

REASON WHY?

Staff feedback had revealed that the space in the ward office on ward 32 was often too hot, cramped, poorly laid out and lacked easy access to necessary documents, all of which were seen to have been negatively affecting workflow and productivity. Upon discussions with the team, it was recognised that with simple environmental and layout changes, the capacity and efficiency of the ward office could be significantly improved.



To improve ward office productivity by increasing staff reporting the space as suitable for meetings from 0% to at least 60%, and those able to access all necessary shift documents from 50% to 100%, by 20th July 2025

PLAN

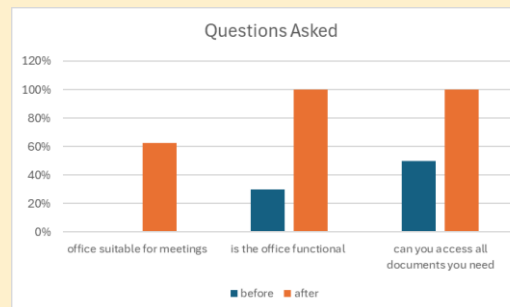
A baseline survey revealed concerns about overcrowding, heat, and lack of functionality. It was planned to implement simple, staff-led environmental changes—including relocating equipment, removing filing cabinets, and reorganising workstations—to improve accessibility, workflow, and overall office efficiency. A follow-up survey would assess the impact of these interventions. conducted

DO

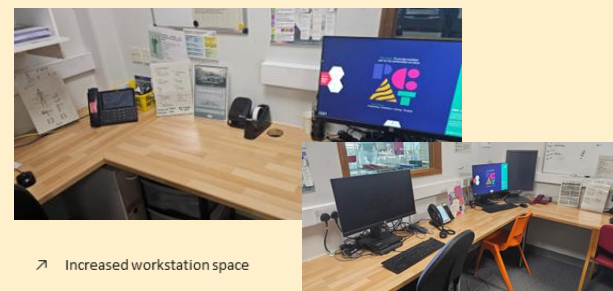
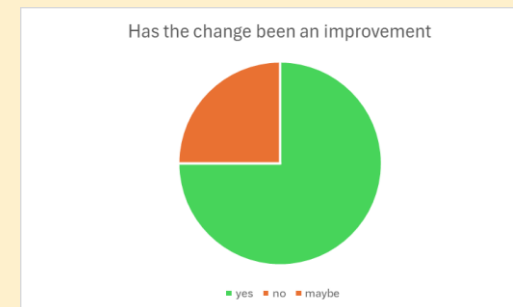
The printer was moved from the centre of the room to the entrance – this would ideally allow for more ease of access, reduce heat generation within the room and free up central space within the office. Filing cabinets were moved from within to outside the office, to allow staff easier access to documents, in addition to increasing available workspace, particularly during NOK discussions. Furthermore, signage was updated, and computers repositioned to allow for more efficient areas for documentation and workflow. The observations station (Vital Pac drawer) was relocated to the entrance of the office to minimise disruptions and allow staff to take and drop them off when needed rather than passing through the entire office.

STUDY

Improvements were recognised by staff after being asked a few questions before and after the changes, with the most important being can you access all the documents you need whilst on shift changing from 50% to 100%. 75% agreed that the changes were an improvement



Printer Moved to the office entrance



Increased workstation space

ACT

The interventions will be **adopted** permanently. The project highlights the value of using staff feedback to guide practical workspace improvements. To ensure progress, staff should be surveyed every 3–6 months, and feedback would be continued to be welcomed. Opportunities for further enhancements, such as noise control and digital access to documents, may be explored in future cycles and could be looked at as a model for other wards. here