

## Appendix 1 - Open Action plan

ID	Genba Walk Date	Genba	Genba Site	Action	Date Action Due	Delivery Status
9	09-Mar-22	Fracture Clinic (including Plaster Room), RSH	RSH	Consider the promotion of the Friends and family test to gain additional feedback on the service	30-Apr-22	Not yet delivered
28	09-Mar-22	Recruitment and Temporary Staffing Department	Shrewsbury Business Park	Link in with Comms to enhance social media presence of Temporary staffing	30-Sep-22	Not yet delivered
29	09-Mar-22	Recruitment and Temporary Staffing Department	Shrewsbury Business Park	Investigate how the process of offering more flexible shifts can be tested out with new ward	30-Sep-22	Not yet delivered
30	09-Mar-22	Recruitment and Temporary Staffing Department	Shrewsbury Business Park	Understand what additional people resource may be needed by the Temporary staffing team	30-Sep-22	Not yet delivered
32	13-Apr-22	Medical Engineering Services (MES), RSH	RSH	Produce workforce paper	27-Jan-23	Not yet delivered
42	11-May-22	Ward 26	RSH	Explore step down principles for handover of analgesia	31-Dec-22	Not yet delivered
44	11-May-22	Ward 26	RSH	Explore and update process for direct admissions from ED	31-Dec-22	Not yet delivered
58	12-May-22	Medical Staffing, PRH	PRH	Medical staffing improvement lead to meet with the Chief Executive to discuss the advertisements and recruitment to permanent posts within the Team. Business case required to developed and approved	30-Sep-22	Not yet delivered
59	12-May-22	Medical Staffing, PRH	PRH	Work with the CDs for Medicine to trial a medical rota pilot on the wards to increase confidence in the team and proposed changes to the structure	31-Dec-22	Not yet delivered
60	12-May-22	Medical Staffing, PRH	PRH	Review learning from international nursing onboarding team to support the recruitment to clinical posts with Head of Non-Medical Education	31-Oct-22	Not yet delivered
61	12-May-22	Medical Staffing, PRH	PRH	Revisit within 12 months	09-Jun-23	Not yet delivered
56	08-Jun-22	Medical Records and Clinic Prep	Other	Build business case for destruction of records and costs involved	31-Jan-23	Not yet delivered
63	13-Jul-22	Mortuary Department	PRH	Bereavement training / Health and Wellbeing support required to be available for the mortuary team.	15-Aug-22	Delivered, not yet evidenced
67	13-Jul-22	Pharmacy Department, RSH	RSH	The Chair to investigate with the Director of Finance the rationale for requiring "paper" accounts	22-Jul-22	Not yet delivered
68	13-Jul-22	Pharmacy Department, RSH	RSH	Pharmacy to engage with Gastroenterology Service Managers to progress the provision of Home Care for this cohort of patients	15-Aug-22	Not yet delivered

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69	13-Jul-22	Theatres Department, PRH	PRH	Purchase blinds for implant storage area to avoid heat damage	30-Sep-22	Not yet delivered
70	13-Jul-22	Theatres Department, PRH	PRH	Progress trust wide business case for swipe card/ touch card system and prioritise theatres to improve safeguarding/ security and health and safety	31-Dec-22	Not yet delivered
79	10-Aug-22	Sterile Services	Other	Acting Chief Operating Officer to understand where the business case for the replacement machines is in the approval process	30-Sep-22	Not yet delivered
82	10-Aug-22	Sterile Services	Other	Sterile Services to be included in a forthcoming Cascade as a 'Meet the Team' to help raise their profile	30-Sep-22	Not yet delivered
72	10-Aug-22	Ward 16 Acute Stroke	PRH	Submit a joint analysis paper on the system wide state of flow through the UEC operational group	31-Oct-22	Not yet delivered
76	10-Aug-22	Ward 22 Trauma and Orthopaedic	RSH	I-Hub to investigate process for returning used mattresses to reduce the need to store outside the wards	10-Sep-22	Not yet delivered
84	14-Sep-22	Emergency Department, RSH	RSH	Clinical Director to summarise prescribing concern for the ECPs and share with the Co-Medical Directors and Director of Nursing so it can be raised at Board	26-Sep-22	Not yet delivered
83	14-Sep-22	Pathology Laboratories, PRH	PRH	Approve Blood Sciences Workforce Plan	31-Oct-22	Not yet delivered
86	12-Oct-22	Corporate Education Team, RSH	RSH	Identify requirement of accommodation	30-Nov-22	Not yet delivered
87	12-Oct-22	Corporate Education Team, RSH	RSH	Conversation about the next steps for promoting the range of training provided with Deputy Director of Education & Improvement, Director of People & OD and Director of Strategy & Partnerships	30-Nov-22	Delivered, not yet evidenced
88	12-Oct-22	Corporate Education Team, RSH	RSH	Arrange genba walk for Library Services, RSH	15-Oct-22	Delivered, not yet evidenced

