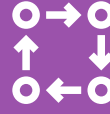


**What is 15 Steps?**

A review of the unit to see what impression you get as you walk around - and how that makes you feel.



**Where did we step?**

Entrances, Antenatal and Scanning, Delivery Suite and DAU, Rushey MLU, Level 4 Wards and IOL Suite

**Who attended?**

7 service users & 14 Trust staff participated in the day along with core MNVP members and Patient Experience Rep and Buscot Family Support Worker



**What happened next?**

The findings from the report were shared across teams, reviewed, and an action plan put in place.

Significant improvement of the main entrance

Antenatal bloods room gave a great first impression

Delivery Suite - clean and cosy, peaceful and private

Exit sensors were modern and felt hygienic and safer

May Recap



**Key Themes for improvement**

From all feedback given we collectively decided on the key themes for improvement and identified an area for attention which we felt was a priority.



**Welcoming & Informative**

- Welcoming receptions in all areas
- Spot check directional signage
- Welcome to Maternity Map. Dual purpose of promoting facilities and directional
- Language and accessibility, e.g. translated content and/or signs for where non-English speakers/blind people can get help/information in braille etc
- Improve scanning environment
- Enforce no smoking policy



**Friendly & Personal**

- Improve welcome at entrance
- Communal spaces on postnatal wards
- Continuous improvement of welcome documents



**Safe & Clean**

- Larger kitchen spaces
- Modernised areas (like new MAU)
- Continue soundproofing of bereavement spaces
- Enforce no smoking policy



**Organised & Clear**

- Larger displays of staff members
- Better signage to promote the facilities
- Promotion of facilities





## ENTRANCES

Some small changes made here to ensure information about parking was clear. Information also updated in booking packs and online. Faded sticker removed and emergency phone checked.



## VIDEOS

The first video of the postnatal wards featuring Bethany Swanson has been recorded to share on social media and familiarise people with the postnatal wards.



Carrie Davies Bateman  
Local Care Coordinator



## NEW MAU AREA

The refurbished old pool suite was a highlight of the visit. Clean, modern and bright "sets the tone for the care you would expect" Discreet bathroom accessible from within the room was a plus point.



## UTILISING RUSHEY

Community Clinics have progressed in the Rushey waiting room.



## MATERNITY MAP

Facilities to work with maternity on a specific map to help navigate the areas and showcase the facilities.