

Acute Care Response Team, Who, When Where, Why?

Improving Communication to service users of Acute Care Response Team (ACRT) scope of practice

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1. Need for Improvement

The ACRT includes technicians, nurse practitioners and advanced nurse practitioners who cover 24/7 both Cheltenham and Gloucester and respond to referrals for unwell and deteriorating patients across all adult wards and departments.

Historically the team developed from an amalgamation of 'hospital at night' and 'critical care outreach'

ACRT has changed rapidly over the past couple of years. Rotation through 24 hours for all staff has been introduced and daytime weekend cover is also a relatively new initiative.

As a team we felt there was some confusion by service users over who we are, what we do and when and why to call.

2. Aim

Our revised aim was "To improve the satisfaction of the Acute Care Response Team by 50% with regard to communication, team working and scope of practice by October 2018"

3. PDSAs

ACRT Survey of service users

Satisfaction survey of ACRT members.

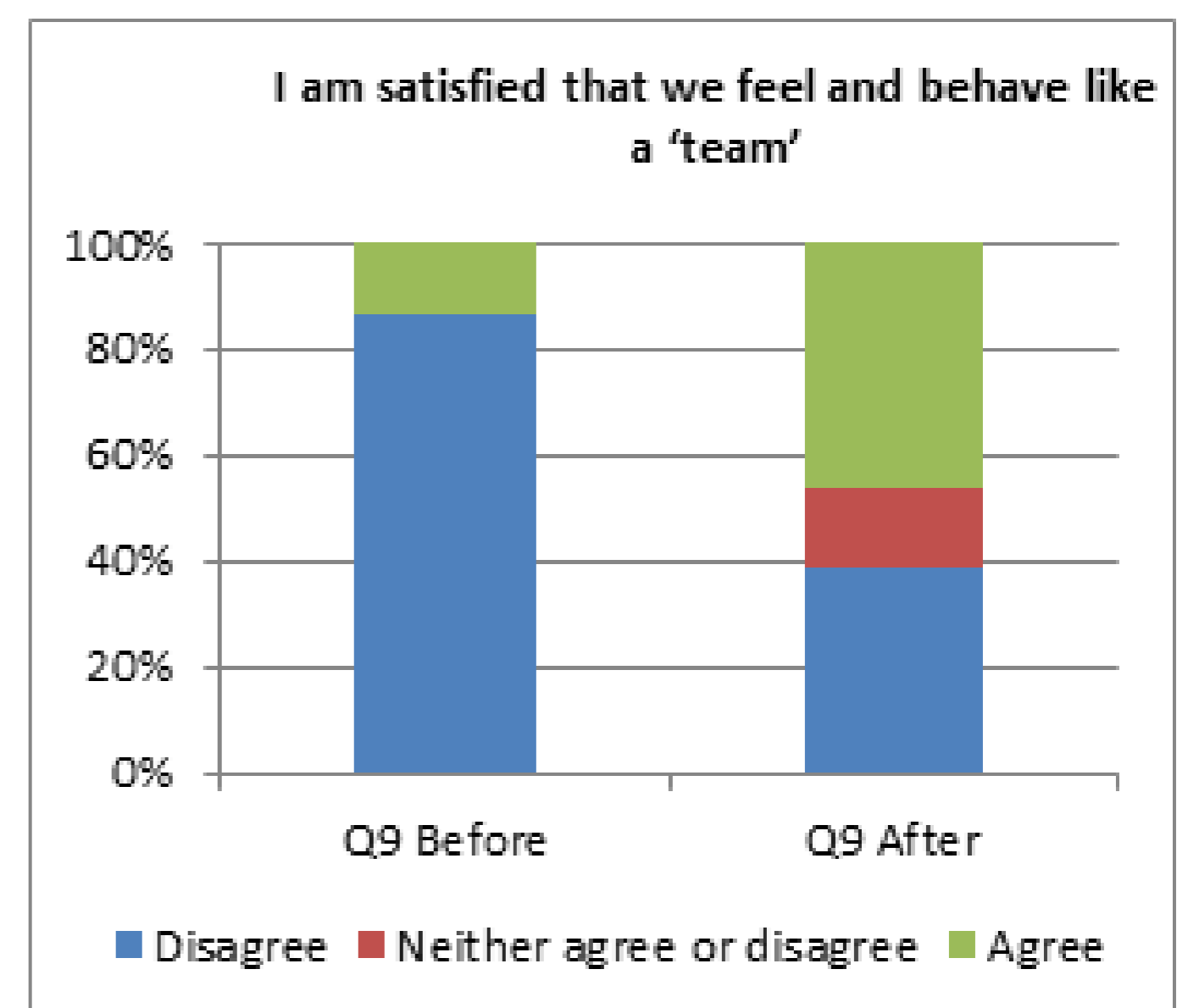
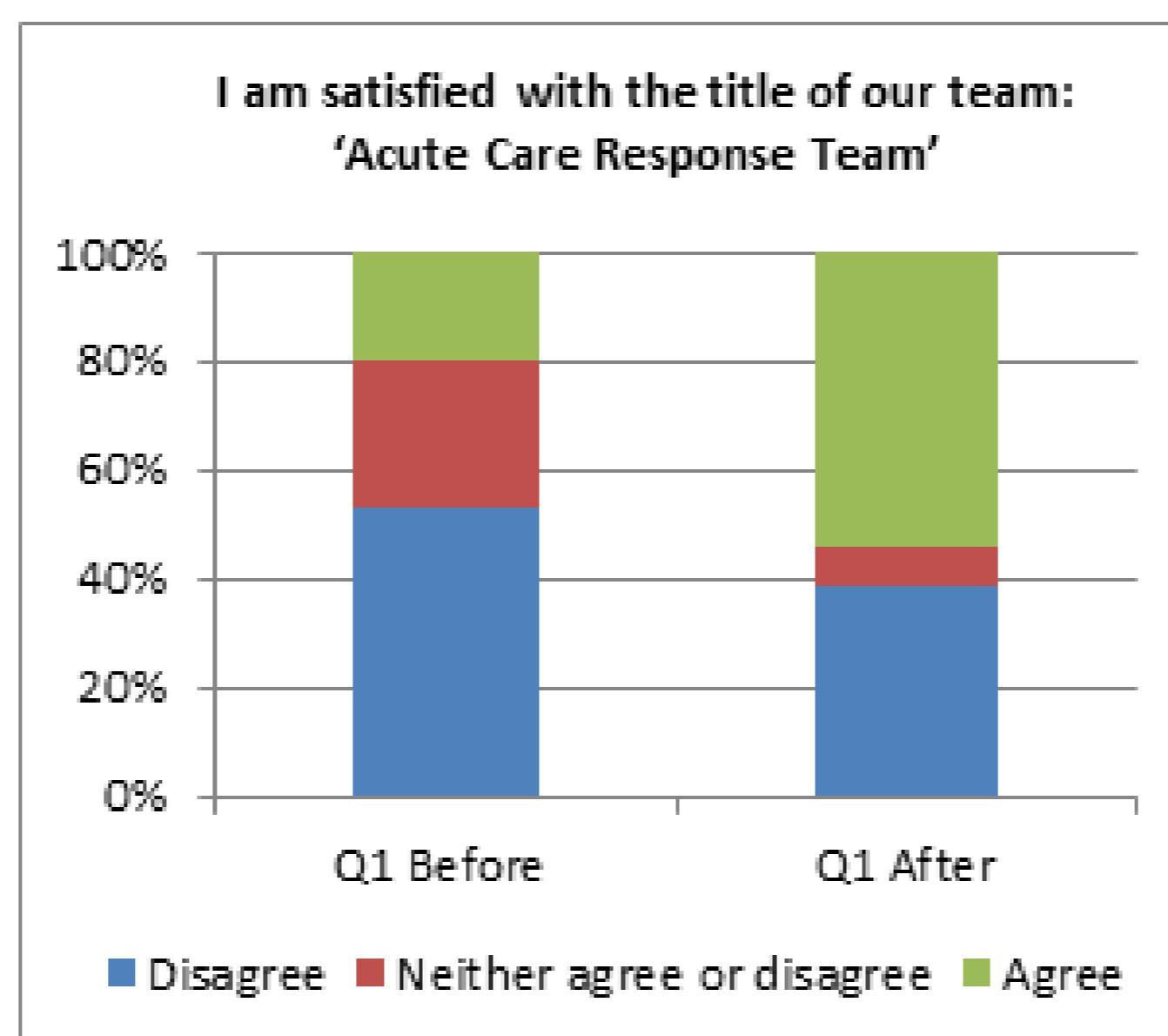