## Appendix 2 - Genba Walk Completed Or Closed Actions 24/10/22



ID	Genba Walk Date	Genba	Genba Site	Action	Date Action Due	Progress Status
3	09-Feb-22	Integrated Discharge Hub	RSH	Provide an update on the establishment of the team once the review is completed	01-Apr-22	Complete
4	09-Feb-22	Integrated Discharge Hub	RSH	Ensure that the provision for kitchen is progressed for staff wellbeing	01-Apr-22	Complete
5	09-Feb-22	Integrated Discharge Hub	RSH	Ensure there is a plan for mutual access for system partners to each other's patient systems	01-Apr-22	Complete
6	09-Feb-22	Integrated Discharge Hub	RSH	Understand the status of ongoing Hospital Discharge Programme Funding beyond the end of March	28-Feb-22	Complete
7	09-Feb-22	Integrated Discharge Hub	RSH	Update on the progress of the Criteria Led Discharge process	28-Feb-22	Complete
23	09-Feb-22	Ward 25	RSH	Contact Charitable fund link to understand if funding is available to improve staff room areas.	31-Mar-22	Complete
24	09-Feb-22	Ward 25	RSH	Obtain an additional Computer on Wheels to aid flow	31-Mar-22	Complete
25	09-Feb-22	Ward 25	RSH	Consider additional improvements to the 5S of the store room (such as kanbans/ automatic ordering when at higher escalation levels)	31-Mar-22	Complete
26	09-Feb-22	Ward 25	RSH	Consider Psychological First aid training for colleagues	31-Mar-22	Complete
27	09-Feb-22	Ward 25	RSH	Consider the use of office space to increase clinical capacity following the move to the modular ward	30-Jun-22	Complete
8	09-Mar-22	Fracture Clinic (including Plaster Room), RSH	RSH	Contact Claire Dunn (communications) to add in the plaster room within the "Meet the Team" section of the cascade	30-Apr-22	On Track
10	09-Mar-22	Fracture Clinic (including Plaster Room), RSH	RSH	Review planning of activity to ensure level loading within the Fracture Clinic	30-Apr-22	Complete
11	09-Mar-22	Fracture Clinic (including Plaster Room), RSH	RSH	Link in with the Improvement Hub around future improvement initiatives to support sharing and learning	30-Apr-22	Complete
12	09-Mar-22	PALS and Complaints	RSH	Teresa to link in with Clive around the Investment Committee process and how some Business Cases can be expedited.	31-Mar-22	Complete
13	09-Mar-22	PALS and Complaints	RSH	Julia to link in with Improvement Hub to provide support in finding a solution to the "BING" issue	31-Mar-22	Complete

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14	09-Mar-22	PALS and Complaints	RSH	Link in with Education team and Improvement Hub for the Education agenda	29-Jul-22	Complete
15	09-Mar-22	PALS and Complaints	RSH	The team to look at trends and themes to enable greater support to Divisions	30-Apr-22	Complete
16	09-Mar-22	PALS and Complaints	RSH	Link in with Improvement Hub to understand problem with identifying and contacting Doctors required to assist with complaints	31-Mar-22	On Track
17	09-Mar-22	PALS and Complaints	RSH	Engage with Comms to help promote the team	29-Jul-22	Complete
18	09-Mar-22	Recruitment and Temporary Staffing Department	Shrewsbury Business Park	Summary of potential recruitment offers for locally / UK recruited nurses / staff to be refreshed and updated for consideration	31-May-22	Complete
19	09-Mar-22	Recruitment and Temporary Staffing Department	Shrewsbury Business Park	Understand how the information gathered from exit interviews is used	31-May-22	Complete
20	09-Mar-22	Recruitment and Temporary Staffing Department	Shrewsbury Business Park	Progress the addition of the extra module to the TRAC system	01-Sep-22	Complete
21	09-Mar-22	Recruitment and Temporary Staffing Department	Shrewsbury Business Park	Understand how additional training around difficult conversations could support those doing exit interviews	31-May-22	Complete
22	09-Mar-22	Recruitment and Temporary Staffing Department	Shrewsbury Business Park	Ensure that support is sought as needed for writing the required business cases for the development of the recruitment team	31-May-22	Complete
36	13-Apr-22	Emergency Department, PRH	PRH	Push/pull model to be employed more routinely by wards	30-Sep-22	Complete
39	13-Apr-22	Emergency Department, PRH	PRH	Front door management prior to ED triage project to be reinvigorated	30-Sep-22	Part of UEC Project
33	13-Apr-22	Emergency Department, PRH	PRH	Push back on paediatric triage of patients measure	30-Sep-22	Complete

