

REASON WHY?

RSH Outpatients has a variety of storage areas for clinical and non-clinical needs. Some of these storage areas are not configured in a useful way, are not in the right place, do not meet IPC regulations and do not meet the demands of the department. There is also a need for a staff area where the OPD team can have a break/ make a drink for colleagues and patients. A trolley is currently being utilised within a clinic room for the provision of staff and patient drinks. Recent CQC mock inspections have highlighted the need to improve the environment. Space rationalisation is required in order to maximise the use of the current space, whilst creating an environment that is fit for purpose.

PLAN

Outpatients is split across a number of clinics, over two floors. The team initially looked to review the way in which Clinic 2 and Clinic 5 worked in order to improve the main areas and clinic rooms.

Additionally, feedback received from colleagues expressed a desire to have a dedicated staff room.

The team then obtained a copy of the floor plan in order to visualise and map out where items may be placed.



DO

The team generated ideas on the use of the current space and cleared out the store, sorting the necessary from the unnecessary. Required stock was placed inside lockable cabinets and labelled to allow ease of finding.

The clinic rooms and waiting rooms were renovated and painted with additional furniture being purchased to comply with IPC measures. The store room had estate works to transform it into a usable space.



To rationalise the outpatient space available and meet the Infection, Prevention and Control (IPC) standards as stated in Trust policy by 30 September 2023.

STUDY

Through rationalising the space available, the team were able to create a much needed rest area that enables colleagues to have a break in the clinic and provide additional services for patients. The team utilised the 5S Levels of Achievement grid, moving from a Level 1 (Just Beginning) to a Level 2/3.



ACT

Following the initial 5S, the team are keen to ADOPT the changes made.

The team will focus on sustainability of the storage units and further explore improvements to the reception areas.