The Rotherham NHS Foundation Trust (TRFT) is on the forefront when it comes to spending valuable time with patients and staff.

A group of senior staff regularly visit areas around the Trust in order to further inform about patient experience, to make certain that staff’s opinions are acted upon and to ensure that high levels of care are consistently delivered.

The visits, newly-named ‘Quality Assurance Walkabouts’, replace the former Senior Nurse Walkabouts and are a rolling programme of 10 area visits per month across hospital and community settings incorporating wards, day areas, departments and community clinics.

The walkabouts give the Trust’s Review Team the chance to observe how areas operate in order to flag opportunities to enhance services or to make processes more efficient. The visits also promote sharing best practice.

June Lovett, Assistant Chief Nurse at TRFT, said: “I’m really proud that we have revitalised the walkabout process. It helps us to bring fresh eyes to areas and allows us to share and celebrate best practice. The visits also mean that we can collect direct feedback from patients and lets us see services from the perspective of staff so that we can get a first-hand view of the way our teams operate.

“We’re committed to delivering high quality, patient-centered care that provides a positive patient experience and we believe that the walkabouts will enable another opportunity to promote further assurance of the very high levels of care our staff give.”

Governors of the Trust are also welcomed to join the Quality Assurance Walkabouts and, through the new process, the invitation has been extended to other stakeholders such as members of the local Clinical Commissioning Group (CCG).

As part of the refreshed walkabouts, a briefing and debriefing process has been established to ensure that actions are followed up as a result of the visits. In addition, feedback is provided in each area reviewed so that Trust services can engage directly with the review process and act quickly on any actions required.

The new-style walkabouts were launched in November and the first series of visits are due to take place on 17 December.

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June Lovett
Assistant Chief Nurse at TRFT
For the third consecutive year, a kind hearted car dealer has shown support by helping to keep NHS staff in Rotherham on the move throughout the Winter.

Guy Salmon Land Rover in Sheffield, has loaned The Rotherham NHS Foundation Trust (TRFT) a Land Rover Defender 110 XS Station Wagon to use during periods of icy or snowy weather.

The vehicle will be used in emergency situations to get staff to their places of work, in and around Rotherham, so that high levels of patient care can be maintained throughout winter.

Winter places extra pressure on health services within the Trust and medical staff often see a huge increase of patients suffering with complaints such as breaks and strains due to accidents suffered in bad weather. A full workforce of Trust staff is vital during this time to ensure that patients can be treated quickly.

John Cartwright, Director of Estates and Facilities at TRFT, commented: “We can’t thank the staff at Guy Salmon enough for yet again coming to our aid with the supply of this vehicle. The 4x4 could prove essential for the Trust in helping to get vital staff to work when the weather is bad, for example, when buses no longer are running.”

Mike Tyson generously hands over the keys to the Land Rover Defender 110 XS

Mike Tyson, Managing Director of Guy Salmon, added: “We’re only too happy to help the Trust out again this winter and I’m pleased that we can potentially help keep health services going if we experience bad weather conditions in the coming months.” The Trust plans to allow a specially trained team of staff to operate the vehicle so that they can pick up and collect key medical staff who are unable to get into or home from work. The use of the vehicle will be determined by the Trust’s internal incident team who will help to decide which staff should be transported as a priority.

The Trust’s Purple Butterfly Appeal, which provides enhancements for end of life care, will also be promoted by signage displayed on the vehicle throughout its loan period.

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