

WALKING THE WALK

Work on the Trust's quality promise: Personal, Safe Effective Interventions gathers pace this month as Board members meet with frontline staff to put the pledge into practice.

Quality and Safety Walkabouts are a new initiative to make sure we continue to deliver real improvements in safety for service users. They involve clinical teams, a corporate director and a non-executive director working together to make sure that service user safety remains top of the agenda.

Nicola Lees, Executive Director of Operations and Nursing and Ralph Coyle, Special Adviser kick started the walkabout experience on Ward 24, and Fran Harrop, Executive Director of Medical & Service Governance and Lynne Smith, Non-Executive Director visited Clover Ward.

Kairen Marley, Assistant Ward Manager, Ward 24, said:

"It may sound daunting to staff that members of the Board are dropping in, but having had the walkabout, it's actually fine! Nicola and Ralph were simply interested in improving service user safety and I look forward to seeing improvements following some of the issues raised."

The Quality and Safety Walkabout Programme will include a different ward or community team on a designated date every month. Staff are asked to consider examples of quality and safety issues local to their area and are provided with some key local data prior to the visit, such as reported incidents, compliments and complaints to help prompt discussions.

“This gave me a real insight into the everyday issues staff face.”



Ralph, left and Nicola, mid right looked at safety issues with staff in the garden at Ward 24



Nicola Lees said: *"This provides the perfect opportunity for staff to raise service user safety issues with us."*

"Visiting service areas directly gives us the chance to fully understand the processes staff follow, and enables us to focus on systems that work well, and systems that need refreshing."

Ralph Coyle, Non Executive Director who accompanied Nicola added: *"This gave me a real insight into the everyday issues staff face. It's great to come out here, meet with staff and work with them on how we can improve safety."*

All staff who can spare time to talk to Board members are encouraged to take part in the exercise that focuses on safety issues. Members of the medical team, allied health professionals, domestic or administration colleagues are all invited to participate and the views of service users and carers are also welcomed where appropriate.

The Board is showing its commitment to the process by taking forward three key actions from each area they visit.

Trust Board Secretary, Paul Hogg said:

"Staff can expect a response within two working days highlighting the main discussion topics and the actions that will be taken as a result in their area. The information gathered, which will remain confidential at all times, will also be taken to Board meetings for consideration at the highest level of the organisation."

"This will be followed up with a visit to service areas on an agreed date after the walkabout to make sure work is being done to resolve identified issues to everyone's satisfaction."

The Board would like to thank staff in advance for taking the time to work with them to continue improving the safety of service users across our Trust.

The Connections Team will be following progress and will update you in future editions.

For more information about the planned Quality and Safety Walkabouts or to see where the Board is scheduled to visit, keep an eye out in your local areas for posters or contact **Paul Hogg, Trust Secretary** on **01274 228308**.

