

Delivering Same-Sex Accommodation (DSSA) Delivery Plan 2010/11

| | OBJECTIVE | ACTION | LEAD | TIMEFRAME |
|---|--|---|--------------------|---|
| | Patient Experience | | | |
| 1 | To measure patients experience of single sex accommodation (SSA) and ensure ongoing process in place. | <ul style="list-style-type: none"> • Patient survey questionnaires undertaken on a monthly basis and incorporate questions on SSA. • Evaluate findings and report to local governance meetings • Use of Patient Advice and Liaison Service (PALS) enquiries, complaints and compliments as process to track further patient experience | Modern Matrons | Ongoing and report monthly to governance meetings |
| 2 | Information leaflets for patients on DSSA are available and used by staff in discussions. | <ul style="list-style-type: none"> • Leaflets and posters in place. • Privacy and dignity champions on each ward area. | Modern Matrons | In place March 2010 |
| | Estates | | | |
| 3 | Delivery of SSA is assured in planning of any new or refurbished capital development schemes | <ul style="list-style-type: none"> • Ensure any new works discussed within estates and facilities group to allow assurance to meet SSA agenda. | Head of Facilities | In place and ongoing March 2010 |
| | Systems & Processes | | | |
| 4 | Assurance to BCHS Committee and monthly PCT reporting including a system of tracking all occurrences of mixing, whether clinically justified or not. | <ul style="list-style-type: none"> • Weekly reporting on compliance and breaches to PCT • To be included within monthly Key Performance Indicators (KPI) reports • Any breaches to be fully investigated and RCA undertaken. | Modern Matrons | April 2010 and ongoing |

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| 5 | Relevant Trust policies refer to requirement to deliver DSSA and privacy and dignity policies. | <ul style="list-style-type: none"> • New privacy and dignity policy in place • New policy to be implemented within ward areas. • Incorporated within induction process of staff | Practice Development Team Modern Matrons | March 2010 April 2010 |
| | Staff Culture | | | |
| 6 | The Board demonstrates a commitment to on-going delivery of SSA | <ul style="list-style-type: none"> • Declaration on website • Delivery Plan | Lead Nurse | March 2010 and ongoing |
| 7 | The Trust has articulated its intent to deliver care with privacy and dignity within which delivering same sex accommodation is an integral component | <ul style="list-style-type: none"> • Delivery Plan • Staff induction training • Declaration on website | Chief Operating Officer | March 2010 and ongoing |