

Using the Patient Experience Key Documents Internet Page

Welcome to the staff Intranet

Join us in moving 4ward

Complete your Checkpoint from February 18 to March 4

Top stories

Calendar

Talk for healthcare staff on the importance of reasonable adjustments - Thursday 11 April

Staff are invited to attend a talk on the importance of reasonable adjustments on Thursday 11 April.

WorcestershireWeekly

Quick links

- Think Separat
- Antimicrobial Prescribing Guidelines
- ESR Employee Self Service - FAQs and Troubleshooting
- Estates helpdesk
- Human Resources - FAQs
- Info portal - WREN
- Insulin Awareness Resources
- Refer - Guidelines
- Clinical guidelines & policies, etc (Key Documents)
- Lessons of the Week - Patient Safety
- Log an IT incident or IT request
- LocSSIPs - Local Safety Standards for Invasive Procedures
- Major incident response plans
- NEWS 2
- Quality Improvement Strategy
- Staff blogs posts
- Telephone directory
- Temperature monitoring
- Trust public website

Freedom to speak up

Mandatory Training | **Clinical systems** | **Corporate system**

Safety & Quality Information Dashboard (link below)

Staff Health and Wellbeing

Audit Hub

Dalix incident reporting, complaints & risk

Clinical guideline policies, etc.

Trust Intranet Home page

Key Documents Page

Site Map Text Size: Larger / Normal / Smaller Log In/Log Out

Worcestershire Key Documents

Home | Types of Key Documents | Specialty/Department Key Document Pages | Trustwide Key Documents | Patient Information

Worcestershire Acute Hospitals NHS Trust Key Document Webpage

Please use links below

- [Specialty/Department Key Documents](#)
- [Trustwide Documents](#)
- [Patient Information](#)

APPROVED FOR PUBLICATION BY CLINICAL GOVERNANCE

The main purpose of key documents is to standardise practice and service delivery to reflect the best available evidence thereby reducing unjustified variations, hence improving quality. Having effective, up to date and easily followed key documents minimises risk to patients, employees and the Trust.

Key documents included within this website all comply with the trust governance procedures and the Policy for development, management and approval of key documents. [View Policy](#)

For further information or for assistance with any aspect of this process or website, please contact the NICE and Key Documents Team. Elaine Chapman, NICE and Key Documents Manager

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Ext 38634 DD 01905760596

Ben Payne, NICE and Key Documents Support Officer

Ben.Payne@nhs.net
Ext 36788

If you find any problems with this website or have any queries, please email wah-tr.SYST-KeyDocs@nhs.net

The information included within the key documents is for use by clinical/specialist staff. If you are a patient requiring information, please refer to the relevant patient information leaflets and discuss with your clinician.

Click on specialty/Department key documents to display the list of specialties

Infection Control Key Documents
Medicines
Nutrition and Dietetics
Nursing
Neurology
Neurophysiology
Neonatal
Obstetrics
Occupational Therapy
Ophthalmology
Palliative and End of Life Care Key Documents
Paediatrics
Patient Experience Key Documents
Pathology
Pre-Op Assessment
Radiology
Radiotherapy
Renal Medicine

Scroll down the list of specialties to click on Patient Experience Key Documents, which will take you to the page.

Site Map Text Size: Larger / Normal / Smaller Log In/Log Out Search... **NTA**

Worcestershire Key Documents

Home Types of Key Documents Specialty/Department Key Document Pages Trustwide Key Documents Pat

Edit Live Properties Options Interaction Activity

Content General Scheduling Categories Metadata

Patient Experience Key Documents

Please note that the key documents are not designed to be printed, but to be viewed on-line. This is to ensure that the correct and most up to date version is being used. If, in exceptional circumstances, you need to print a copy, please note that the information will only be valid for 24 hours and should be read in conjunction with the Key Document Supporting Information and/or Key Document intranet page, which will provide approval and review information

Patient Experience Key Documents

- [Policy for trust volunteers](#)
Review date - 12th July 2019
This is the most current document and should be used until a revised version is in place
- [Access and Delivery of Interpreting Services](#)
Review date - 12th July 2019
This is the most current document and should be used until a revised version is in place
- [Complaints and PALS policy and procedure](#)
Review date - 14th December 2019
This is the most current document and should be used until a revised version is in place
- [Carers Policy](#)
Review date - 12th July 2019
This is the most current document and should be used until a revised version is in place
- [Open Waiting Policy](#)

From here the relevant key documents will be listed for the specialty.

You can also use the search button to search for documents (referred to as assets in the search results) or pages.

Type a keyword into the search button

Site Map Text Size: Larger / Normal / Smaller Log In/Log Out

Search...

Search

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Search...

Search

Worcestershire Key Documents



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Edit Live Properties Options Interaction Activity

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Search

Searching for:"open visiting" (0.82 seconds)7 matches found.

Page

[Patient Experience Key Documents](#)

Patient Experience Key Documents Please note that the key documents are not designed to be printed, but to be viewed on-line. This is to ensure that the correct and most up to date version is being...

Last Modified: 02/05/2019

[Trustwide Documents](#)

Trustwide Documents Return to Overview Being open and candid following a patient safety incident or complaint policy Review Date - 4th September 2020 This is the most current docume...

Last Modified: 29/05/2019

[Risk Management](#)

Risk Management Key Documents Please note that the key documents are not designed to be printed, but to be viewed on-line. This is to ensure that the correct and most up to date version is being us...

Last Modified: 09/04/2019

[Prevention of BBV](#)

reminder bbv's BBV'S blood born infection testing BB Blood borne blood borne infection management of bbv infected patients actions to be taken as a result of BBV infection outbreak

Last Modified: 28/12/2017

[Full List of Key Documents](#)

Full List of Key Documents Identification of Orthostatic Hypertension Intergrated care pathway for adult patient care after death Managing intellectual property Policy and procedure for the admi...

Last Modified: 12/11/2018

Showing 1 - 5 of 5.

Asset

[Open Visiting Policy](#)

[Being Open & Candid Following a Patient Safety Incident or Complaint Policy](#)

Showing 1 - 2 of 2