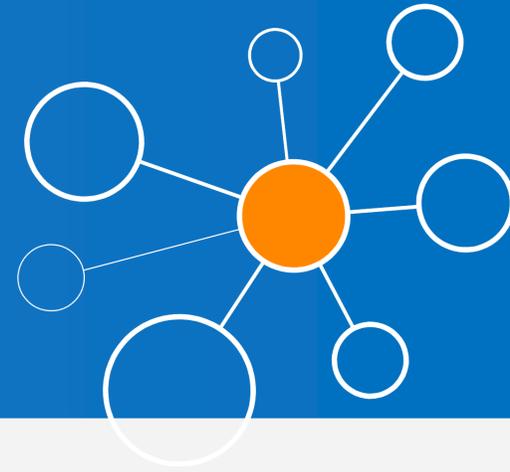


Reduce Patient Lost Property Claims

Project Lead Lynsey Hitchings



Background

Over the last 10 years GHNHSFT has made payments for patient lost property claims of **over £110K**. This does not include the time and administration costs investigating and processing lost property claims.

In recent years this has reduced but still equates to a significant sum which could be better used providing patient care.

Aim

The project aim was to reduce patient lost property claims by 50% on trial wards in 6 months.

Project Achievement

- 3 of the 5 trial wards had reduced Patient Lost Property Claims.
- Produced posters and postcards to highlights costs of lost property
- Successful trial of new patient property bags
- Following networking at the SQI training, the ED team updated their Patient Safety and Handover checklist to include Valuable Patient Property.

Patient Lost Property:

Did you know?

- In 2017/18 Your ward 7A had the total of £6060.00 in successful patient claims
- Did you know the cost comes out of your ward budget after a successful claim?

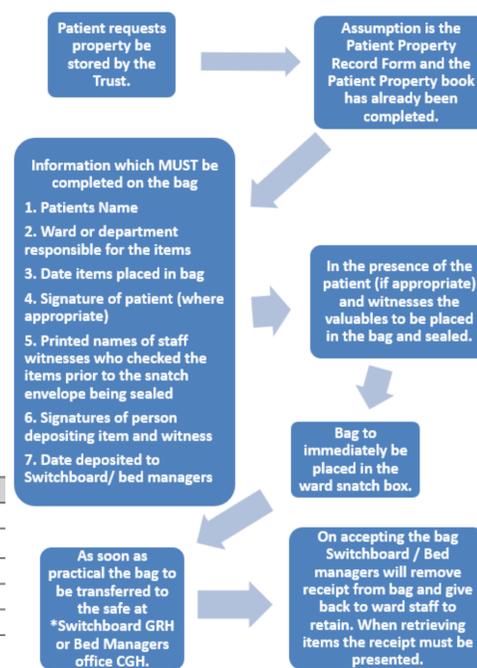
• Most common items lost and subsequently claimed are



Accepting that your sentimental items are lost can be an incredibly emotional process.

Property check - Only patients who are conscious and have capacity may sign disclaimer.						
I wish to keep my property with me and accept responsibility for it.						
Upper dentures <input type="checkbox"/>	Hearing aid <input type="checkbox"/>	Shoes <input type="checkbox"/>	Wristwatch <input type="checkbox"/>	Necklace <input type="checkbox"/>	Wallet <input type="checkbox"/>	
Lower dentures <input type="checkbox"/>	Glasses <input type="checkbox"/>	Slippers <input type="checkbox"/>	Ring <input type="checkbox"/>	Bracelet <input type="checkbox"/>	Handbag <input type="checkbox"/>	
Electronic devices <input type="checkbox"/> (Please specify)						
Signature			Print name			
Designation			Date DD / MM / YYYY	Time 00 : 00		

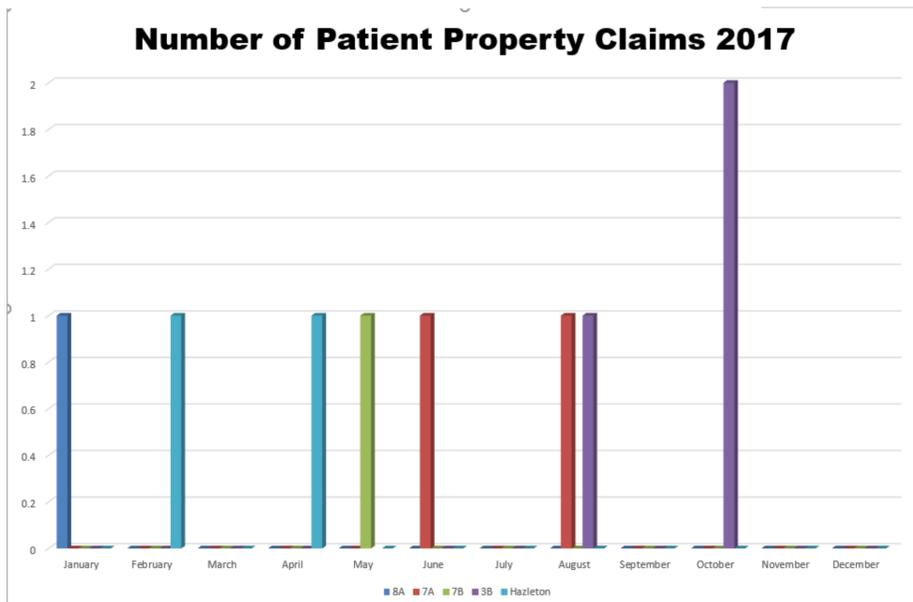
GHNHSFT How to Use a Patient Property Bag



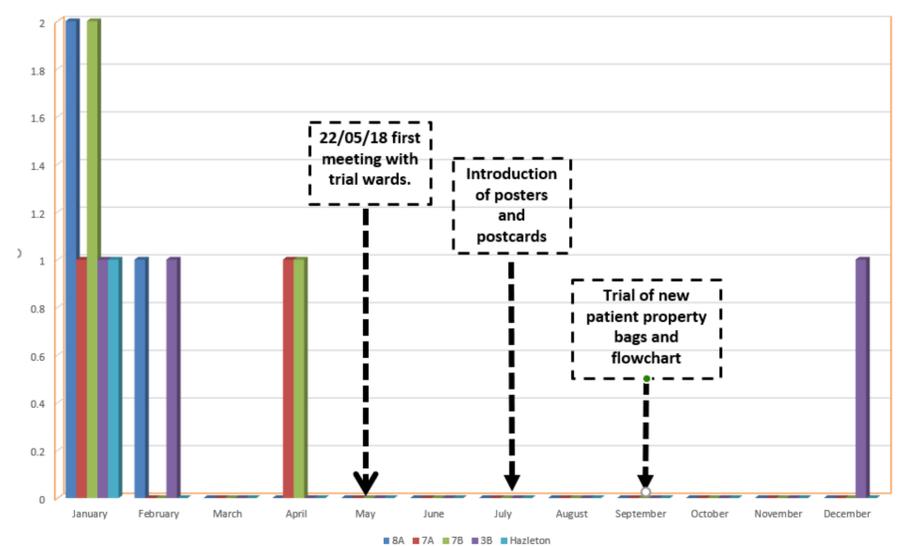
The Trust will not accept liability in respect of any loss or damage to patients property and belongings unless they have been handed over to members of staff for safe keeping and a receipt has been issued to you or your relative.



Number of Patient Property Claims 2017



Number of Patient Property Claims 2018



Next Steps

- New Patient Property Bags to be introduced Trustwide from February 2019
- Engage with more wards to promote better understanding of the cost of losing patient property
- Better educate patients on what **not** to bring into hospital and expectations if valuable items are lost.

