

Improving our environment

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Updates

- 14/15 quality priorities
- New provider of Estates & Facilities Services
- Improving our environment:
 1. Cleanliness
 2. Smoking
 3. Noise at night

Our 2014/15 quality priorities

My better care, our better care



Working with Carillion

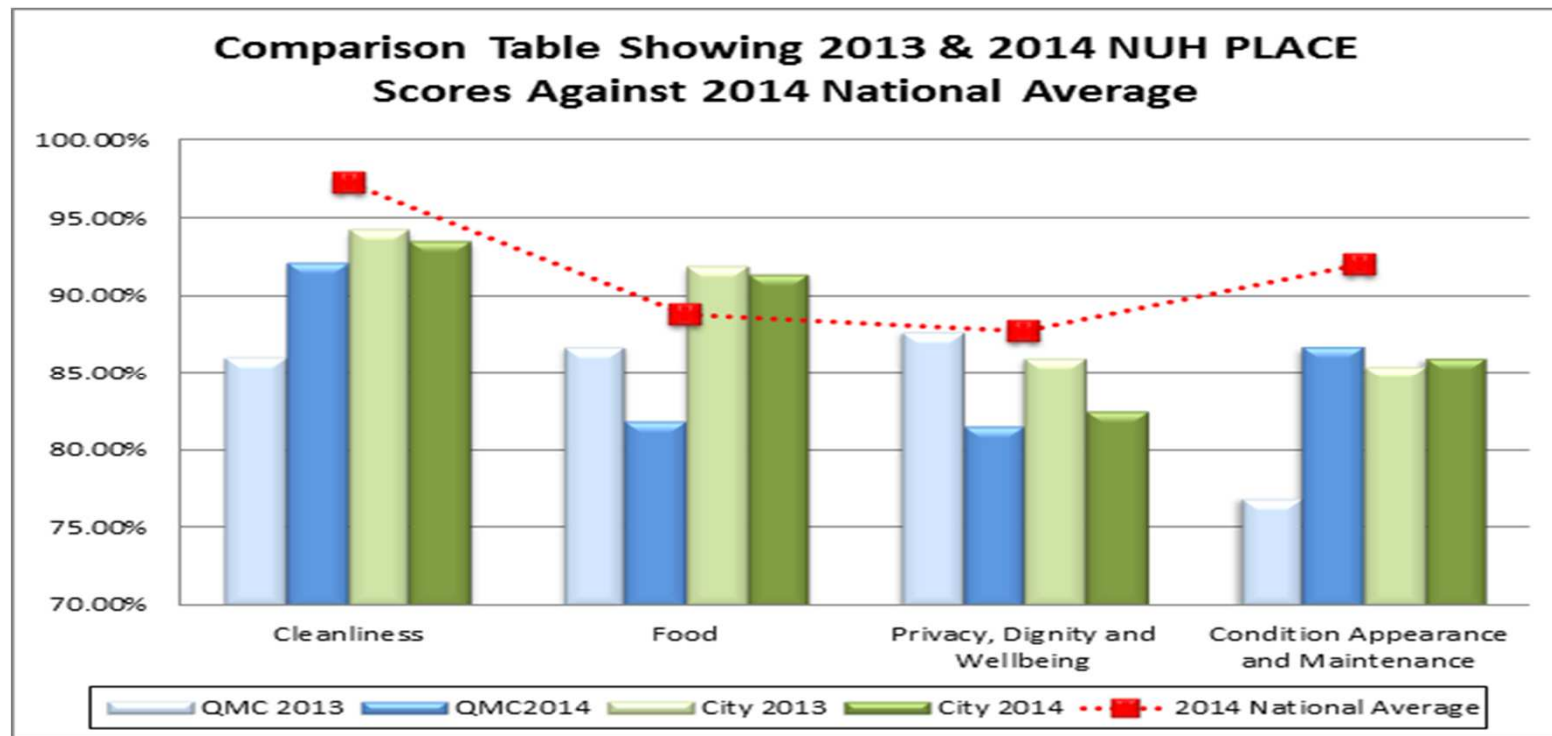
- Carillion: E&F services July 2014
Cleaning, catering, car park, laundry, maintenance
- 5 year contract, optional 3 year extension
- 1,200 staff transferred to Carillion
- New E&F Director February 2015

Cleanliness 1

- New Carillion contract sets higher targets for cleanliness standards
- Think Clean Days
(quarterly inspections)
- New 24/7 E&F helpdesk: enabling rapid responses to cleanliness issues

Cleanliness 2

PLACE Audit Results 2014



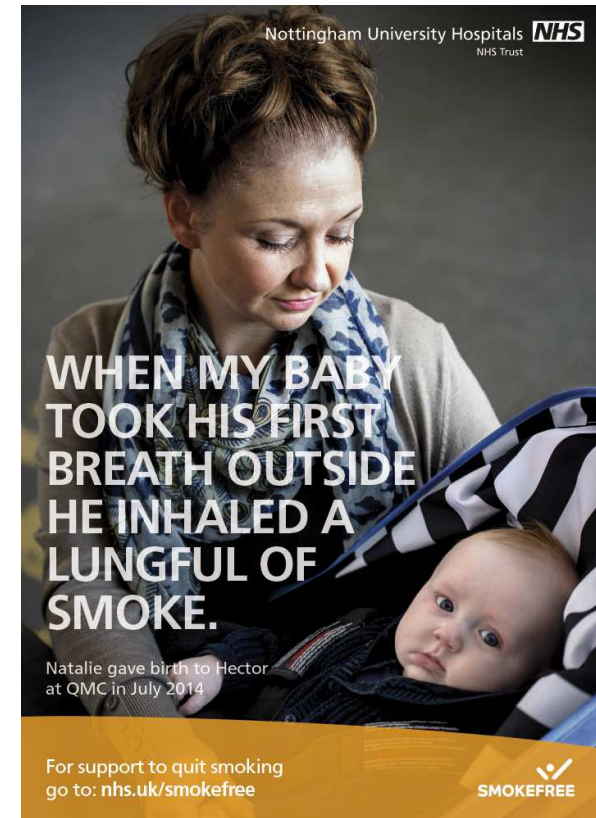
Smoking 1

- Strengthened smoke-free site policy
- New security challenging smokers
- New signage
- Exploring by-law change with LA
- Tougher action against staff
- Smoking cessation support promoted via security and trust comms



Smoking 2

- Patient-led smoking campaign
 - Most vulnerable patients share their stories
 - Local media support
 - Social media campaign
 - Campaign signage at 'hot spots'



Reducing noise at night 1

‘Were you bothered by noise at night from staff?’

- April-November '14: 12.8% (target <12%)
- Different footwear for ward teams
- Better planning of non-essential treatment/care routines on wards
- Fewer phone calls overnight
- Reminding colleagues and patients to turn mobile devices to silent/vibrate on wards and to be considerate

Reducing noise at night 2

‘Were you bothered by noise at night from other patients?’

- April-November ‘14: 29.5% (target <25%)
- Ear plugs and eye pads to aid rest and recovery
- Trialled ‘SHHH’ campaign to raise awareness at ward entrances

Reducing noise at night 3

‘Were you bothered by noise at night from other patients?’

Focus for 2015:

- Review patient/relative information at ward entrances & visitors' code
- Limit visiting after 8pm
- Reduce patient movements late at night
- Roll-out 'SHHH' campaign across NUH
- Reducing noise from mobile devices used by patients/visitors

Questions
