

What are our plans for the future?

The Royal Free Hampstead NHS Trust has completed a detailed review of ward based accommodation, including washing and toilet facilities. The review demonstrates high levels of compliance already being achieved. An action plan is now in place to ensure full and on-going compliance.

Three wards are still awaiting refurbishment works to ensure total segregation of high dependency bays with provision of en-suite washing and toilet facilities. However, patients are still cared for in same-sex bays and have gender assigned washing and toilet facilities.

We will continue to monitor patient experience of our in-patient facilities to ensure that the way we provide same-sex accommodation meets patients' needs; if any further changes are required from feedback received, we will do our best to meet these needs.

Issue	Action Plan	Time scale	Accountability	Status 2010	Status 2011
Patient Experience					
Continued measurement of the patients' experience	▪ Annual participation in the National Patient Survey	Annually On going	Director of nursing	Ongoing to monitor compliance	Ongoing to monitor compliance
	▪ Use local real-time feedback methodologies to obtain real time patient experience feedback	Monthly On going	Director of nursing		
Tracking and actioning of DSSA issues raised through patient complaints, comments and PALS	▪ Ensure DSSA issues are reported and actioned through the bi-monthly Risk and Regulation Committee using reports from: <ul style="list-style-type: none"> ○ Complaints monitoring group ○ PALS reports ○ Comment cards 	Quarterly On going	Divisional nurse director TMN	Ongoing to monitor compliance	Ongoing to monitor compliance
Continued availability of Information for patients on DSSA	▪ Ensure Royal Free in-patient leaflet is available on external website	On going	Divisional nurse director TMN	Ongoing to monitor compliance	Ongoing to monitor Compliance Bedside guide due for updating in 2011
	▪ Ensure RFH bedside guide is available on external website and at the bedside				
	▪ Trust website to be updated with DSSA declaration and action plan following board approval	From March 2010 On going	Divisional nurse director TMN	On target	On target
	▪ Strategy to ensure sustainability of patient information provided in all media formats throughout Trust	From April 2010 On going	Divisional nurse director TMN	In planning stages	Introduction of information posters and leaflets for patients & visitors
	▪ Implementation of DH DSSA Facilitator's Resource Pack for Acute Trusts	From April 2010 On going	Director of nursing	In planning stages DH launch the resource pack 24.03.10	Completed

Estates				2010	2011
Ensure any building or refurbishment works are DSSA compliant	<ul style="list-style-type: none"> Works for total segregation of high dependency bays and provision of en-suite washing and toilet facilities nearing completion for legacy wards: 7 North; 12 West 	April 2010	Projects & Estates departments	On target	Completed
	<ul style="list-style-type: none"> Works for total segregation of high dependency bays and provision of en-suite washing and toilet facilities for legacy ward 11 South planned 	To commence August 2010	Projects & Estates departments	On target	Nearing completion
	<ul style="list-style-type: none"> Privacy and dignity work for SCBU 	Commenced January 2011	Projects & Estates departments	Planned - awaiting implementation	In progress
	<ul style="list-style-type: none"> Privacy and dignity work planned for ITU4 	To commence ?	Projects & Estates departments	Planned - awaiting implementation	Due for mid 2011
	<ul style="list-style-type: none"> Outstanding works for total segregation of high dependency bays in remaining legacy wards: 7 East; 7 South; 6 East; These wards still offer same-sex accommodation in the high dependency bays and have gender assigned washing and toilet facilities 	Timescale TBC	Projects & Estates departments	In planning stages	Timescale to be announced
Systems & Processes				2010	2011
External Performance Management	<ul style="list-style-type: none"> Complete and submit performance reports for PCT and SHA ensuring all reporting is in line with national guidance and reflects benchmarked good practice 	Quarterly	Director of planning	Ongoing to monitor compliance	Ongoing to monitor compliance
Performance management internal	<ul style="list-style-type: none"> Update and publish on Freenet DSSA policy 	March 2010	Divisional nurse director TMN	Completed -review two yearly or as developments dictate	Completed Due for review in 2012

	<ul style="list-style-type: none"> ▪ Continue with: <ul style="list-style-type: none"> ○ The Tri-daily operational bed meeting is led by the director of operations; DSSA issues are raised and recorded in this meeting ○ A breach report form is completed ○ Breaches are then escalated to the trusts operations board and monthly to the trust executive ○ Data is extracted and reported to UNIFY and published nationally 	Daily Weekly	Director of nursing	Ongoing to monitor compliance	Ongoing to monitor compliance
		Monthly			
Breach analysis	<ul style="list-style-type: none"> ▪ Implementation of root cause analysis tool for investigating SSA breaches 	From April 2010	Director of nursing	Ongoing to monitor compliance	Ongoing to monitor compliance
	<ul style="list-style-type: none"> ▪ Review breach performance at the monthly Directorate Performance Review meetings 	Monthly	Divisional nurse directors	Ongoing to monitor compliance	Ongoing to monitor compliance
Escalation	<ul style="list-style-type: none"> ▪ Escalation pathway in place, monitor implementation and use 	Monthly	Divisional nurse directors	Ongoing to monitor compliance	Ongoing to monitor compliance
Staff Culture				2010	2011
Training	<ul style="list-style-type: none"> ▪ DSSA training to be included in general staff induction training 	From April 2010	Director of organisational learning and development	Ongoing to monitor compliance	Ongoing to monitor compliance
	<ul style="list-style-type: none"> ▪ Continue with DSSA and dignity training in N&M orientation programme 	Every two months	Divisional nurse director TMN	Ongoing to monitor compliance	Ongoing to monitor compliance
	<ul style="list-style-type: none"> ▪ Implementation of DH DSSA Facilitator's Resource Pack for Acute Trusts 	From April 2010	Divisional nurse director TMN	In planning stages DH launch the resource pack 24.03.10	Implemented ongoing and monitor compliance
Declaration on trust website	<ul style="list-style-type: none"> ▪ Revise external website content to demonstrate the trusts commitment to DSSA ▪ Publish DSSA declaration and action plan following board approval 	By the end of March 2010	Divisional nurse director TMN Communications team	On target	On target

How will we measure success?

Patients are being asked as part of Real Time Patient Feedback as to whether during their stay they shared overnight accommodation or toilet and washing facilities with a member of the opposite sex. Our Improving the Patient Experience team monitor and report feedback from patient surveys on a regular basis. This information is reported to our commissioners and the board who monitor the Trusts compliance.

Picker Survey Results	2008	2009	2010 Local repeat	2010
Hospital: shared sleeping area with opposite sex	15%	15%	14%	9%
Hospital: patients in more than one ward, sharing sleeping area with opposite sex	12%	15%	7% (significantly better than Picker average)	7%
Hospital: patients using bath or shower area who shared it with opposite sex	17%	14%	11%	9%

Comments received from 2010 Local repeat of Picker survey:

“Excellent care by all staff from cleaners to surgeon”

“Hygiene, privacy, respect, efficiency, good teamwork between hospital staff”

“Small ward (4 beds) but light and airy with en-suite facilities”

What do I do if I think I am in mixed sex accommodation?

We want to know about your experiences. Please contact Patient Advice and Liaison Service (PALS) if you have any comments or concerns.

The PALS office is open Monday to Friday 9am-4.30pm (except Wednesdays, 10am-4.30pm)

020 7472 6445 or ext 31418 24hr Answerphone

Fax: 020 7472 6463

Text: 07624 803635 (deaf users only)

E-mail: pals@royalfree.nhs.uk

Minicom: 020 7472 6593