

Dolphin ward patient & family communication and information



Project aim

Our aim was to improve the communication between ward staff and paediatric patients and their families as well as provide better information to provide a safety net to reduce unnecessary further contact with healthcare professionals (releasing time to care) and re-admissions.



Project team

- Aimee Agombar & Vikki Stone (leads for patient leaflet)
- Fiona Hikmet & Helen Weaving (leads for ward round proforma)
- Entire Dolphin Team

Timeline for delivery

From: December 2018

To: February 2019

Measures

- Patient and family concerns (via PALs)
- Patients and families better informed and empowered resulting in better patient experience resulting in a calmer ward environment
- Releasing time for hospital staff to focus increasingly on providing direct care rather than reactively responding to patient/family concerns.

Tests for change

1. Improved patient information provided (advice sheets)
2. Introduce a ward round proforma increasing a consistent best practice approach that results in a more robust plan for patients and their families resulting in a reduction in unwarranted variation and improved communication.

Results

- Improvements in our CQC rating with the commenting: *'Staff assessed risks to patients, acted on them and kept good care records... staff worked well together for the benefit of patients, advised them on how to lead healthier lives, supported them to make decisions about their care, and had access to good information'* (CQC July 2019).
- Improved patient record keeping and compliance against GMC/NMC standard.
- Patient friendly information leaflets, which have been well received by our patients and their families as well as better addressing their needs.

	Safe	Effective	Caring	Responsive	Well-led	Overall	
Services for children and young people	Requires improvement ↑ Mar 2018	Good ↔ Mar 2018	Good ↔ Mar 2018	Requires improvement ↓ Mar 2018	Requires improvement ↔ Mar 2018	Requires improvement ↔ Mar 2018	March 2018
Services for children and young people	Good ↑ Jul 2019	Good ↔ Jul 2019	Outstanding ↑ Jul 2019	Good ↑ Jul 2019	Good ↑ Jul 2019	Good ↑ Jul 2019	July 2019

Learning and next steps

- Our next focus will be on introducing nurse led discharge to Dolphin Ward
- We have learnt the importance of integrated multi-disciplinary team working in making sustainable positive changes for our patients and their families

