



Northumbria Healthcare
NHS Foundation Trust

Whalton Unit – interim update

Helen Ray, Chief Operating Officer

building
a caring
future

HOSPITAL | COMMUNITY | HOME



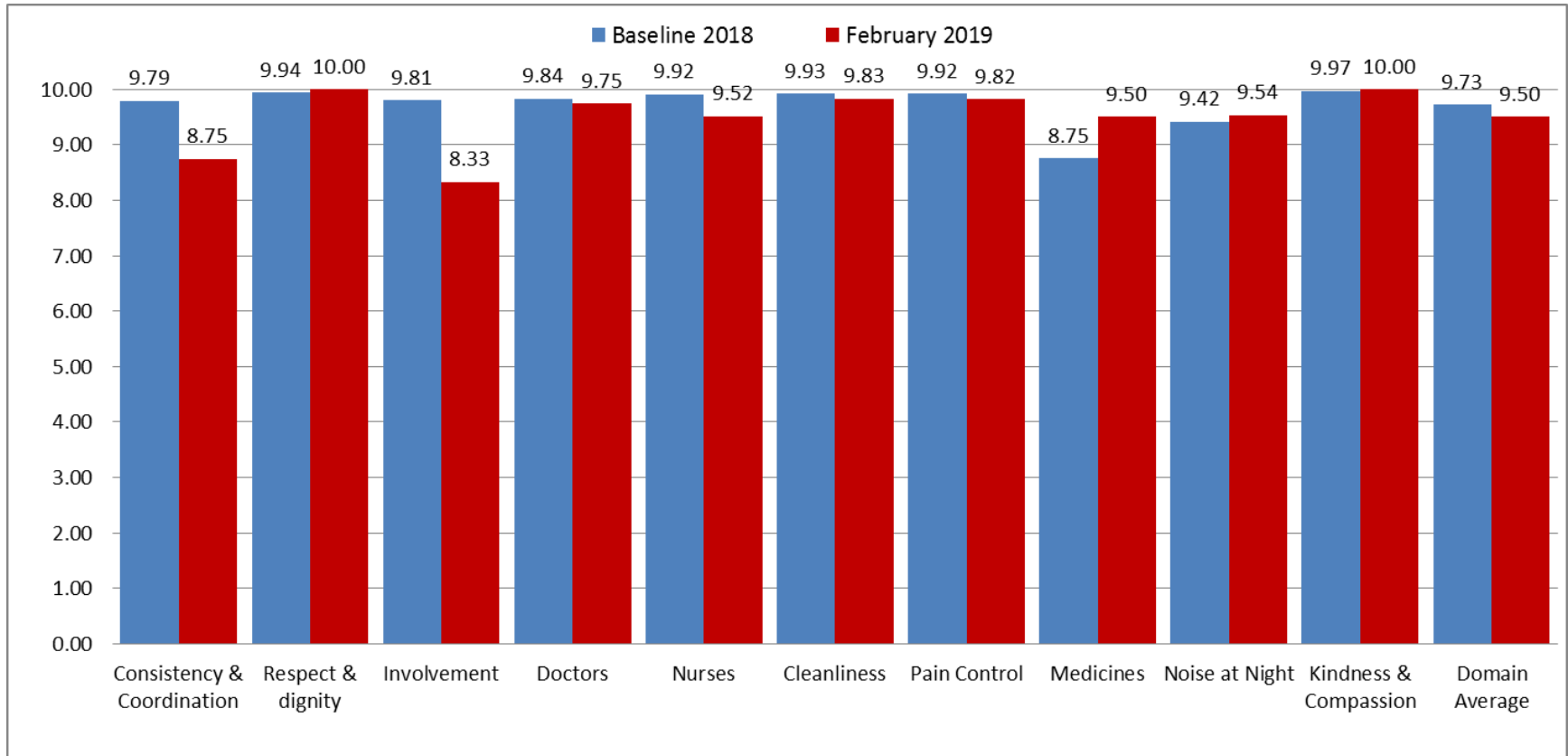
To recap...

- The Whalton Unit temporarily relocated – as a unit – to ward 8 at Wansbeck General Hospital on 19 December 2018
- Move was to ensure adequate staffing to cope with the expected increase in demand over the winter months as the unit has faced significant recruitment issues for both nurses and doctors
- Being based within Wansbeck helps us to provide a stronger level of cross-cover and support to the Whalton team making the workforce more resilient and flexible
- Easier for inpatients to access other hospital services such as diagnostic tests
- A transport solution is in place for relatives who find it difficult to get to Wansbeck

How it's working...

- Teams have settled in very well
- Recruitment situation is improving
- Staff experience session with the ward team in February - emotion mapping to identify how staff are feeling about the temporary move (Healthwatch and campaign group observed this session)
- Early on we recognised further work was needed to ensure the environment for patient care was developed further to improve access specifically to gym and multi-disciplinary meeting facilities – we were committed to doing this and worked closely with the ward team throughout
- Family and friends of Morpeth patients are using the transport scheme although numbers are low - ward team is organising this
- Daily real-time patient experience captured

Real-time patient experience



89% of patients surveyed would highly likely or likely recommend this ward to their families and friends. Number of patients on new medication (2). Number of respondents (19) (45%)

Next steps

- Internal review is underway to look at:
 - staff and patient satisfaction
 - travel time for relatives
 - staffing
 - finance
- Trust Board to discuss this review at the end of this month



Northumbria Healthcare
NHS Foundation Trust

Any questions?

building
a caring
future

HOSPITAL | COMMUNITY | HOME

