

Tea with Matron



Sue Johnson, Head of Nursing

Sue Timmins, Matron

Judy Frame, Matron



The 6C's Live @ PHNT



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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?

Tea with Matron



Tea with Matron will be held in the Orthopaedic seminar room level 11 (at the entrance to Stannon ward)

Matron Sue Timmins would welcome patients and relatives joining her for tea. Please inform a member of the Nursing staff the date you wish to take tea with Matron. The Orthopaedic department are committed to improving the quality of care we deliver and ensuring patient safety and satisfaction. Matron Sue Timmins would very much like you to join her for tea.

Come and tell me about your experiences as a patient /relative/carer within the Orthopaedic department. Share with me what we have done well during your stay and perhaps what we could have done better to enhance your stay.

Please join me and enjoy tea with Matron.

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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



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Because It Matters



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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...

"One of my patients passed away recently and his relatives came along because they wanted to meet me. It was so lovely that they came and had tea with me."

"It's very sad that some patients and the wider public don't know that there are matrons on the ward, it makes a difference to see them and know there is that extra care."

"I love being visible on the ward and providing care to my patients."



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
#letsbeopen campaign at PHNT is in it's infancy.	Communication of concept to PHNT staff. Development of a strategy to engage staff and make it happen!	December 2016



Any Questions



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