

CQC's 2016 Children and Young People Survey Action Plan

	Issue	Action Required	Action by date	Person Responsible	Comments & Updates
1.	Type of ward stayed on children spending most or all of their stay on a ward designed for children or adolescents, and not on an adult ward	<ul style="list-style-type: none"> Identify number and location of all children receiving day case or inpatient stay across GWH Review clinical pathways and identify feasibility of care being provided on Children's Ward 	End of Feb 18 End of April 18	Emma Churchill and Siobhan Heeley Jason Lugg and Claire Evans	Initial meeting planned for early February Work has commenced on this
2.	Facilities for staying overnight for parents and carers who stayed overnight saying facilities were good	<ul style="list-style-type: none"> Undertake focussed survey of overnight facilities with parents and carers Respond to survey and improve overnight facilities in response to feedback 	End of March 18 End of November 18	Claire Evans Val Mortimer and Claire Evans	

3.	Information about next steps for children and young people saying they were told what would happen next after they left hospital	<ul style="list-style-type: none"> • Raise awareness with medical and nursing staff of survey feedback • Undertake engagement activity with children about how and what information they would like • Respond to findings and implement improvement activity to repond to survey findings 	End of January 18 End of May 2018 End of July 18	Val Mortimer and Nic West Val Mortimer and Claire Evans Jason Lugg	
4.	Review Survey Low Scores Identify opportunities to further improve childrens and carers experience in areas where we scored the same as comparable Trusts	<ul style="list-style-type: none"> • Review all survey findings and identify opportunities to develop in areas where we scored comparatively with other Trusts, but the score was low. <p>Target – to perform better than other Trusts</p>	End of August 18	Jason Lugg with Val Mortimer and Claire Evans	

Key

Val Mortimer – Interim Matron, Gynaecology and Children's Services

Claire Evans – Ward Manager, Children's Unit

Nic West – Clinical Lead, Paediatrics

Emma Churchill – Interim Deputy Divisional Director, Women's, Children's & Sexual Health

Siobhan Heeley – Deputy Divisional Director, Planned Care

Action Plan Owner: Jason Lugg, Divisional Director of Nursing & Midwifery

Action Plan Monitored by: CYP KLOE Operations Group & Divisional Board

Background

This survey looked at the experiences of 34,708 children and young people who received inpatient or day case care during October, November and December 2016. Between February and June 2017, a questionnaire was sent to a maximum of 1,250 recent patients at each trust.

Responses were received from 314 patients at Great Western Hospitals NHS Foundation Trust. The survey revealed three areas where we scored worse than comparable Trusts.