



Improving life for women on Willow Ward

healthwatch
Milton Keynes

What was our aim?

- Improve the experiences of women on Willow Ward, the Campbell Centre.
- Make positive changes to their experiences of care, discharge and safety.

What change was needed?

During 170 hours of in-depth conversations with inpatients, we found:

- Language “*Paranoid*”, “*Delusional*”, “*It’s all in your head*”
- Reception staff
- Not enough time spent with inpatients
- No clear plan or support for discharge
- “*I’m in individual, not a ‘condition’*”
- Ward rounds

How did we achieve this?

- Quality Improvement methodology to support Ward staff to implement and track positive changes.
- Our evidence covered staff/ inpatient communication, staff attitudes, sharing information about care plans, admission/discharge, and the Ward environment.
- Independent and trusted.
- Targeted, specific recommendations to achieve impact.

How have people's experiences have been improved?


- Over 80% of staff have completed Trauma Informed Care training and staff have also completed, or signed up to, Personality Disorder training.
- Staggered note-writing times so there are more staff on the ward.
- Dedicated discharge group which has been successful.
- Patient 'one page profile'
- 'Preparing for Ward Rounds' with the Lead Nurse, including guidance and nursing support to get ready.
- Consistently staffed reception.

A large, stylized pink number '6' is positioned in the top left corner of the slide.


“There seems to be more staff about, I feel safe on this admission.”

“Nurses have been hearing me so I can open up. We can have one-to-ones in the evenings now and it’s been really good.”

A large, stylized dark blue number '9' is positioned in the bottom right corner of the slide.



“It was overwhelming when I come in – it’s my first time in a place like this! The nurses were lovely, made me a cup of tea and were very calming.”



For more information

Healthwatch Milton Keynes
Suite 113, Milton Keynes Business Centre
Foxhunter Drive
Linford Wood
Milton Keynes
MK14 6GD

www.healthwatchmiltonkeynes.co.uk

t: 01908 698800

e: info@healthwatchmiltonkeynes.co.uk

 HealthwatchMK

 Healthwatch_MK