



Creating a-cute service

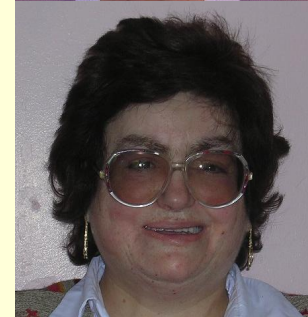
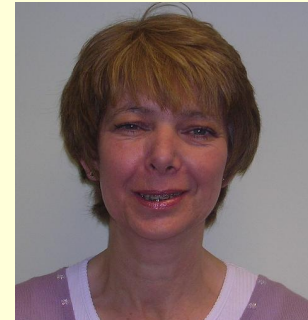
Audit of hospital staff to improve
patient experience

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Group's Aim



- To study hospital staff's experience, their training, the challenges in caring for people with disabilities and the actions that could be taken to improve the patient experience.



Method

- Literature review
- Hospital support systems
- Hand delivered Questionnaires
- Posted into internal post

*Please return via Internal mail to:
Ann Alford – Clinical Effectiveness Support Unit,
Post Grad. Unit, Medway Hospital.*

The Medway  
NHS Trust
West Kent NHS and Social Care Trust

**Learning Disability Liaison Group
Questionnaire**

1) Which Directorate do you work for?

Directorate	Please tick
Surgery	
Medicine	
Other	

If other please state.....

2) Please tick your role in the Hospital

Role	Please Tick
Nursing	
Support workers	
Clinicians	
PAMS / Allied Health Professionals	
Administration	
Other	

If other please state.....

Study data 1

- 37% return rate
- 62% worked with people with LD in hospital
- 18% had received training
- 15% aware of pictorial information on the ward

