

Original	Suggested revision	Trust Response
Consider simplifying choice on menu cards and introducing fortnightly cycle	<i>Could this be merged into one recommendation:</i>	Accepted The Deputy Director of Nursing will monitor through the Nutrition Steering Group and annual PLACE assessments
Introduce wider range of wholemeal foods for vegetarians	The Trust should continue to monitor the range and choice of food for patients	
Ensure all patients are aware they can have hot drinks whenever they want	The Trust should improve communication to patients regarding the availability of hot drinks between the existing drinks service timings	Accepted A communication campaign and signposting will be completed by Deputy Director of Nursing (by end of March 2016)
Ensure that the full next of kin/patient representative information is accessible to staff at all points on a patient's journey, by modifying the formatting of the information on the IT system	Suggest this is removed as not a discovery of the teams visits or patient interviews and relates to a private matter	NA
Ensure there is a room available for private discussions	Suggest this is referenced to the inclusion of the post visit note on page 4	The Trust will ensure that the longer term strategy for ward environment upgrades will include the creation of more rooms for private discussions
Inform/reassure elderly, vulnerable patients as early as possible about carers/help at home schemes upon discharge	The Trust should improve communication with patients and carers regarding arrangements for discharge	Accepted The Discharge Co-ordinator Team will develop and implement a programme of improvements to improve patient experience of discharge. A system will be in place that will enable all admitted patients to have a discharge plan and estimated date of discharge as soon as possible (within 24 hours) and reported through publication of the Quality Account
Liaise with local aphasia charity Dyscover to distribute leaflets for stroke patients	Liaise with local aphasia charity Dyscover to distribute leaflets for stroke patients	Accepted Healthwatch to provide contact details

