

A Ward Guide – composed by service users, working with the staff.

The local user group approached its nearest hospital with an idea for a “patient-friendly” Ward Guide that could be given to new patients on each ward. The Guide would explain where everything is, what times things happen, etc.

Encouraged by the hospital manager, they began discussing amongst themselves the items that should belong on such a Guide, and in what order. They were clear that each ward would need slightly different information. But they were also clear on certain items that should be included in all the guides, that would matter greatly to a patient, but few professionals would have thought of.

Once the draft was agreed between them they approached a ward manager. She suggested some changes and additions. Here below are excerpts from her two last comments. They reflect her growing excitement.

From: Ashley Anne
Sent: 21 July 2006 14:56
To: r.wolf@hyphen-21.org
Subject: Re: Ward Guide

Hi Rogan

I've been mulling over this all week and asked a few other people to feedback on it. There are some amendments needed as, of course, things have changed....

From: Ashley Anne
Sent: 25 July 2006 10:31
To: r.wolf@hyphen-21.org
Subject: RE: Ward Guide

Hi Rogan

I think this is great, I'm really pleased with it and am going to start using it right away.

Good work, many thanks to everyone involved.

See http://www.hyphen-21.org/projects/content/userconsultation/Fallow_Ward_Guide.pdf for a specimen copy of the guide. All names have been changed.