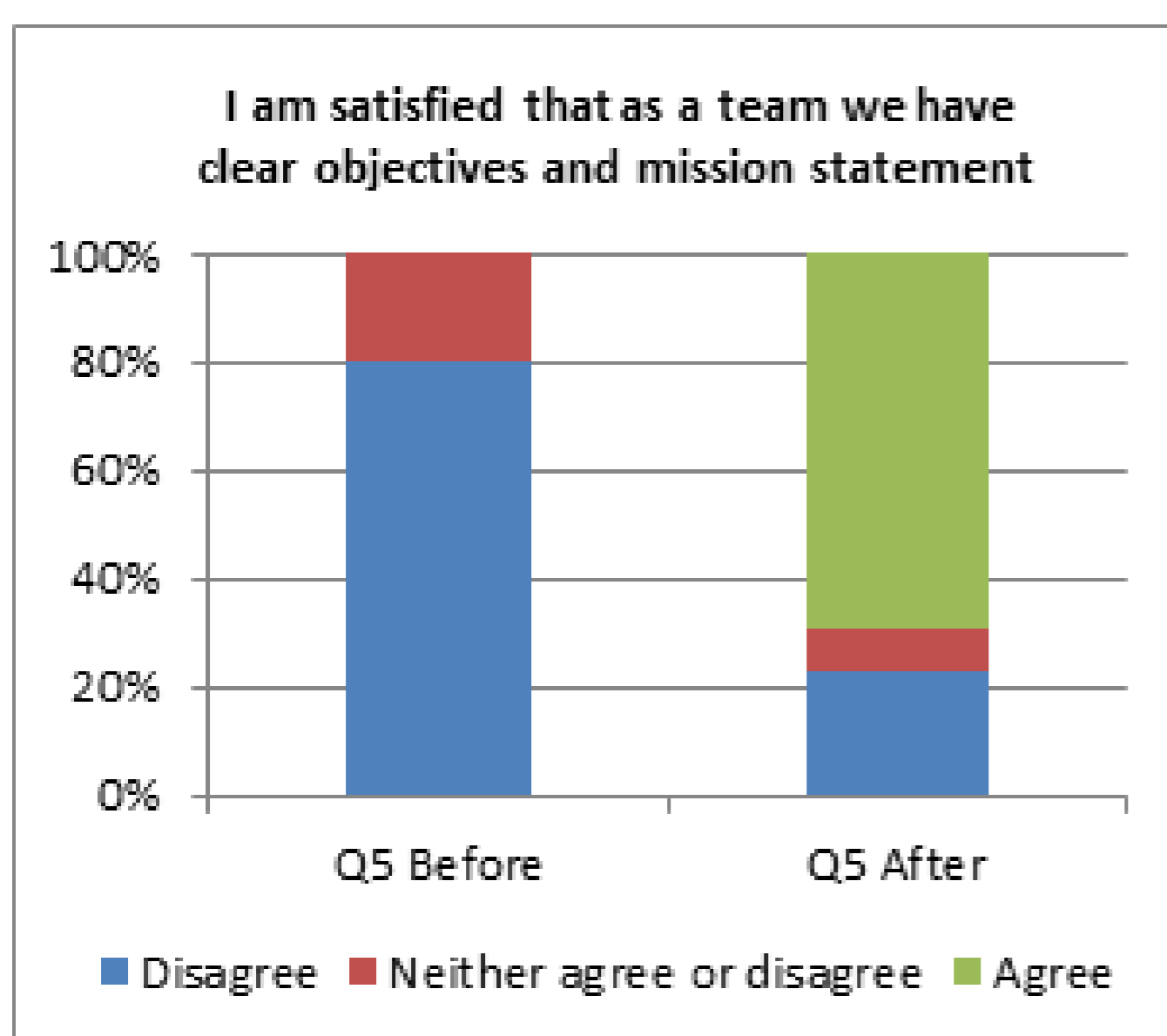
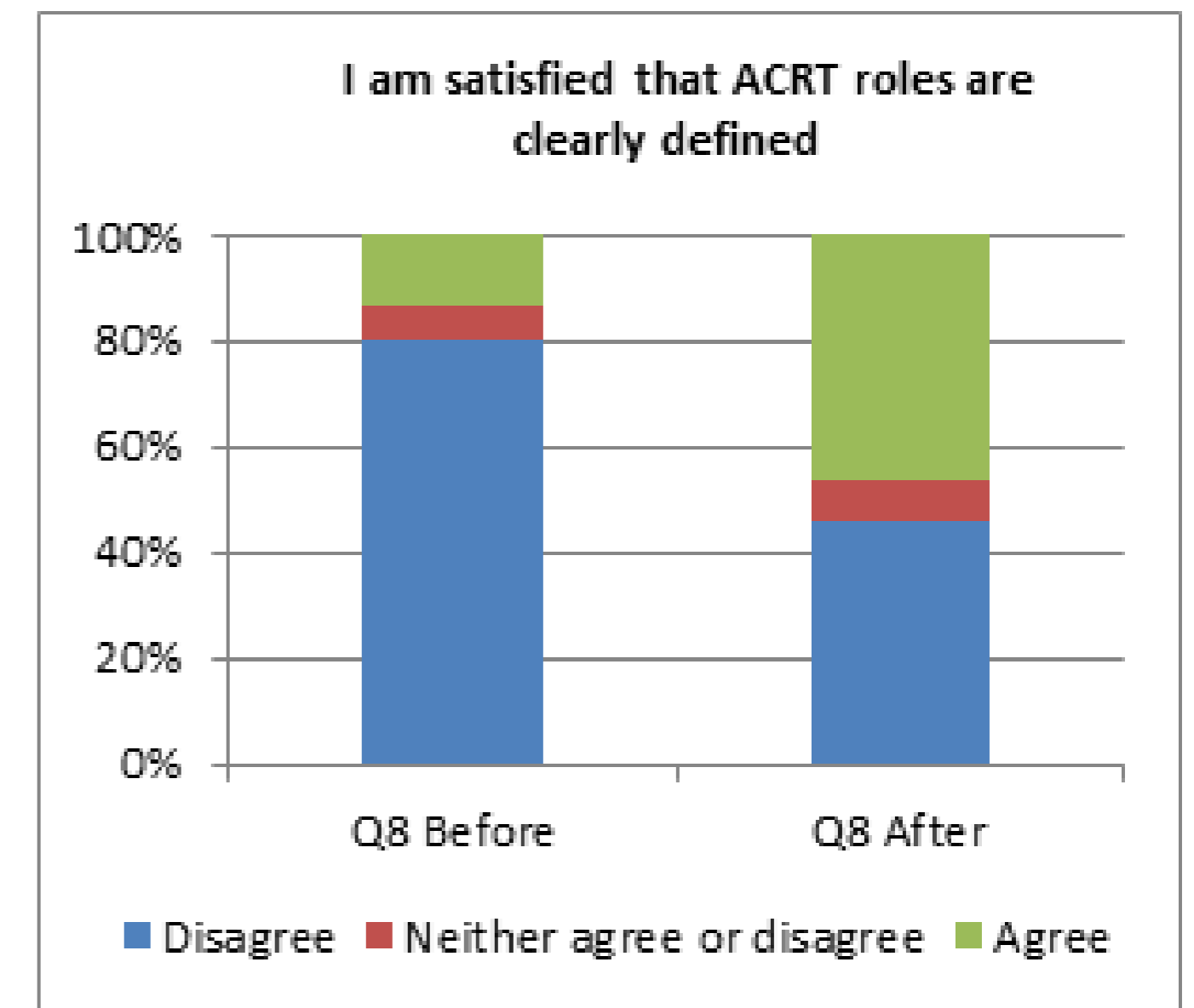
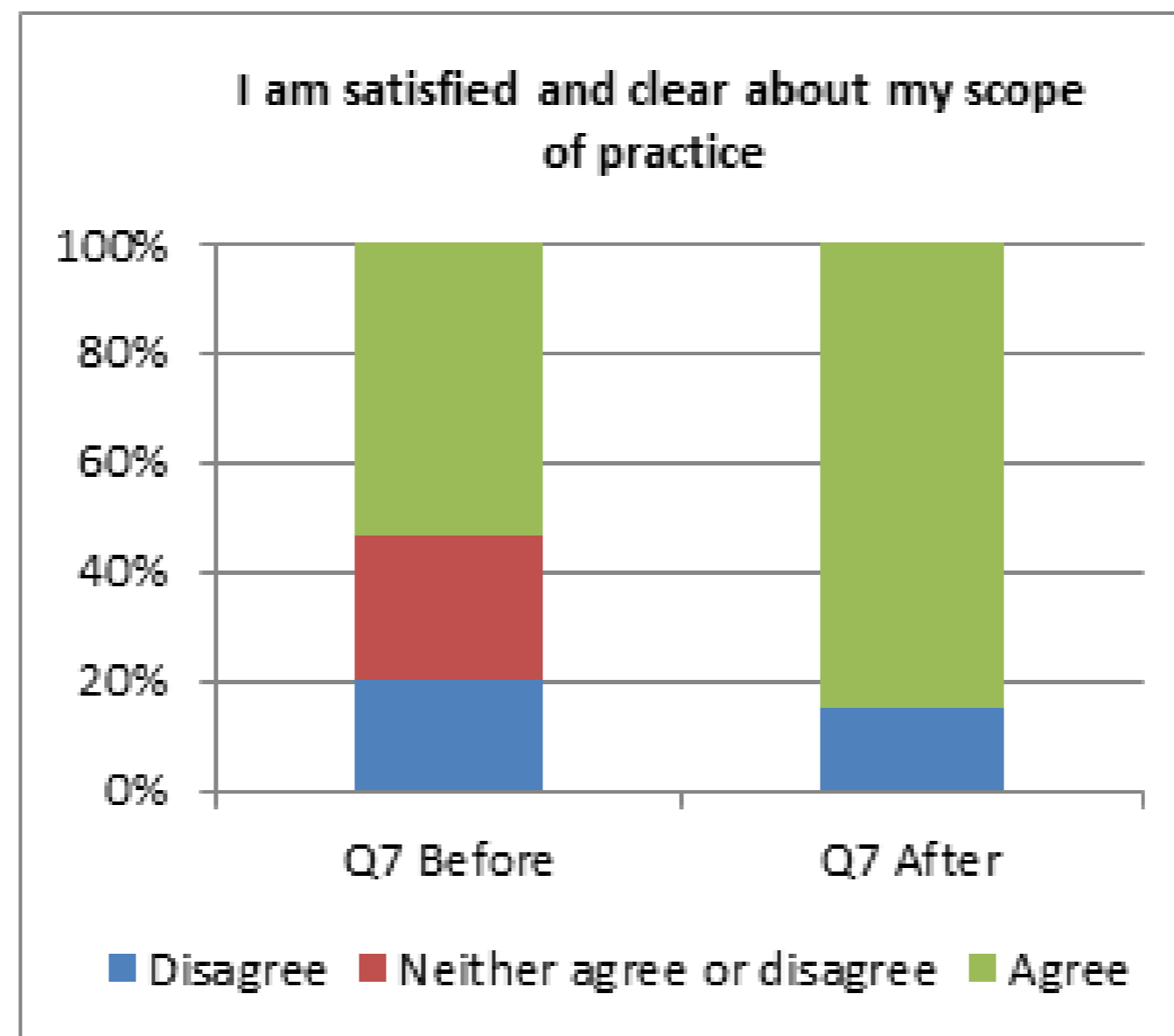
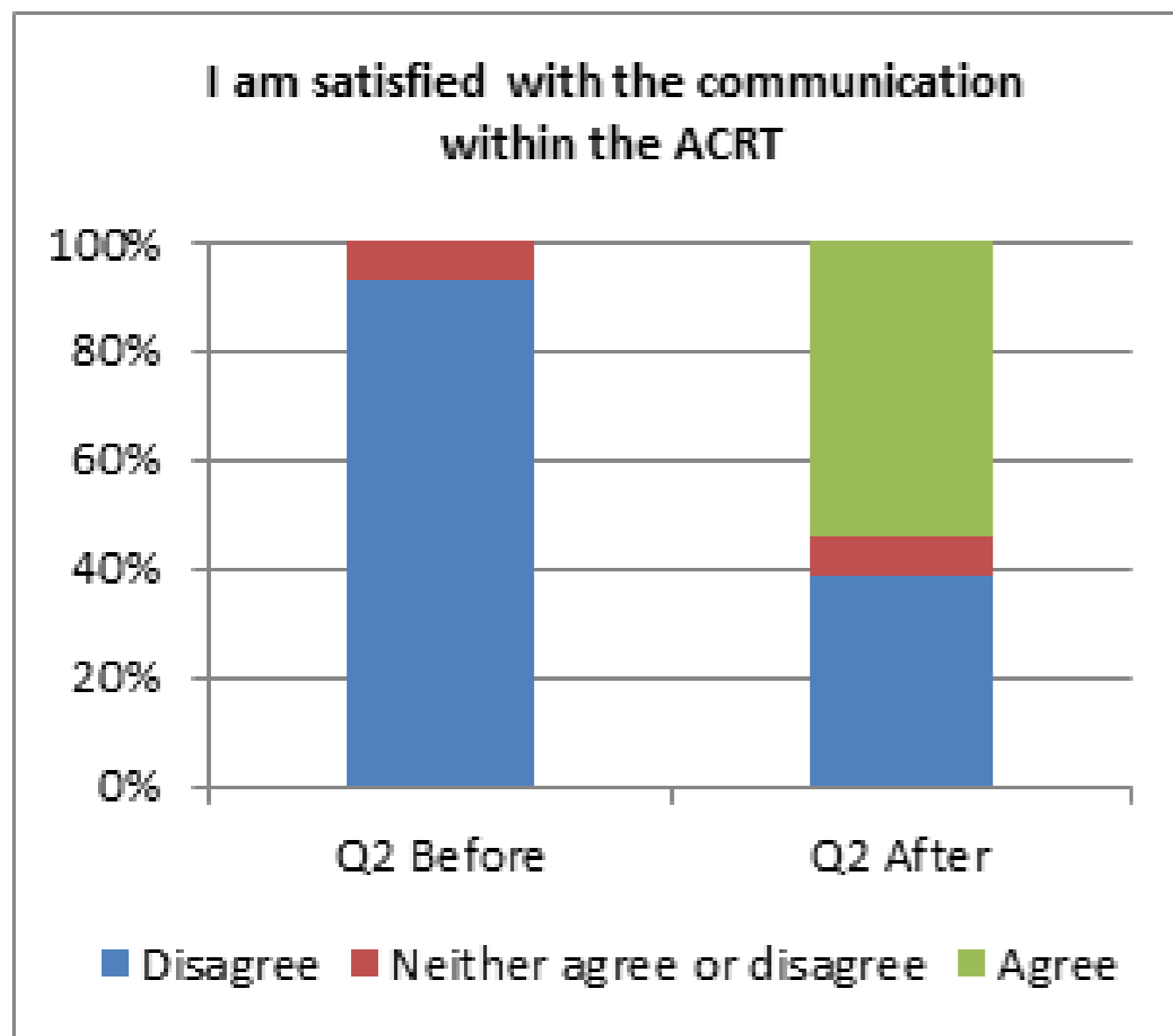
Qualitative one to one data collection from all ACRT team members exploring themes of communication, roles, cross site working, vision statement and title of team.

Changes; update intranet page (including ACRT Objectives and vision) ACRT team email, outline magazine article (in progress) screen saver and poster.

Repeat of ACRT satisfaction survey post changes



4. Measurement



5. Results

The project is still in progress, to date we now have an up to date intranet page and a team email which is being utilised. As the charts show the feeling is that communication, team working and understanding the scope of our practice has improved within the team.

6. Next Steps

Further promotion of the service via an Outline article, additional work on the intranet page, the introduction of a screen saver and a poster.

Work with existing and agency staff to further develop a succinct understanding of how and when to activate the team.

To gain an understanding of the potential to develop referral by patients and families