

Enter and view report- Emergency Department Kingston Hospital

Action Plan

Recommendations from report	Action Plan	Date to be completed by
<p>We were advised on a previous visit that plans were in place to have a consultant carrying out triage as patients entered the Reception area. This was not in place when we visited. We would like to know when this will happen.</p>	<p>Triage processes have been replaced with streaming process by nursing team as of April 2015. Plans to have consultant led streaming are still intended however require recruitment processes to be completed to support staff numbers for this process.</p>	<p>Recruitment of consultants scheduled, interviews to take place on 8th June 2015</p>
<p>We expect that all the toilets in Reception to be working as a priority and that there is adequate signage where alternative toilets may be found. Also ensure that there is always enough soap.</p>	<p>Escalated through works and the director of operations to review processes for escalating required works Signage to be created to direct patients to other facilities by ED admin manager</p>	<p>Completed - Toilets now in working order</p>
<p>Provide a clock for reception.</p>	<p>Clock ordered by ED stores coordinator 18th May 2015</p>	<p>June 2015</p>
<p>Provide clear information on expected waiting times in Reception.</p>	<p>Communications team are to create pages on electronic screen to give essential information to patients in waiting room Contact made 18th May 2015</p>	<p>July 2015</p>
<p>Make it clear to queuing visitors and patients why only one receptionist is taking information while there are two present.</p>	<p>Communications team are to create pages on electronic screen to give essential information to patients in waiting room. ED admin manager to devise communications for patients to aid this.</p>	<p>June 2015</p>
<p>Improve signage to Minors Department from Reception and upon entry to the unit itself.</p>	<p>Since the Healthwatch visit minor injury treatments have been moved and all patients who are assessed as Minor injury patients are being seen using the existing triage rooms</p>	<p>Interim signage has been implemented to indicate the waiting time for see and treat patients</p>

	<p>as see and treat rooms. The minor injuries area is now an ambulatory area for low risk major's patients Signage will need to be changed to reflect this</p>	
<p>Ensure that there is always a supply of hand cleanser in the cubicles.</p>	<p>Escalated to works department Director of Estates</p> <p>Matron to implement regular environmental audits to check compliance</p>	<p>June 2015</p>
<p>Make staff identification clearer on uniforms.</p>	<p>All substantive nurses and Dr's wear trust uniforms, some agency and locum Dr's wear alternative uniforms. Nurse in charge and Dr's in charge to ensure uniforms are up to trust standard and ID badges are worn and visible Comms sent to all nurses and Dr's who take charge may 2015</p>	<p>May 2015</p>
<p>Have volunteers checking on patients in cubicles in Majors, as most were vulnerable and alone.</p>	<p>Volunteers are already placed within the ED however contact made with volunteer coordinator and pending meeting to discuss use of further volunteers in the ED</p>	<p>June 2015</p>
<p>Explain to carers/relatives how to operate the beds to raise them to assist patients when drinking</p>	<p>All staff will assist where required for use of ED trolley's. Patients carers can be shown how to use hospital beds where in use</p>	<p>Completed</p>