

KEY (Change status)

- 1 Action in progress
- 2 Action completed
- 3 Other (please provide supporting evidence)

Healthwatch Action Plan

Action Plan version Number and Date of version change	1	No. of Actions to be completed	2
Action Plan Owner	Michelle Morgan, Interim Head of Patient Experience	Committee or group responsible for monitoring this action plan	Clinical Governance Committee

<u>Issues</u>	<u>Actions required</u>	<u>Person responsible for action</u>	<u>Anticipated Completion Date</u>	<u>Progress and evidence</u>	<u>Change Status (see key)</u>
The Deputy Matron intended to show the Health watch representatives the multi-faith prayer room, but it was not possible to gain access. It may have been in use, but that could not be verified, and there was no sign stating where to obtain a key or how to access the room.	A permanent sign to be added to the door of the multi-faith prayer room with information about how to gain access for patients and visitors.	Linda Martin, Patient Facilities Manager	31/01/15	A poster has been designed and the proof is scheduled to arrive 19/01/2015.	1
A patient highlighted that there was just one television for the ward, and said she had not watched television as she did not want to disturb other patients in the room.	That the hospital installs a television by each inpatient bed, to ensure patients can watch television without fear of disturbing other patients.	Mike Lawler, ICT Technical Engineer	31/03/15	Gynae: Side rooms 1 and 2 have required televisions and are awaiting the fixture of suitable swivel brackets. Side room 2 has no network point and power,	1

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				<p>cabling work survey and costings are scheduled to commence 19/01/15.</p> <p>Sideroom 3 now fully functioning.</p> <p>Maternity Base: Access to the rooms has been problematic due to high occupancy levels. A formal plan is to be developed by the area matron and operational manager to support survey and implementation of the recommendation.</p> <p>Ongoing Progress to date Jan 15</p>	

Audit date:	May 2015
Please specify reasons if audit is not needed:	

Issues added to the trust risk register: No	Date 13/01/15

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On completion of action plan – all actions completed and evidence produced

Action Plan Owner Michelle Morgan	Signature	Date
Trust Lead Allison Edis	Signature	Date