

Tea with Matron



Sue Johnson, Head of Nursing Sue Timmins, Matron Judy Frame, Matron







The 6C's Live @ PHNT









Why 'Tea With Matron'?

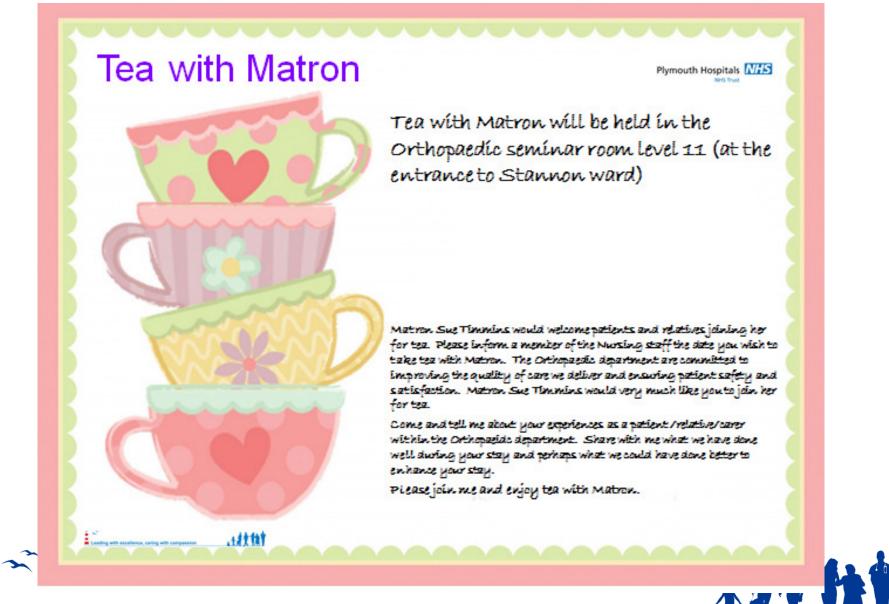
- Breakdown the barrier between patient and professional enabling real dialogue
- Put patients first
- Take ownership
- Respect others
- Be positive
- Listening, learning, improving





How does it work?

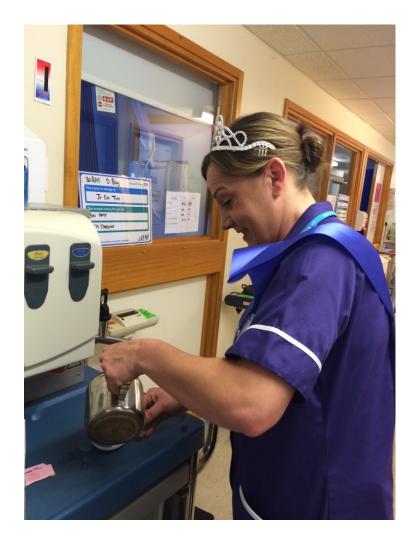




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Hound Ward

Stannon Ward



- Sorted out problems at the time of doing tea with matron
- Met with a relative and discussed further the care of his mother
- Introduction of a leaflet rack with leaflets about conditions relevant to the ward
- Change of time for the drug round



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#letsbeopen









Because It Matters





What our patients said...

"In hospital your routine is upset - you take your pills at different times, the food arrives at different times - it can get boring when you look out the window and see the same thing as yesterday. It's nice to get off the ward." "I think the matrons here are great and it's good to share our comments and feedback with them. Slowly but surely improvements can be made.







What our Matrons think...



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The Next Steps

Issue	Action	Due Date
Tea with Matron should occur in all inpatient and out patient areas	Continued roll out of Tea with Matron concept throughout PHNT	April 2016
Lack of effective written feedback to those who have attended Tea with Matron.	Development of feedback/ evaluation forms to allow for contact with patients and significant others following a Tea with Matron	April 2016
Tea with staff held by Matron is a new initiative and currently only occurring in a few areas.	Roll out of Tea with Matron for staff concept throughout PHNT	September 2016
<pre>#letsbeopen campaign at PHNT is in it's infancy.</pre>	Communication of concept to PHNT staff. Development of a strategy to engage staff and make it happen!	December 2016







Any Questions



