

Our quality improvements achieved so far

Norfolk and Suffolk
NHS Foundation Trust



Our Trust has recognised that improvements are needed and is committed to making changes as quickly as possible, to ensure we provide high quality care for the people of Norfolk and Suffolk.

Since the inspection in October until the end of March 2015 some of the improvements we have already made are:

Safe domain

- Removed ligature points and made changes to some ward environments to ensure patients are kept safe
- Committed to implement the 'Safe wards' initiative

Well led domain

- Engagement events held with stakeholders to identify strategic priorities
- Started a programme of visits to all services by the executive team
- Improved quality of reporting to Board of Directors and strengthened and re shaped the supporting committee structure

Responsive domain

- Reduced the number of people placed out of area
- Opened Thurne Ward, initially with 4 beds increasing to 12
- MIND crisis line now open for out-of-hours support in Norfolk

Effective domain

- Reduced the number of people seen in the health based places of safety by working with Suffolk and Norfolk Constabularies
- Increased compliance with mandatory training from 50% in October 2014 to over 70%
- Increased the number of staff who have had their annual appraisal to 75%

This poster demonstrates some of the key improvements that have been implemented since October 2014.

For more details regarding the actions taken please contact the ward manager or team leader

April 2015. This poster will be updated quarterly