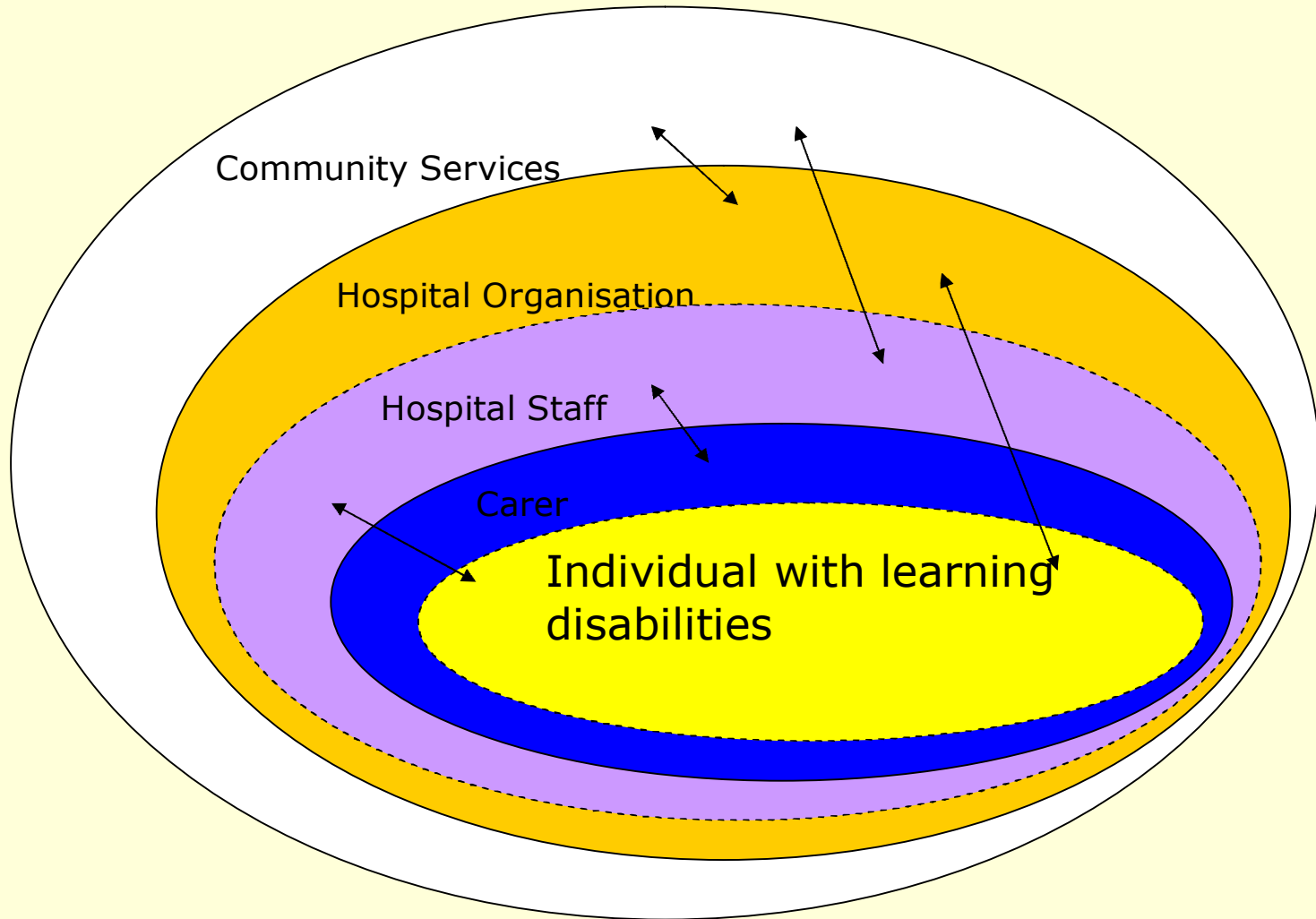


Study Data 2

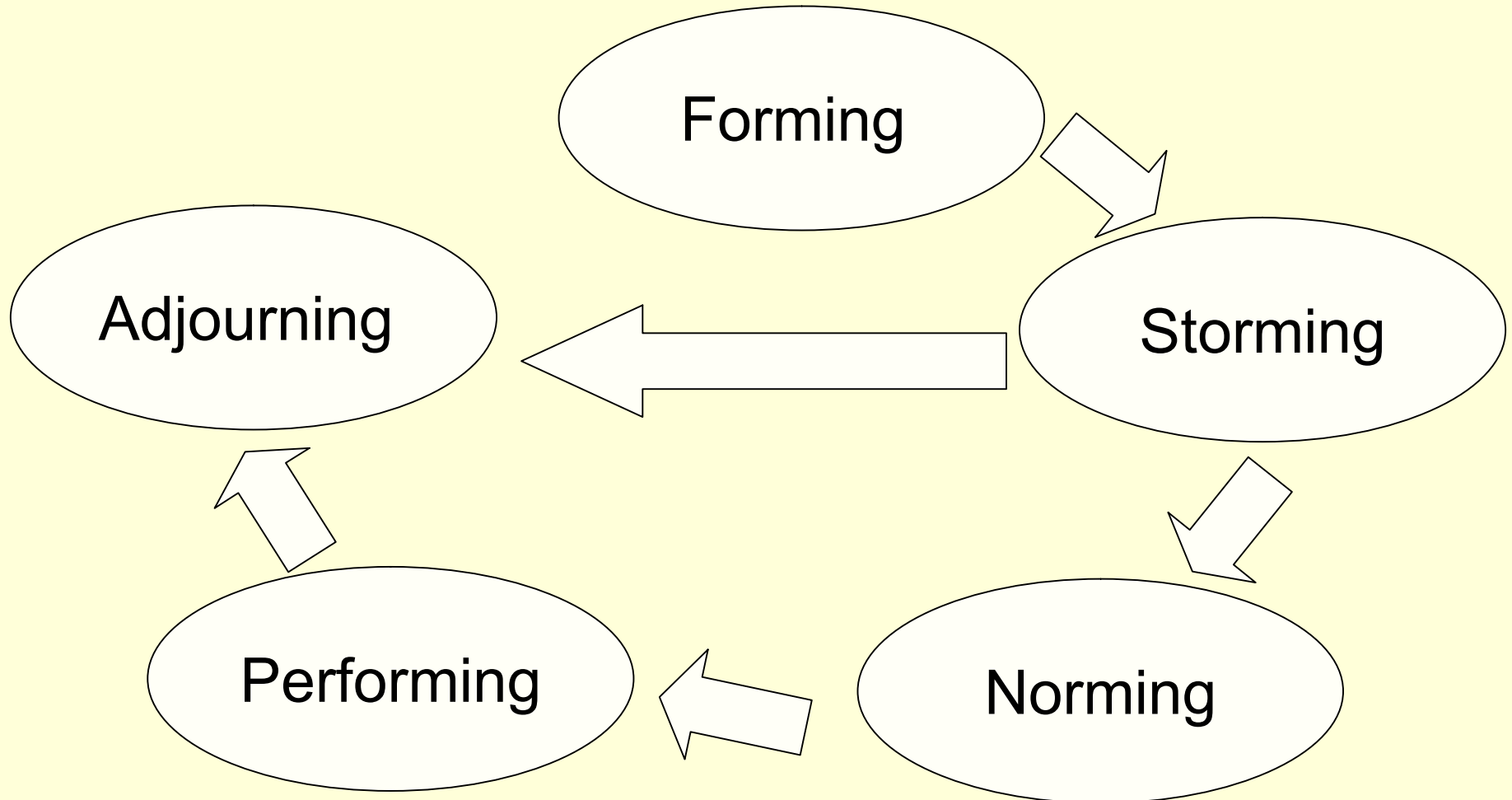


- 80% would like patient held records and computerised records
- 18% knew who to contact for support
- Communication – greatest effect in patient care and biggest training need

Communication Routes



Carers', Ward staff & Tuckman(1977)



Organisational communication

- Inclusive policy
- Diversity
- Disability Equality Duty
- NHS Care records



Themes and Reflections

- Accessibility > Diversity
- If our work help others we have much to learn from other groups
- Person centred care as default



Questions

- If we have reached the end of the initial stage of Valuing People –
 - What foundations have we laid for long term change?
 - Who are the formal and informal advocates in our hospitals?
 - How do we enrol the informal into being person centred?

Thanks

- www.accessible-documents.com

