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यह दस्तावेज़ अनुरोध किए जाने पर अन्य भाषाओं और प्रारूपों में उपलब्ध है।

ਇਹ ਦਸਤਾਵੇਜ਼ ਬੇਨਤੀ ਕੀਤੇ ਜਾਣ ਤੇ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਅਤੇ ਰੂਪਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

در صورت درخواست این سند به زبانها و شکلهای مختلف در اختیار شما قرار می گیرد.

یہ دستاویز دیگر زبانوں اور مطلوبہ شکلوں (فارمیٹ) میں بھی دستیاب ہے

هذه الوثيقة متاحة بلغات أخرى وباشكال غير الكتابة المقروءة وذلك عند الطلب

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NH739

April 2016



Clinical Audit

Feedback from Audit and Survey Activity at Rampton Hospital 2015/16



Information For Patients

Designed and produced by the Forensic Clinical Governance Team,
21 Fleming Drive, Rampton Hospital

What is Clinical Audit?

Clinical Audit is looking at how you are cared for in the Hospital. We then use this information to make your care better.

How is Clinical Audit useful for patients?

We know how you should be cared for. The clinical audits check that you are receiving high levels of care. If we find you are not receiving the right care then changes will be made.

Is Clinical Audit really necessary?

Yes it is a really important way of checking all services provide you with really safe, excellent care.

Why have we produced this leaflet?

We think that it is important to tell you the results of audits and surveys. We want to let you know what changes we have made to improve your care. We also don't want to give you lots of reports and tables. We thought you might find this leaflet short and helpful.

CPA Patient and Named Nurse Summary Report Audit

The CPA Patient and Named Nurse Summary Report is completed with your Named Nurse before your CPA Planning meeting.



It is for you to tell us how you feel about how you are doing and who will help you.

We did an audit to see if you are being given the chance to complete this.

It showed that the report is being used in CPA meetings and most of you are helping to write it. It is also noted if you refuse to sign the report.

Many of the Named Nurses who were asked said they preferred this way of writing the CPA report with you.

Patient Experience of Observation Survey

The Observation Survey was completed to see how you feel about increased observation levels and your understanding of them.

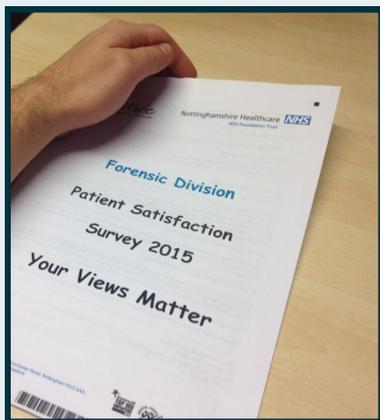
The survey found that most of you had been told why you were on increased observations. Most of you also understood the reason you were on increased observations.

It showed that most of you felt safe during increased observations and felt that it was a positive and helpful experience.

Many of you said that the level of activity you could access on increased observations was poor.

Staff have been reminded that they make sure you know why you are placed on increased observations and need to involve you in your observation care plan. They have also been reminded about the standards they have to follow in the observation procedure.

Forensic Inpatient Satisfaction Survey 2015



To improve your care and safety we are making the following changes within the Hospital:

The Hospital has employed more staff to help all wards.

To help with our communication with you, wards are arranging an 'Open Forum for Patients' to answer any questions you have regarding your treatment and care.

The Peaks wards are arranging a Gadget evening for patients to look and talk about new technology.

The Personality Disorder wards are planning to hold an event with the advocacy team. This will help you to make a positive difference to your service from your views.

The Mental Health wards are planning to discuss comments from patient forums to improve the quality of your care.

The modern matron will look at the lack of choice in clothing and footwear in the patient shop with the shop staff.

We are going to make sure that staff involve you in your care planning. You will receive copies of your care plan and receive dates and times of care plan review. This will give you a better understanding of the care and treatment you receive.

In response to your comments, we are going to monitor levels of fresh air offered to you and look at how we can increase planned activities throughout the day.

Record Keeping

At Rampton Hospital it is important that your records contain all the relevant information about your care and that it is kept up-to-date. To check this is happening, we have done an audit.

The results were good and showed that risk assessments were being completed and physical health assessments were taking place every year. It showed that you have seen copies of your care plans and have been given the opportunity to sign them to say that you agree with them.

The results show that your file contains a copy of your patient rights form and that your file is marked as confidential.

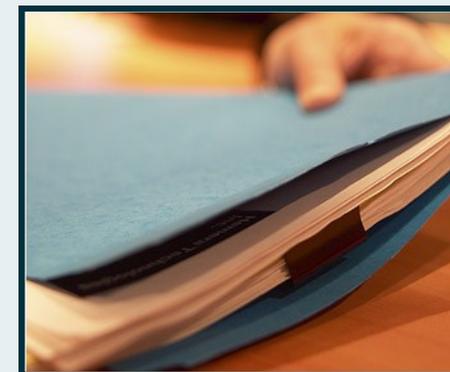
There were a few things that needed improving such as:

- Making sure that there are no plastic sleeves within your file
- Making sure your files are not too large or broken
- Having a review date for your nursing care plans

To stop losing your information, plastic sleeves will be taken out of all of your files and any large or broken files will be replaced with new files.

Review dates will be put in place by nursing staff to review your care plans and make sure they are up-to-date.

Staff are checking that files contain all the correct information.



Forensic Inpatient Satisfaction Survey 2015

The Forensic Inpatient Satisfaction Survey 2015 was sent to patients at Rampton Hospital during July 2015.

This survey was to find out how good you think the care you receive is and how we can improve it.

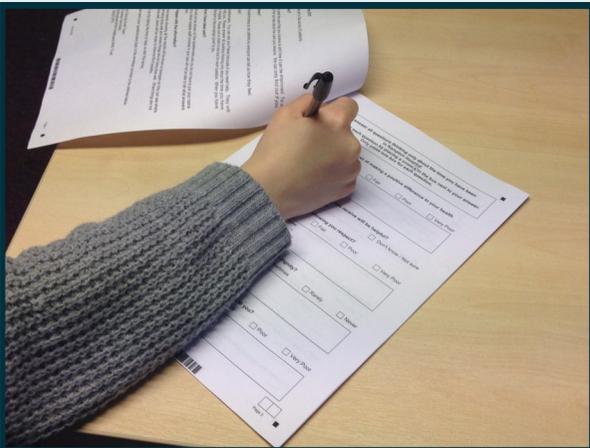
We sent questionnaires to all patients at Rampton Hospital. 134 patients replied. This was nearly half of the patients at the Hospital when the survey was done.

Many of you said that our services are making a positive difference to your health and wellbeing and you feel that the care you receive is helpful.

You think that most of the time you are treated with respect and dignity.

You think that our services are good at listening and communicating with you.

You think that our services are good at including you in decisions about your care or treatment.



Most of you said that you understand the assessment process at the Hospital and that you understand the diagnosis that you have been given.

Forensic Inpatient Satisfaction Survey 2015

Most of you help staff with your care plan and have been given a copy. Most of you have a review date in place for your care plan. Most of you feel you get support with personal problems and help to feel safe.

You think that your views and thoughts are used to improve services and feel your concerns and complaints are taken seriously.

Many of you rated the overall service you receive as good. You said some of the best things about the hospital are:

- **The treatment you receive**
- **Improvements to your health**
- **Staff who support you and listen to you**
- **The therapies you receive**

There are some things you said we could be do better. This includes food and the choice of food. You asked to have more members of staff. You also asked to have more therapies and activities including the gym.

