

(RAG- **GREEN**: Complete/In Action; **AMBER**: on time but not yet started/missed target but action in place to resolve; **RED**: missed target with no action to resolve)

Issue 1 (Recommendation 1)	No information leaflet on the discharge process is currently being provided to inpatients although there is a leaflet under review - we would like to be given more details about the timetable for the review						
	Action Required	Start Date	Finish Date	RAG	Action Owner	Outcome / Target	Update
Discharge Information	Trust wide Patient Discharge Leaflet review and re – launch	March 2020	August 2021		DDNG	All patients receive appropriate information on discharge All staff aware of leaflet and discharge information for patients	Transport and Departure Lounge Merger completed July 2020. New Leaflets in design but on hold due to Covid19 footprint and separation of departure lounge zones. New HealthWatch Leaflet/Questionnaire to start 23.07.2020: monitoring patient feedback into the community in line with D2A / NHSe Update: May 21 Original leaflet remain in circulation due to freeze on Departure Lounge Foot Print and external Site development (IE Parking restrictions, Building works)
	Departure Lounge patient information leaflet: Review and re-launch Including information about : <ul style="list-style-type: none"> What to expect in the Departure Lounge 	February 2020	August 2021		Deputy Director of Operations Matron: Departure	All patients receive appropriate information regarding what to expect to experience within the Departure Lounge. All staff aware of what patients	Leaflet remains in development stage. Patient information provided at ward/Departure lounge level with temporary

	<ul style="list-style-type: none"> • Pharmacy/TTOs • Toilets/Environment • Parking/Pick up map • Refreshments 				Lounge	should experience within the Departure Lounge.	<p>covid19 pathways to discharge Lounge(s)</p> <p>Update: May 21 Original leaflet remain in circulation due to freeze on Departure Lounge Foot Print and external Site development (IE Parking restrictions, Building works)</p>
Issue 2 (Recommendation 2)	All staff involved in the discharge planning should be reminded of the need to avoid making assumptions about patients ability to cope without asking them and should ask all patients directly about their potential needs						
	Action Required	Start Date	Finish Date	RAG	Action Owner	Outcome / Target	Update
Discharge Planning	Develop communication methods to share key messages to all staff re: outcome of HW review with specific reference to key discharge principles	March 2020	April 2020		Deputy Director of Operations	All staff reminded of key elements of discharge planning for all patients.	<p>Closed [x]</p> <p>2 weekly discharge lounge huddles with stake holders [x]</p> <p>Weekly updates (including Covid pathway changes) lead by Discharge Lounge Matron [x]</p>
Trust Discharge Policy	Review and re-write of Trust Discharge policy in line with new pathways and Covid19 NHE guidance	August 2020	June 2021		Deputy Director of Operations	Trust Discharge policy in re-write stage	<p>In re-write stage. Due November 2020.</p> <p>Update: May 21 – in re-write stage now secondary to freeze in NHSe/I discharge recommendations/D2A etc from the Acute.</p>
Issue 3 (Recommendation 3)	Difficulties in communication between Departure Lounge and HATs. There would seem to be scope for a more fully computerised booking system which allows real time access by departure lounge staff.						

Rec: St Georges should initiate a discussion with HATs on possibility of developing and installing such a system							
	Action Required	Start Date	Finish Date	RAG	Action Owner	Outcome / Target	Update
Hospital Transport	Review the operation model of Departure Lounge and HATs Transport Lounge : - including Live booking system – and make recommendations for integration of services	February 2020	July 2020		HoN OPD/Diagnostics Deputy Director of Facilities and Estates	Integrated service model Improved Communication systems	Closed [x] Transport Service relocated due to adaptations to existing transport lounge footprint. x2 Transport porters located in both zones, RN in charge now has 'co-ordinator role' for all admissions and departures from the lounge via 1 central number. Existing system in use by Departure Lounge and Transport Service with improved workings.
Issue 4 (Recommendation 4)	Patients and visitors have difficulty parking when picking up patients from Departure Lounge. Rec: St G provision of better advance information where to park and how to find Departure Lounge and possibly more convenient suitably marked parking space for relatives near the lounge						
	Action Required	Start Date	Finish Date	RAG	Action Owner	Outcome / Target	Update
Other Transport	Review Public parking – Pick up zones	February 2020	Closed		Deputy Director of Facilities and Estates	Dedicated drop off zones Disabled parking & public tariff parking available on site.	Closed [x]
	Map/Parking zones for public use/pick up from the Departure Lounge – Attach to Departure Lounge Patient Information Leaflet Review patient information and maximise visual communication including – high visibility posters and use of social media	March 2020	April 2021		Deputy Director of Operations	Information clear to public and patients Patients and family are clear as to where and how to park	Leaflet remains in development stage. Patient information provided at ward level with temporary Covid pathways to discharge Lounge(s). This includes parking and transport pick up