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34	13-Apr-22	Emergency Department, PRH	PRH	Review bed cleaning improvement work	30-Sep-22	Part of other improvement project
35	13-Apr-22	Emergency Department, PRH	PRH	Business case to be written for Omnicell (drug cabinet)	30-Sep-22	Other solution pursued
37	13-Apr-22	Emergency Department, PRH	PRH	COO to lead a meeting between divisional triumvirates to discuss and resolves around specialty triage	30-Sep-22	Action closed
38	13-Apr-22	Emergency Department, PRH	PRH	Senior clinicians to attend site meetings to increase awareness of flow issues across the Trust	30-Sep-22	Action closed
1	13-Apr-22	Estates, RSH	RSH	Link in with the clinical teams visiting schools and colleges to promote Estates career opportunities	31-May-22	Complete
31	13-Apr-22	Medical Engineering Services (MES), RSH	RSH	Add quarterly Med Devices report to the QOC	17-May-22	Complete
48	11-May-22	Neonatal Unit	PRH	Apply to SaTH Charitable funds for funding to replace the reclining chairs	30-Jun-22	Complete
49	11-May-22	Neonatal Unit	PRH	Apply to SaTH Charitable funds for funding an additional life start (cord) trolley	30-Jun-22	Complete
51	11-May-22	Neonatal Unit	PRH	Understand the support for psychological support	19-May-22	Complete
50	11-May-22	Neonatal Unit	PRH	Understand potential sources of funding for clinical practice educators	30-Jun-22	Action closed
45	11-May-22	Procurement Department	Shrewsbury Business Park	Approve the next phase of the resource plan - Year 1 Service and System Level	16-May-22	Complete
46	11-May-22	Procurement Department	Shrewsbury Business Park	Communication plan to address cultural behaviours within clinical teams	31-Jul-22	On Track
47	11-May-22	Procurement Department	Shrewsbury Business Park	Review of business model and how to incorporate all elements within the ICS	31-Mar-23	Complete

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62	11-May-22	Procurement Department	Shrewsbury Business Park	Poor feedback has been experienced by procurement staff at times from clinical team members. Communication plan to address cultural behaviours within clinical teams as part of the wider trust culture piece	16-Nov-22	Complete
40	11-May-22	Ward 26	RSH	Visit modular ward to understand the lack of lighting due to layout of bathroom, to ensure future wards (HTP/modular) take this into account	30-Sep-22	Complete
41	11-May-22	Ward 26	RSH	Update nursing template in line with move to modular ward	05-Jul-22	Complete
43	11-May-22	Ward 26	RSH	Explore returning missing bleeps	13-Jun-22	Complete
55	08-Jun-22	Medical Records and Clinic Prep	Other	Provide the medical records and clinic prep team with clarification regarding next steps in digitising records	09-Jul-22	Complete
57	08-Jun-22	Medical Records and Clinic Prep	Other	Plan and host a loose paper notes amnesty across Shrewsbury and Telford	31-Oct-22	Complete
52	08-Jun-22	Radiotherapy, RSH	RSH	Share link to virtual Tour with Acting Medical Director	08-Jun-22	On Track
53	08-Jun-22	Radiotherapy, RSH	RSH	Share progress on business cases for AI with Acting Medical Director	30-Jun-22	Complete
54	08-Jun-22	Radiotherapy, RSH	RSH	Link communication team with radiotherapy team to celebrate new CT Scanner	30-Jun-22	Complete
64	13-Jul-22	Mortuary Department	PRH	Mortuary Team to present at band 7 meeting (meeting held every Wednesday)	03-Aug-22	Complete
65	13-Jul-22	Mortuary Department	PRH	DB to include mortuary on his 'wellbeing walks'	31-Oct-22	Complete
66	13-Jul-22	Mortuary Department	PRH	Ensure 'on call' managers have access to the current version of the rapid release of bodies policy	31-Jul-22	Complete
71	13-Jul-22	Theatres Department, PRH	PRH	Implant storage review and rotation of stock prior to expiry	30-Sep-22	Complete
80	10-Aug-22	Sterile Services	Other	Acting Chief Operating Officer to discuss with the Divisional Director of Surgery, including Sterile Services in HTP discussions	30-Sep-22	Complete
81	10-Aug-22	Sterile Services	Other	Ensure processes are in place so Sterile Services are not excluded from Trust-wide staff wellbeing initiatives	31-Aug-22	Complete
73	10-Aug-22	Ward 16 Acute Stroke	PRH	Link Matron in with people and OD to establish behaviour survey closing date	12-Aug-22	Complete

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74	10-Aug-22	Ward 16 Acute Stroke	PRH	Link Matron in with education team to establish reporting requirements (and access) for mandatory training	12-Aug-22	Complete
75	10-Aug-22	Ward 22 Trauma and Orthopaedic	RSH	Deputy Director of Nursing speak with COO about long-stay patients, particularly those residing in Powys	30-Aug-22	Complete
77	10-Aug-22	Ward 22 Trauma and Orthopaedic	RSH	I-Hub to feedback recruitment challenges to recruitment team as part of its improvement programme	10-Sep-22	Complete
78	10-Aug-22	Ward 22 Trauma and Orthopaedic	RSH	Fix, or replace current PSAG board	30-Sep-22	Complete
85	12-Oct-22	Corporate Education Team, RSH	RSH	Director of Finance to invite Deputy Director of Education & Improvement to be involved in a working party to discuss accommodation	31-Dec-22	Complete
89	12-Oct-22	Intensive Care Unit (ITU), RSH	RSH	Director of Nursing to link the Patient Experience lead with the ITU team to show the patient video at Board	20-Oct-22	Complete