



KING EDWARD VII's
HOSPITAL

Improving Inclusion and Welcome in the Imaging Suite at King Edward VII's Hospital

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The *aim* of this project was to improve the experience for all attending the Imaging Department.

The *objective* was to improve the area to ensure we met the needs of the diverse range of patients we see.



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Innovation

The project began from collating patient feedback and presenting and then addressing this feedback at our patient focus groups. Some of the examples of the feedback received were:

‘The central table and lack of space for wheelchairs made access difficult.’

A male patient commented ‘I could not access the baby change facility as it was a female only bathroom.’

The patient focus groups were invited to walk through the department and assess areas of the work flow and suggest where improvements were needed. The feedback from both were collated and actions were produced. Research studies have proven that imaging studies on patients that are less anxious and better informed are better clinical studies. All this information gathered together helped begin this project.



- Poor space management
- Not inclusive for patients with additional support needs.
- The furniture did not allow a flexible space where visitors and patients could wait with family and friends or where we could accommodate their specific needs.
- No area for the Imaging administration staff to greet patients
- No adequate wall space for information to be displayed
- Carpeted area created a infection control risk

With this feedback the project ideas were then introduced to the imaging administration team.

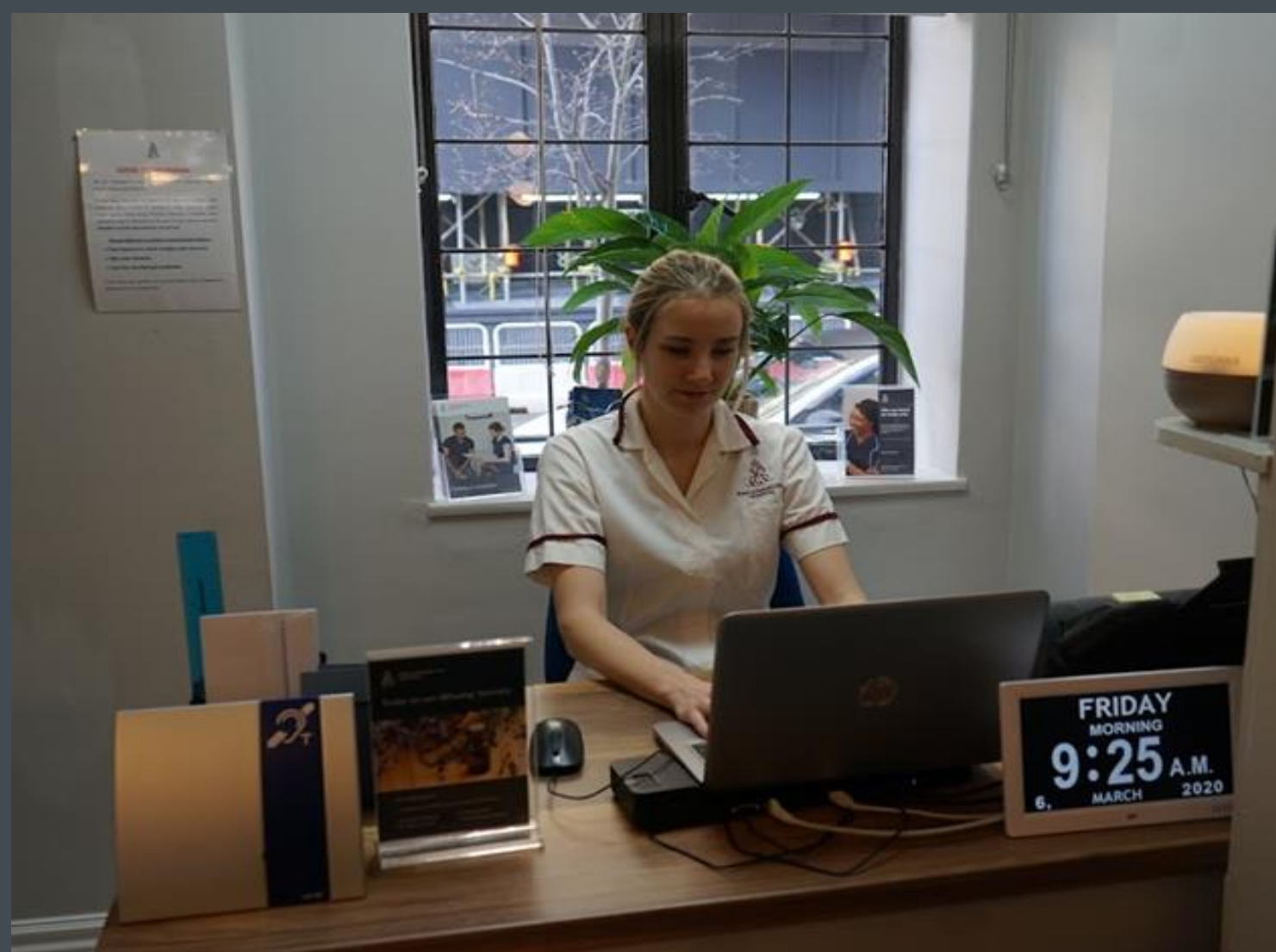
Workflows were discussed and recommendations were made. There was particular focus on improving patient contact within the first moments they arrived in the department. Other improvements included:

- Better facilities for patients with additional support needs
- Better facilities for the diverse needs of patients attending
- Facilities that were modern and ensured a high level of accommodation for every patient as well as maintaining our infection control and health and safety standards.

The ideas gained from the team helped refine the actions and help create the plans for the project.

The New Waiting Area

- The furniture and the space creates a flexible waiting area where visitors and patients can wait with family and friends and where we can accommodate their specific needs.
- There is now a space where the Imaging administration staff can greet patients and provide them with information.
- The area now meets better infection control compliance
- There is now access to a unisex bathroom which incorporates baby changing facilities in both toilets.
- Patient information and assistance can be provided for specific needs can be clearly displayed.
- A hearing loop and patient reading material have been introduced to aid comfort and inclusion.





Feedback - did we achieve our aims?

The percentage of patients scoring the décor and facilities as 'Excellent' improved from 40% in Q3 2018 to 84% in Q3 2019.

Patients feedback included:

'I think considerable work has been done at King Edward VII Hospital to enhance the patient experience.'

Staff comments included:

'The organisation has listened to the feedback we have given and acted upon it, prioritising patient experience. This has increased our job satisfaction.'



Outcomes, Sustainability and Transferability.

- Patient satisfaction surveys were carried out after the project was finished which showed the project had been successful with an increase in satisfaction from 40% to 84%.
- Patient focus group were invited to come back and walk around the department and make comments. The feedback received was fantastic.
- Staff noted that patients appeared more relaxed in the space.
- The initiative could be easily replicated for all patient waiting facilities. One of the biggest learning outcomes was using patient focus groups to collate information and recommendations to plan this project. The successfulness of the project was then measured against these recommendations. Co-production with the patient focus group allowed us to make the changes that matter to patients, and this process is something the imaging department would look to do again.

Future Success

Going forward the plan is to ensure patient focus groups remain a key player in decisions.

Patient groups have been invited to visit to help with other projects and improvements, for example patient rooms.

This initiative was shared at the Patient Experience Committee, Patient Focus Group and Clinical Services Committee. The success of this project was due to the collaboration between the patient representatives and the clinical teams.

Thank you for your time, any questions?