Improving the complaints process in order to decrease response times and formal complaints through QI methods and patient involvement

Vicki Havercroft Dixon, Head of Patient Relations
University Hospital Southampton NHS FT

Implementing a conflict management framework on Paediatric wards

Dr Natasha Tisovszky, Paediatric Registrar
University Hospital Southampton NHS FT

Quality Improvement reducing community physiotherapy waiting times

Judy Garner, Community Physiotherapy Team Lead
Solent NHS Trust

Improving the complaints process in order to decrease response times and formal complaints through QI methods and patient involvement

Vicki Havercroft Dixon, Head of Patient Relations
University Hospital Southampton NHS FT

Local Improvement and Safety Work in action 1: 3-minute presentations

Room: Mayflower 1
Chair: Dr Sebastian Gray, Consultant Paediatrician, Salisbury NHS FT

Corrina Bishop, Children’s Physiotherapist & Pathway Lead
Solent NHS Trust

All Together Now: Service equity for community therapy provision for 0-4 year old children with complex needs

Judy Garner, Community Physiotherapy Team Lead
Solent NHS Trust

Quality Improvement reducing community physiotherapy waiting times

Local Improvement and Safety Work in action 2: 3-minute presentations

Room: Mayflower 2
Chair: Sara Courtney, Deputy Director of Nursing & Clinical Director for Patient Safety and Quality Improvement, Southern Health NHS FT

Paula Worthington, Enhanced Care Home Quality Team Nurse
Southampton City CCG

The deteriorating resident; Implementation of NEWS2 in care homes

John Frosdick, Clinical Lead Physiotherapist
Solent NHS Trust

Grow your own: Improving the availability of Comprehensive Geriatric Assessments for patients

Dr Joanna Mort, Specialist Registrar in Elderly Medicine
Hampshire Hospitals NHS FT

Improving staff satisfaction and patient flow in the Elderly Care department