

Patient Survey Action Plan 2015

Theme	Action	Deadline	Who
Information for families regarding emotional support and the psycho-social team	Update details in the family held record. FHR revision project with RMH/UCLH starts June 2015. In the interim create information leaflet for families signposting how to access emotional/psychosocial support	31 Dec 2015 30 July 2015	Shared care project team
Consideration of child and family's holistic needs throughout their pathway	Train key workers to undertake HNA Pilot holistic needs assessment (HNA) tool Implement and evaluate HNA tool	Started January 2015 End date 31 December 2015 Started February 2015 End date 30 July 2015 July 2015 – July 2016	Shared care project team
Waiting times on Safari, particularly whilst child is fasting	Safari demand/capacity project already underway – to improve patient flow through Safari and reduce waiting times	31 Dec 2015	Sister, Service Manager, Head of Nursing, Patient Pathway Lead
Food	Trust-wide issue - feed back survey comments to Trust's catering improvement work stream Review snack provision on Safari	30 June 2015 30 June 2015	Karen Bravery Laura Walters
Getting through to the ward by phone	Safari – all general enquiries to be directed via the reception and triaged accordingly. Reception has a separate line for dialling out, which should help to keep the line free for incoming calls. Comms to go out to GOSH staff Update family held record with an amendment to the contact sheet page Inpatients – Patient Pathway Asst to proactively call patients who are due to be admitted the next day, rather than asking families to call ward. Provides reassurance for families and reduces anxiety of not being able to get through on phone.	 31 May 2015 30 June 2015 31 May 2015	 Laura Walters Karen Bravery Laura Walters
Access to play specialists and toys	Trust-wide issue - escalate feedback to Trust's Head of Play	30 June 2015	Karen Bravery/Rebecca Sweet