



UEC Accelerated Transformation Group: BGH / GGH / PPH / WGH

Completed by:	Dawn Jones	Reporting period:	14/7/25-21/7/25	To:	Environment ODG
Current Status:	Good	Trend since last report			
Key Achievements			Next Period		
Local workstream now established with clinician support L/D visited department			To continue to ask for representation from M/H L/D and paediatrics Updating distraction box To introduce communication aids – pictures of objects and how are you feeling Information for LD patients trailing in GGH for roll out I successful		
Slippage & Remedial Action			Key Risks		
			Non attendance of key stakeholders		

Highly problematic
Requires urgent and
decisive action

Mixed
Aspect(s) require substantial
attention, some good.

Good
Requires refinement and systematic
implementation.



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Key Achievements	Next Period
<p>professionalism / customer service / communication / culture</p> <p>Risk assessments and professional judgement (TL) on patients to be de escalated – called out a morning handover and updated through out the day</p> <p>Contacted IT in regard to patient information screen</p> <p>Reception staff booked on making a difference training</p> <p>Culture survey in progress</p> <p>medical handover / board rounds now established daily / Big room once weekly</p>	<p>Daily monitoring of logbook</p> <p>Awaiting fix to continue to chase Information from other sites to see what information they are already using Gathering list of information to be displayed</p> <p>To be escalated to all other sites . To promote staff engagement in speaking openly and in confidence posters displayed Encourage exit interviews</p>



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<p>Patient experience</p> <p>Opportunities ot explored for support from charitable funds</p> <p>Patients' chairs - linked in with H&S IPC for standardisation / compliance</p> <p>Medicine pods</p> <p>Laptops / I pads</p>			<p>Suitable and number of chairs identified – awaiting quote from ROMA medical</p> <p>Medicine pods not eligible for charitable funds - submitted to JCW</p>		
			Key Risks		
			Funding request for medicine pods		

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<p>Patient experience / privacy and dignity</p> <p>Contact with Arts and Health to create more welcoming and comfortable surroundings for patient's service users</p> <p>Quotes received to reconfigure rooms to provide a further clinical room and a room that can be utilised as a quiet room for breaking bad news</p>			<p>Meeting arranged 4th August</p> <p>Quote sent to JCW</p>		
Slippage & Remedial Action			Key Risks		
			Capital funding may be required		

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Key Achievements	Next Period
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<p>Patient experience / cleanliness</p> <p>Base linked audits completed and linked in with IPC audit</p> <p>Relocation of PPE dispensers</p> <p>Shelving and cupboards to store non consumables</p>	<p>Action plan to be completed</p> <p>C4C to be completed together with nursing / estates and HS</p> <p>To look at peer reviews</p> <p>Proposal for increasing the availability of portering and domestic staff</p> <p>21/7/25 – Estates in department - list completed and work in progress</p>
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Key Achievements	Next Period
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<p>Nutrition and hydration</p> <p>Baseline audit completed by dietetic lead identified need for the following :</p> <p>Further hydration station</p> <p>Out of hours food availability - facilitated now provided in an out of hours fridge situation in the main kitchens . Porters will have access out of hours – there will be a mix of sandwiches / yogurts / fruit with access to lactose and gluten free items</p> <p>Appointment of a housekeeper to work front of house in in the new EUCC model</p>	<p>Quotes being sourced from previous purchase and risk assessment to be presented to water safety group</p> <p>Posters to go out - completed</p> <p>Awaiting executive approval</p> <p>Appointment of Hotel service staff to serve and collect meal trays</p>
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Slippage & Remedial Action	Key Risks
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	<p>Lack of staff to be located in reception areas</p> <p>Nursing staff delivering meals – takes away for nursing care</p>
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