

#TEXT1001JW/ **Code A** WardClerk-Thursday

#CODENC

Discharge planning, delays in SS assessment and care package, delays in transport and TTOs.

No appropriate training, no customer care training

IT only received training on ward.

Asked about debriefing after interview session.

#ENDCODE

#CODENC

Ward Clerk, November 2001

Banker HCSW and Nursing qualified (registration now lapsed)

GWMH Daedalus

8.30 to 12 Monday to Friday + 1.30 on Wednesday

#ENDCODE

#CODED5

Ward Clerk

Beginning – notes in diary, photocopying, referrals – speech and long, bedblocking but SS not in place, discharges.

#ENDCODE

#CODEG1

Discharge summary written by staff grade doctor – GP, clinical coder, inpatient, hospital.

#ENDCODE

#CODEG3

Discharge summary written by staff grade doctor – GP, clinical coder, inpatient, hospital.

#ENDCODE

#CODEG3

Then staff grade doctor dictation summary. It can take a week before summary is released should be 48 hours. Not audited. Jackie discharge summary is typed, signed off and sent to GP.

#ENDCODE

#CODEE5

Answers phone, sorts patients notes, patients notes will include doctor, nursing, OT/Physio, END medical records can be dispersed to variety of places – Q&A, St Mary's GWMH.

#ENDCODE

#CODENC

Clinical coding – Caroline Boules.

#ENDCODE

#CODENC

Computer arrived this Tuesday – access to patients medical results, tracking system, word processing, email, calendar. Training has happened on ward but no opportunity to follow up since there is no computer. Phillip Beed, Pat Watkins, Dr Lord/Joseph will have access to the computer – fax TTOs, pharmacist.

#ENDCODE

#CODEC3

Bed Blocker – Board, nurse tick board, ward clerk assessment notes. When medically able to go home – fax Barbara Robinson.

#ENDCODE

#CODEE1

Admissions – relatives get comfortable with patients being at hospital, delay finding nursing homes.

#ENDCODE

#CODEA5

Social Services – delays – funding assessments, care packages. Specific social workers to ward – not sure.

#ENDCODE

#CODEG7

Social Services – delays – funding assessments, care packages. Specific social workers to ward – not sure.

#ENDCODE

#CODEC3

Social Services – delays – funding assessments, care packages. Specific social workers to ward – not sure.

#ENDCODE

#CODEE1

Transfer of patients from Q&A – only involved in telling Q&A how many beds available.

#ENDCODE

#CODEE1

No choices who GWMH accepts

#ENDCODE

#CODEE1

Transport organised by ward clerk – inflexible, no stretchers available, patients discharge can be delayed due to transport, records.

#ENDCODE

#CODEE1

Q&A/Haslar – admin pack – Cardex, summary, assessment, water low score, pressure sores. Continence – Bartel, walking.

#ENDCODE

#CODEG6

Q&A/Haslar – admin pack – Cardex, summary, assessment, water low score, pressure sores. Continence – Bartel, walking.

#CODEE1

Q&A can often give a Bartel higher than expected so people will accept into Daedalus – care plan, drug prescription. Notes often come in a mess.

#ENDCODE

#CODEE11

Daedalus – never heard of letter about status of care. (ref. Other Dr Q???? letter sent from admin re: continuity of care status.)

#ENDCODE

#CODEG1

Patient involvement, contact but peripheral, contact patient affairs relative.

#ENDCODE

#CODEG2

Relative involvement – updates done by nursing staff often have to ring back relative because nurse is too busy.

#ENDCODE

#CODEI4

Admin course – not trust orientated NVQ course at Southampton. Not trust funded – did in own time whilst HCSW then decided to make change.

#ENDCODE

#CODEI4

Training – some training with ward clerk on Dryaed. Both ward clerks were off sick at the same time.

#ENDCODE

#CODEI5

Training – some training with ward clerk on Dryaed. Both ward clerks were off sick at the same time.

#ENDCODE

#CODEI4

Customer care training – not aware.

#ENDCODE

#CODED7

Support available – get nurse backup, clinical manager, part staff nurse senior, accountable to medical records manager.

#ENDCODE

#CODEH2

Patients who die – do not deal with relatives, ???? at patient affairs and most senior member of staff.

#ENDCODE

#CODEF1

TTOs – fax medicine orders to Q&A, discharge delayed by TTOs not coming back.

#ENDCODE

#CODEF1

Aware of pharmacist visiting the ward.

#ENDCODE

#CODEJ2

Complaints – senior nurse deals with.

Informal – washing, tea late, paper arrives – domestic housekeeping.

No process for documentation.

No feedback.

Patients have booklets to suggest changes.

#ENDCODE

#CODEC6

Mornings **Code A** activities co-ordinator.

#ENDCODE

#CODEG2

No phone log system after Ward Clerk goes home.

#ENDCODE