



Kings Emergency Department Action Plan 15 September 2009

Identified Issue	Goal / objective	Work needed	Timescale	Responsibility	Membership	Monitoring	Link with other work	Status
Commitment to implement meet and greet process	To ensure that funding is in place to staff the meet and greet process and incl move towards 24/7 RMN	Development & submission of a Business Plan for Kings Executive (to secure funding)	End of June 2009 Decision to be ratified 20th August 09	Briony Sloper Sue Bowler		King's ED Redesign Project Board	Development of meet and greet model: operational from 29 June 09, 10 – 6.	Ongoing
Further development of meet and greet model	To develop operational protocols, ensure appropriate staff training etc	To take into account views of Users, issues emerging from EQIA etc Produce report	End of August	Briony Sloper		Kings ED Redesign Project Board	Work-streams Redesign brief for Architects	Ongoing
Total footprint for department insufficient to meet future demand	To maximise space available for paed, MH and staff	Agreed extension of ED footprint to include suite 1 of Golden Jubilee Wing	KCH Executive 22 June 2009	Sue Bowler/ Kings Executive		Kings ED Redesign Project Board	Work-streams Redesign brief for Architects	Agreed
Concerns about lack of designated space for MH users and MH pathway	To develop a MH space within ED and clarify MH pathway throughout ED	Establish MH workstream to: - work with architects on design	Aug - Sept 2009	Rosemary Watts Jessica Bush Briony Sloper	MH users ED staff PLN staff architects	King's ED Redesign Project Board	Other workstreams Meet and greet model Final architect's plans	Ongoing (26 Aug, 9 Sept)

NHS Southwark
King's College Hospital Foundation trust
South London and Maudsley NHS Foundation trust
NHS Lambeth



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throughout ED		map and develop mental health pathways						
Concerns about pathway for primary care attendances/urgent care model	To ensure clarity of Urgent Care pathway within ED/link to primary care services within expanded ED footprint	To establish an Urgent Care workstream to: <ul style="list-style-type: none"> - work with architects on design - map and develop urgent care pathway 	Aug - Sept 2009	Briony Sloper Lynda Jessop Rosemary Watts Jessica Bush	ED staff incl GP's South Southwar k Practice based Commissioning Consortia Lambeth GP's Patients architects	King's ED Redesign Project Board	Other work-streams Meet and greet protocols Final architects brief	Ongoing

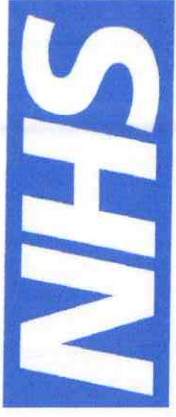
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Concerns about space in paediatrics	To ensure revised plans meet needs	To establish a paediatric workstream to: <ul style="list-style-type: none"> - work with architects on design - map and develop paediatric care pathways 	Aug - Sept 2009	Briony Sloper Jessica Bush Rosemary Watts	Paediatric staff team Young people Parent carers architects	King's ED Redesign Project Board	Other work-streams Meet and greet protocols Final architects brief	Ongoing
Concern about space in majors	To ensure revised plans meet needs	To establish a majors workstream to: <ul style="list-style-type: none"> - work with architects on design - map and develop majors care pathways 	Aug - Sept 2009	Briony Sloper Jessica Bush Rosemary Watts	ED staff Patients & carers LAS architects User reference group	King's ED Redesign Project Board	Other work-streams Meet and greet protocols Final architects brief	Ongoing



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Concern about space in resus	To ensure revised plans meet needs	To establish a resus workstream to: - work with architects on design - map and develop resus care pathways	Aug - Sept 2009	Briony Sloper Jessica Bush Rosemary Watts	ED staff Patients & carers LAS Architects User reference group	King's ED Redesign Project Board	Other work-streams Finals architects brief Trauma & Stroke project teams (HFL)	Ongoing
Above identified issues	To develop a revised plan from architects to address issues raised	New design from architects	October 09	Briony Sloper Sue Bowler Tamsin Hooton		King's ED Redesign Project Board	Above work-streams	Ongoing
Concerns about access to new entrance - droppings-off by car, congestion and parking	To consider creating a turning circle and dropping off point on Bessemer Road with access from Denmark Hill	New Options for access to Bessemer Road entrance, local authority guidance and approval	October 2009	King's Estates Department and Lambeth Council		ED Redesign PB, Lambeth Scrutiny Sub-Committee LAS	Architects redesign Above work-streams	Ongoing



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Lack of knowledge of & satisfaction with range of MH crisis services	To monitor, develop and publicise range of MH crisis services across Southwark & Lambeth	Gap analysis of MH crisis services Initial meeting to scope workplan	Sept 2009 July 2009	Southwark PCT (Gwen Kennedy) Lambeth PCT (Denis O'Rourke) SLAM (Cha Power)		Crisis Services Monitoring Group to be established	CSIG to review crisis drop in service	Ongoing Complete
Need for Equality Impact Assessment on proposals	To ensure that new design addresses equalities issues	Carry out an Equality Impact Assessment and feed results into new brief for architects	July - Sept 2009	Monika Kalyan (KCH) Harjinder Bahra (SPCT) Alex Trouton (SPCT) Tamsin Hooton & Briony Sloper to co-ordinate		King's ED Redesign Project Board	Feed into design brief, Meet and Greet protocols etc	Ongoing