

## Service Provider Response Form

Name of Service: Abdominal Medicine and Surgery CSU

Name of Service Provider: Leeds Teaching Hospital Trust

Date: 19th June 2018

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you will take)	Who is responsible	When will this be implemented by
Keep up with the good work and share these with the staff team.	Thank you for this positive feedback. The CSU will make sure this is shared with the teams involved.	Lindsay Mutyavaviri / Linda Johnson	1/7/18
Review how equipment is stored and ensure staff are aware of the potential fire hazards	At the time of the visits J42 were having some estates work completed so they had moved some equipment in front of the fire doors so the work could be carried out. They recognised that this was wrong when I went to speak with them and rectified this immediately following your visit.	Linda Johnson	1/7/18
There appeared to be some scope to improve communication around the discharge process. Earlier dialogue to explain discharge plans are encouraged with patients on the wards.	We have recently implemented the role of a discharge coordinator across the whole of the AMS service. One discharge coordinator per 2 wards to assist the ward staff with discharge planning and communication of discharge with the patients and family.	Linda Johnson/ Lindsay Mutyavaviri	31/8/18

	<p>We will also speak with the sisters of the wards you visited and make sure they discuss discharge with patients as soon as is appropriate. We recognise however that some of the patients you questioned were acute patients so may not have had a discharge plan as they were still waiting for a diagnosis and treatment.</p>		
<p>Review how communication can be improved with pharmacy and PTS to prevent unnecessary waiting for patients at the discharge lounge. Review ways of informing patients and offer regular updates about the approximate length of waiting time to improve their discharge experience.</p>	<p>We recognise that transport delays can be significant for patients in the discharge lounge. We have an escalation process now in the discharge lounge for the nursing staff to escalate delays to the line manager so they can help expedite any concerns.</p> <p>Nursing staff in the discharge lounge to monitor the transport electronic system and report back to patients on transport progress.</p> <p>Transport manager to be informed of feedback from patients in this report.</p>	<p>Lindsay Mutyavaviri/ Chris Clark</p> <p>Lindsay Mutyavaviri/ Chris Clark</p> <p>Lindsay Mutyavaviri/Chris Clark</p>	<p>1/10/18</p>