

Thornton Ward

Which change ideas did you test and what did you learn from them?

We started the project with testing a goodie bag, which we created with people from the ward, staff members on the ward, the smoke free team and a patient with lived experience. The goodie bag went through two rounds of a PDSA cycle, we received feedback from the people on the ward each time and made amendments to the items in the goodie bag, we found that everyone using the bag found it to be a relaxing and useful resource to receive upon admission to the ward environment. The goodie bag offered a form of relief for those managing nicotine dependence especially when craving a cigarette when they were on the ward and they reached for a fidget spinner or stress ball instead of wanting to smoke. The fidget spinner and stress ball were two items within the goodie bag was found to be popular with the people receiving the bag. We learnt that tailoring these resources to the people in the environment and trying alternative items was useful to people's experience.

What changes have you seen on the ward(s), in the team, and in the Treating Tobacco Dependence service?

I have seen that the ward completes more smoking status checks when people arrive onto the ward and refer patients directly to the team when they need tobacco dependence support. This means that we are able to see the patient more efficiently and offer treatment quicker which significantly improves the persons ability to engage in the programme and get the treatment they need at the time of admission. I have seen a significant improvement in joint working with the smoke free team and the Thornton ward team, regular meetings on a two weekly basis and regular checks in has helped to build a strong collaborative working alliance. In respect to patient care this has a trickle effect, where people on the ward have feedback that they crave less throughout the day because of

the treatment package and a number of people have quit smoking completely during the project.

What are your reflections on taking part in the project?

I would say that taking part in the project has significantly improved working relationships between the ward and the smoke free team, we work more collaboratively and communicatively throughout the week. In addition to this, the project has offered a framework for improvement work on the ward and provided clarity, consistency and responsibility to this work that has been felt by all those people taking part in the project. I would say all round the project has been a fantastic opportunity to engage in reflective work on how tobacco dependence work can be improved on the wards.

What challenges have you faced in this work?

I would say the challenges that the team and I faced was being able to set up initial meetings with the ward teams, patients and people with lived experience. I noticed that there was often competing arrangements/meetings/ward rounds/events taking place on the wards that meant it took a few months to get the project going. However, with perseverance and working with the individuals more closely we were able to find a time that worked for everyone and create a contract to meet irrespective of competing arrangements on the ward. This meant that we all had a responsibility to take part in the project.

Looking at the future:

So, in regard to the future, we are in the process of developing the goodie bag across all of the other ward environments. We will also be working with the ward teams to monitor the effectiveness of the bags and make any amendments to the quality of the items inside.