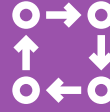


What is 15 Steps?

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

Who attended?

10 service users & 10 Trust staff participated in the day along with core MNVP members.



What happened next?

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

Breastfeeding room - quiet and welcoming space

Rushey - natural light, spacious, quiet and calm. Great birthing space

Pool room and room six - lovely low lighting and space

Smiley staff, quick to answer buzzer, very welcoming

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
- Branding in all areas and clear directional signage
- Update photo boards
- Information needs to be relevant to area
- Better use of QR Codes
- Language options/translations/accessibility
- Remove broken equipment
- Reinstate art in wipe-down frames/add art
- Replicate Rushey feel in Delivery Suite
- Review colours/decor throughout
- Enforce no smoking policy



Friendly & Personal

- New waiting area in DAU using pool suite
- Welcome notices when arriving in different areas



Safe & Clean

- Review accessibility or at least signpost to facilities
- Remove equipment causing accessibility issues
- Address cleanliness concerns flagged (kitchen especially)
- Larger kitchen spaces
- Easier access for patients – especially to baby milk
- Enforce no smoking policy



Organised & Clear

- Remind staff of confidentiality and shutting cupboards
- Remove broken equipment
- Information needs to be clear and much bigger and use plain English
- Posters and boards need with information, services, MVP etc. need to be displayed.

Area for Attention: Bereavement Spaces

- Soundproofing in bereavement areas and staff rooms
- Bereavement pathway (to get out of scanning)

“I feel proud that I’ve been able to help make some changes that will benefit other parents who find themselves in the same horrific position as us! I hope Rorie is proud of his mummy, wherever he is shining bright!”

“This was a great opportunity to work alongside service users and together look at how the environment for our patients can be improved.”

Maria Walker – Senior Patient Experience Facilitator

“Thank you for organising invaluable space to feedback to make positive changes to our maternity services and care.”

FIFTEEN STEPS FOR MATERNITY



“It was great to work with service users to gain their insight into what is important to them. This ensures that any change and developments we make has service users at the centre. After a number of years of not being able to have visitors into the maternity unit, this made this day even more special.”

Sarah Bailey
– Head of Midwifery

“So motivational to see the passion the staff have for improvement. We hope 15 Steps becomes a regular date in the diary”



COMING SOON

NEW SIGNAGE, LESS CLUTTER

Immediate action taken on broken equipment and maintenance issues. Signage reviewed on a dedicated walk around and new signage ordered. Additional signage ordered for accessibility needs.

COMING SOON

PLANS FOR NEW DAU WAITING AREA

Long term project to transform the old pool suite into a new DAU clinical space, for now this has been locked. Existing waiting area has had new floor, plants, mirrors, pictures and new chairs via charity funds



NEW MVP NOTICE BOARDS Q&S BOARDS

New MVP Noticeboards were added to all areas. New project to coproduce Quality and Safety board to welcome you to each area and give key information about the area, staffing and improvements being made.



CONSISTENT WALL BRANDING

Murals of birds and trees were sourced and installed across antenatal and expanding out to other areas, including DAU and Delivery Suite.

COMING SOON

BATHROOM & KITCHEN RENOVATIONS - 2 YR PROJECT

Capital funding given to improve patient kitchens. Work to be completed by March '23. Wider charity project to enable transformation of Level 4 Bathrooms. Maintenance Team to have weekly walkabouts across maternity with estates team.

COMING SOON

SOUNDPROOFING AND BEREAVEMENT ROOM IMPROVEMENTS

Initial work to soundproof Maple Room was not effective. Charity fundraiser by RBC will support future soundproofing. Alternative rooms also being investigated.