

		RAG	Key
Action Plan Title	WIC/ UTC Healthwatch Listening Events	Blue	Complete
Service Lead	Carol Gordon	Green	On track
Associate Director	Dave Jones	Amber	On track; risks identified
Lead Director	Lee McMenemy	Red	Off Track

Ref and date entered	Issue	Action	Accountable Person	Time Scale - Due Date	RAG Status	Update	Actual Completion date
26.4.24	Staffing	<ul style="list-style-type: none"> Implement new staffing model to support both numbers and skill mix. Move staff to support skill mix and numbers. Boards displaying staff who are on shift including identified co-ordinator. 	Operational Managers/TL'S and CL's	30.9.24	Green	26.4.24 Recruitment under way supported by new staffing model.	
26.4.24	Waiting Times	<ul style="list-style-type: none"> Old Swan and Garston to display waiting times via the TV screens in the waiting rooms. Patients are given a rough estimate of the wait time when triaged. 	Operational Managers/TL'S and CL's	31.5.24	Blue	26.4.24 Both sites are now displaying their wait times on the TV screens. Other information re the service can also be shared.	

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		<ul style="list-style-type: none"> Review increased signage as required. 					
26.4.24	Patient understanding of processes	<ul style="list-style-type: none"> Ensure leaflets are available re the service including the words used such as 'triage'. Review signage in waiting areas. Narrative to be visible via TV screens. 	Operational Managers/TL'S and CL's	31.5.24		26.4.24 Leaflets are now on site.	
26.4.24	Understanding by all staff of Neurodiversity and learning Disabilities	<ul style="list-style-type: none"> Review if reception receive training. Look at enhanced training for clinical staff. Work closely with LD team and service users to review areas of improvement. Staff to support a LD away day on what the UTC/WIC service offers. Review leaflets and information to ensure 	Operational Managers/TL'S and CL's	31.10.24		26.4.24 Service is linked in with LD team and visits to be arranged to review access and journey through the service. WIC/UTC stall and presentation on LD away day in June. Work underway to look at easy read information and the accessibility of this in the sites. Also now have a sensory box and look how we can use this in the UTC's	

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26.4.24	Patient Journey	<p>easy read also available.</p> <ul style="list-style-type: none"> Review patient journey for those – referred from another site who and have been triaged - who have an appointment (111/D-dimer. Ensure patients aware of how the service works. 	Operational Managers/TL'S and CL's	31.5.24	Amber	31.5.24 patients leaflets now available. Review of patient journey and all staff aware that we should were possible offer site near to patient as possible.	
26.4.24	Facilities	Review facilities for patients including access to snacks and drinks.	SLT	1.12.2024	Amber	31.5.24 Further work needs to be undertaken around this.	

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