

ACTION PLAN RESULTING FROM AN ENTER & VIEW VISIT BY HAVERING HEALTHWATCH TO SKY A WARD AT QUEEN'S HOSPITAL

This action plan has been developed following the receipt of a report from Havering Healthwatch following the Enter and View visit to Sky A Ward at Queen's hospital on 20th April 2015.

Recommendation	Action Proposed	Progress	Lead	Time scale	Update
Early patient discharge planning	 Identify patients early that will be requiring package of care from social services on discharge Early involvement of the multi-disciplinary team discussing patient's potential needs once medically fit for discharge Patient and family involvement in discharge planning. 	 Assessment notifications (Section 2) are sent to social services within 24 hours of admission identifying patients that will be needing social services input on discharge Discharge notifications (Section 5) sent 24-48 hours prior to predicted discharge date to facilitate timely assessment of the social worker and package of care confirmation at least before 3pm on the day of discharge. 	SSR Yusi Nurse in charge of the shift	October 2015	Completed

Discharge medications to be ready and completed earlier on the day of discharge	Ward doctors (FY1s) to complete and sign off medication prescriptions as ready to be screen and dispensed by ward Pharmacist	Ward transcriber now available as a pharmacy service to help doctors encode patient's medication on the Medway Doctor's screening and signing off prescriptions and sent to Pharmacy 24 hours before discharge.	Ward Consultants/ Registrars Ward Pharmacist	October 2015	Ongoing (Barriers noted due to short staffing on the medical side)
Comprehensive hospital discharge summary to be provided including any medication changes on discharge either to care homes or the patient's own homes.	Care home transfer letters to contain concise assessments of patient's needs and any changes on the medication regime	Transfer letters completed prior to transfer of patient care to their care homes. District Nurse involvement if required. Medications explained to patient on the day of their discharge and any changes made.	SR Fleming SR Zarsadias Nurse in charge of shift	October 2015	completed

Comprehensive	•	Nurse-to-nurse	Handovers taking place	Nurse-in-charge	October 2015	completed
handover of patient		handover prior to	before transfers.	of shift		
when transferring to		transfer to departure				
departure lounge		lounge	Next of kin informed of			
			patient transfer to			
			departure lounge.			
			Next of kin contact			
			number available to staff			
			in departure lounge when			
			required.			

Action Plan produced by:

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The action plan will be monitored and updated on a quarterly basis