



Project Title: Accessing Information And Waiting Areas Within Mental Health Services
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Why Is the Improvement Important?
 As part of the Implementing Recovery through Organisational Change (ImROC) programme I have been working with colleagues over the last 18+ months within The Communication sub group. We have been reviewing all Mental Health services literature within the Southern Trust area. My vision is for Service Users to access a comprehensive range of material and resources to help navigate themselves with more ease through Mental Health services. This is inclusive of Waiting Areas as hubs that could provide a source of information and resources

Testing of Solutions and Change Ideas:

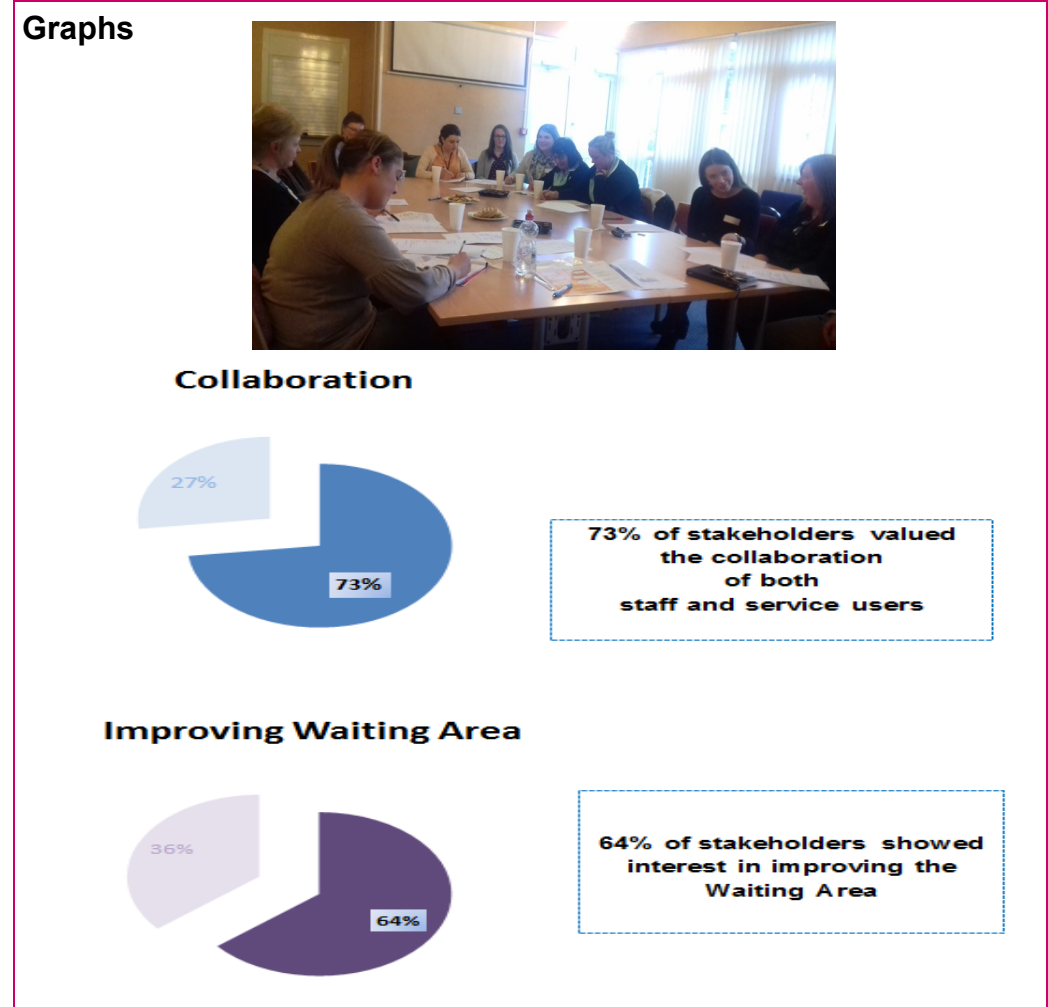
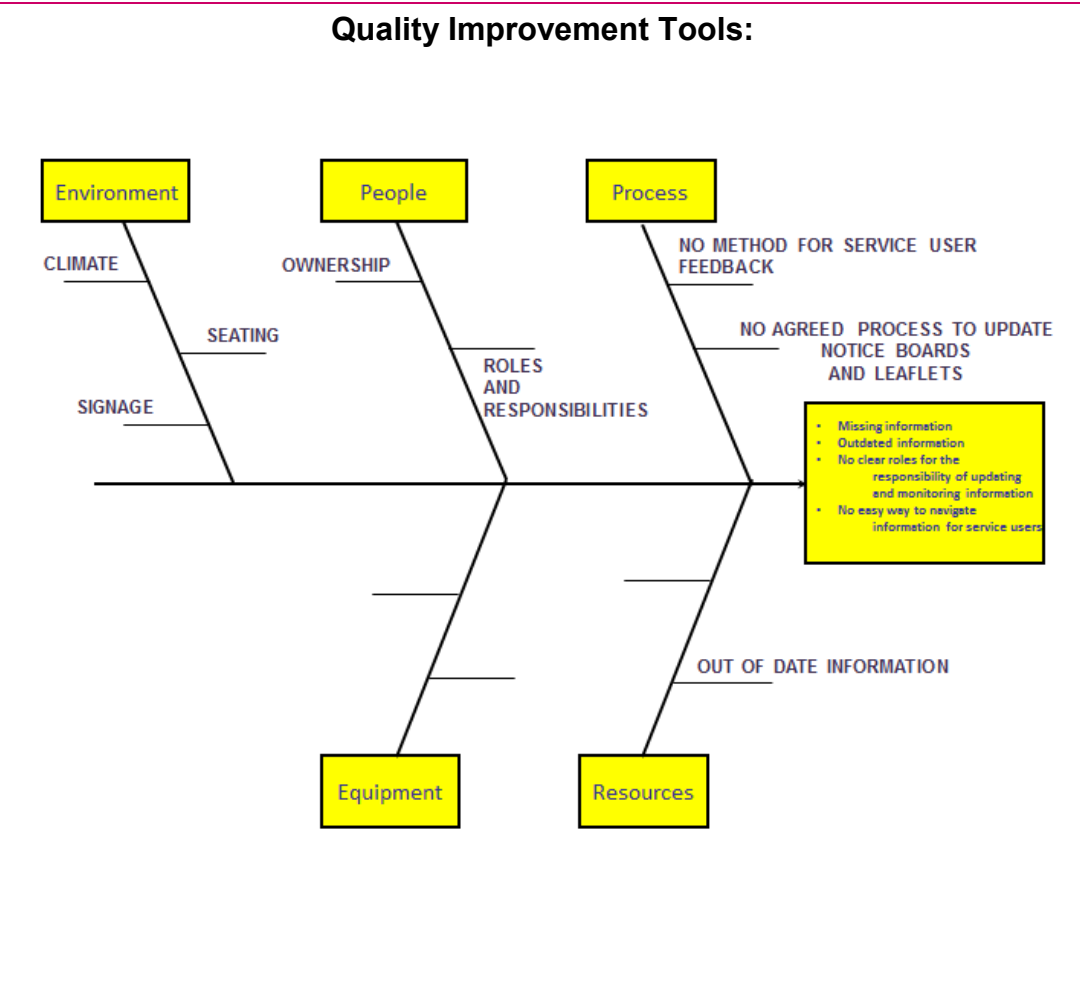
PDSA Cycles -

1. Keep notice board information up to date and relevant.
2. Change configuration of waiting area.
3. Develop and test stakeholder questionnaires.

Aim
 Easy accessible information for service users at the point of service contact - Visual materials e.g., posters

Objectives

- Go and see what relevant material is available in waiting area—leaflets, posters etc.
- Engage with clinical and administrative staff
- Engage with The Mental Health Forum
- Engage with the ImROC Communication Group to explore existing materials and how I can access them
- Engage with Acting Head of Support and Recovery services for permission to access staff, patients and waiting areas



Outcomes

- Walls and windows free of cluttered information
- Relevant information neatly stacked in the stand
- Chairs spaced and room de-cluttered
- Daily supply of fresh water for staff and service users

Next Steps

- Apply the learning to other facilities
- Share on HSC and social media platforms



Undertaking a Quality Improvement?

For advice and support please contact the Continuous Improvement Team at:
Quality.Improvement@southerntrust.hscni.net