



Ward Quality Board — Template

Six boxes on the wall by the nursing station: our measures this month, our improvement, our praise, our learning, our council, our promise. Updated monthly, read by patients and staff

WARD _____ — HOW WE ARE DOING THIS MONTH

1 • Our five measures Hand hygiene compliance ____ % (target 80) Falls per 1,000 patient-days ____ (target < 5) Pressure injuries acquired here ____ (target 0) Patients who would recommend us ____ % Discharge before noon ____ % — run chart for each (Tool 3), updated monthly	2 • What we are improving right now Aim: _____ Change we are testing: _____ Result so far: _____ PDSA cycle ____ of ____ (Tool 1)	3 • Praise from patients " _____ " — patient, [month] " _____ " Staff thanked by name this month: _____
4 • What we learned [Anonymised incident or complaint]: what happened, what we changed _____ _____ From the Safety Learning Bulletin (Toolkit 8)	5 • Your voice Patient Council meets on ____ — join or send a message Something to say? Scan the Patient Voice code — it goes to an independent body, not the hospital [QR] Hotline _____	6 • Our promise We will ask your name and date of birth before every medicine — please expect it. We will answer every concern in writing. We will publish these numbers, good or bad, every month. Signed: ward manager _____ date _____

Rules for an honest board. Numbers go up when they are bad, and they still go up on the board. No number is left blank because it is embarrassing; blank means "we did not measure", which is worse. Patients' words are used with their permission. The board is one of the first things an ASF surveyor looks at — not for the numbers, but for whether they match the records.

ASF standards: Governance — transparency (means of verification: boards current on every ward; figures match the records); Patient Voice