							areas. Update as above <May 21.
Issue 5 (Recommendation 5)	<p>A) Some patients had unduly long waits for their take home medications. Rec: Patients should be given advance warning in cases where there could be > 3hrs wait (for medicines)</p> <p>B) Some patients weren't given a choice as to go to Departure Lounge or not. Rec: Patients should not be prematurely transferred to the departure lounge if they prefer not to</p>						
	Action Required	Start Date	Finish Date	RAG	Action Owner	Outcome / Target	Update
Medication	Review and refresh process of TTO turnaround time to ensure the target of 90% of TTOs completed within 1 hour is met.	March 2020	June 2020		Deputy Chief Pharmacist	1 hour TTO turnaround target is met.	Closed [x]
	Review and refresh the turnaround time for MDS outsourced prescriptions so that Departure Lounge Patients receive their prescriptions in a shorter timeframe than the standard 3 hours	March 2020	June 2020		Deputy Chief Pharmacist	MDS outsourced TTOs will meet 1 hour TTO turnaround target	Closed [x] 1 hour turnaround for MDS agreed with community partner 11/2/20
	Ward staff to be reminded to discuss with patients reason for transfer to Departure Lounge and potential wait times for medications.	March 2020	April 2020		Deputy Director of Operations DDNGs	Patients informed of reason for transfer to Departure Lounge and what to expect	Closed [x]
	Review Departure Lounge Arrival Checklist to include TTO status and trigger collection/delivery TTO wait times.	March 2020	April 2020		Deputy Chief Pharmacist	Wait times for TTOs reduced Patients receive TTOs and are able to go home without delay.	Closed [x]

Choice	Review and refresh Departure Lounge Standing Operational Procedure and Criteria and consent for admission	March 2020	Closed Jan 21 Re-Opened May 21		Deputy Director of Operations	Departure Lounge service model is clearly defined and understood in line with patient choice, patient flow and site capacity management	<p>Merger of services: Transport and Discharge Lounge. Algorhythm SOP in use for Covid19 footprint into both zones.</p> <p>SOP flexed secondary to IPC guidelines and Trust patient flow pathways.</p> <p>Update May 21 – Review of Phase 4 COvid19 inpatient rates and decision for Departure lounge pathways</p>
Issue 6 (Recommendation)	Ward staff are reminded of the need to draw attention of patients being discharged to their discharge summary and go through it with them						
	Action Required	Start Date	Finish Date	RAG	Action Owner	Outcome / Target	Update
Discharge Summary	Develop communication methods to share key message to all staff re: outcome of HW review and reminding of key discharge elements including Discharge Summary	March 2020	April 2020 May 2021		Deputy Director of Operations	Staff are reminded regarding key aspects of discharge planning.	<p>Closed [x]</p> <p>Addition: Grand Discharge Forum established for Discharge related process change requirements</p>
Issue 7 (recommendation)	<p>A) Room temperature monitored more closely and feasible steps considered to achieve more comfortable temperature</p> <p>B) Arrangements for access to toilets for patients in the Departure Lounge should be reviewed</p>						
	Action Required	Start Date	Finish Date	RAG	Action Owner	Outcome / Target	Update
Environment	<p>A) Heating: Implement daily monitoring of Departure Lounge temperature</p> <p>Develop escalation process for when temperature is are not</p>	February 2020	April 2020		<p>Deputy dir. of Facilities and Estates</p> <p>Matron: Departure</p>	<p>Patients feel comfortable in the facility</p> <p>Escalation process and remedial action plan in place for when temperatures fall below</p>	<p>Closed [x]</p> <p>Supportive temperature control equipment in place.</p>

