

Action plan following recommendations from Healthwatch visit 27th July 2015

Ref	Action	Responsible	Timescale	Update	Evidence	RAG
1	Improve signage within Kingston Hospital for visually impaired patients and visitors: <ul style="list-style-type: none"> • A wider programme of work to improve signage around the Trust is being commissioned which will incorporate improvements for visually impaired • Hand rails leading to REU have been painted white (as proposed) 	Director of Estates and Facilities	Complete			
2	All staff to be made aware that when calling					

	<p>patients names they should speak clearly and wait for the patient to identify themselves and provide assistance if required. Staff to introduce themselves by name and role</p> <ul style="list-style-type: none"> • Communicate at departmental clinical governance meeting • Departmental email to reinforce message <ul style="list-style-type: none"> • Communicate at team meetings • Observation of clinics by Matron/Head 	<p>Julie Habbin & Viv Bramall</p> <p>Julie Habbin & Viv Bramall</p> <p>Viv/Brenda/Brenda/Anne/Hooman Viv/Anne/Brenda/Julie</p> <p>Julie Habbin & Viv Bramall</p>	<p>September 15</p> <p>October 15</p> <p>Ongoing Monthly</p> <p>January 16</p>		<p>Minutes of meeting</p>	
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	<p>Orthoptist/Service Manager and feedback to teams and individuals</p> <ul style="list-style-type: none"> Investigate other methods of communicating i.e. use of microphone 					
3	<p>Develop the volunteer network further to ensure as many sessions are covered as possible:</p> <ul style="list-style-type: none"> Meet with the Thomas Pocklington Trust Meet with head of volunteers at KHT Identify appropriate leaflets etc. to be given out including details of patient 	Julie Habbin & Viv Bramall	December 15			

	support groups					
4	Investigate if an alert for registered visually impaired patient can be added to CRS	Julie Habbin & Viv Bramall	February 16			
5	Larger sign to be put above the water dispenser	Julie Habbin & Viv Bramall	November 15			