	optimum				Lounge	standards	
	Seek investment in air conditioner unit and heaters for 'red temperature' zones.	February 2020	April 2020		Deputy dir. of Facilities and Estates Matron: Departure Lounge	Patients feel comfortable in the facility	Closed [x] Supportive temperature control equipment in place
	Departure Lounge to always have a supply of blankets	February 2020	March 2020		Matron: Departure Lounge	Patients have access to blankets at point of need/request	Closed [x]
	Implement hourly rounding and monitor patient experience and patient feedback via FFT	February 2020	March 2020		Matron: Departure Lounge	Patients needs are reviewed and met during their stay in Departure Lounge FFT informs patient experience	Closed [x] Weekly Intentional rounding's by Discharge Lounge Matron
	B) Toilet facilities Review Signage of toilet facilities Information re; toilets to be included in Departure Lounge patient information leaflet	February 2020	July 2021		Deputy dir. of Facilities and Estates Matron: Departure Lounge	Patients are informed of location of toilets/facilities within the Departure, Transportation Lounge & main hospital.	Transport and Departure Lounge staff Merger completed – Signage to be re-modelled once Lounges back to 1 footprint. Update May 21: Flex of IPC pathways remain in place. Phase 4 planning and use of internal and external facilities to meet patient care requirements.
Issue 8 (Recommendation)	Minimise waiting time in Departure Lounge Rec: Management process to review circumstances of long waits or delays e.g. >2 hours						
	Action Required	Start Date	Finish Date	RAG	Action Owner	Outcome / Target	Update
Overall waiting time	Review and refresh key performance/quality targets and implement MDT governance framework including Patient Time spent in Departure	March 2020	July 2020		Deputy Director of Operations	Monthly MDT review of service quality and effectiveness and associated improvement/escalation where appropriate	Pharmacy Audit of timely response to medication started July 2020 – September 2020

	Lounge Pharmacy Medications (type specific) Transportation (type specific) Patient experience						Lounge CoOrdinator now using Datix for any patients with delayed > 2 hours after expected departure time. Nil – present.
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Action plan signed off:	Emilie Perry Divisional Director of Operations CWDT
Sustainability for this Action plan:	<p>Monthly Departure Lounge MDT to review implementations and to review target achievement or breaches.</p> <p>30.04.2020 – Action plan Review. Due to Trust Operational changes, finish dates adapted. Discharge Lounge(s) to start new pathways from Monday with dedicated Red, Amber and Green zones.</p> <p>21.07.2020 – Action plan Review. Due to Trust Operational changes, finish dates adapted. Discharge Lounge and Transport Lounge Staff and footprint Merged 28.07.2020. Covid19 lounges reduced to 2. 1 Amber fit to sit zone, x1 yellow fit to sit / bedded zone. Departure Lounge Coordinator role remains, with a central number for contact.</p> <p>Outstanding: Publication of new leaflet: To be completed secondary to new space. Signage: New signage to be completed by August 2020 once both lounges are the same Covid19 colour (IE Amber / Yellow). Preliminary plans and scope of signage in place.</p> <p>10.08.2020 – Action plan review: no changes to above. Health watch D2A questionnaire publicised and collected via the Departure Lounge for Pathway 1-3 (where appropriate) discharges.</p> <p>01.09.2020 – Re-collection for: Health watch D2A questionnaire publicised and collected via the Departure Lounge for Pathway 1-3 (where appropriate) discharges (lost in post). Trust Winter Planning will dictate the use of the Departure Lounge footprint and ?need to open a third lounge again. AW winter planning meeting. As such, SOP, signage and completion of new leaflet with site plan and directions on hold.</p> <p>01.01.2021 – Healthwatch updated with the above. Agreed due to Covid19 phase 2. Continue with above due to restrictions. Await Healthwatch update requests in 2021 if required.</p> <p>01.05.2021 – Phase 4 preparations in place. Continual development of department footprint in-line with Trust estate changes/restrictions.</p>

	Trust Discharge Policy now in re-write stage inclusive of Departure Lounge Service and in compliance with NHSe/I D2A process that is current plateaued from change.
Action Plan Completed:	