

Visible Leadership programme: shadowing porters 13 August 2007

Overall, the team were impressed with the work that the portering staff do (in some cases unseen by others in the hospital). They also coped very well with being followed by nurses throughout the day. Generally, the porters have a very good attitude towards the patients they were working with, and were caring in their approach.

There were, inevitably, a number of things that were picked up on, which the facilities directorate have been asked to consider:

Wheelchairs

- The wheelchair store needs cleaning out. There was litter all over the floor, and some inappropriate equipment stored in there.
- There did not appear to be any arrangements for cleaning wheelchairs down between patients. The facilities directorate have been asked to liaise with the infection control team on how best to do this.
- An electronic/radio tagging system for chairs would release a significant amount of portering time, as chairs could then be easily located. This would make the service much more efficient, as a lot of time is spent looking for chairs, which leads to delays in collecting patients

Collecting patients

- Porters were not always given the name of the patient they were collecting. There may at times be several patients waiting to be collected, eg in ECG, and time then has to be spent finding staff to work out which patient is to be collected.
- Some patients were not ready on the ward when the porter arrived to collect them. The visible leadership team will be following this up with the ward managers.

Infection control

- Porters are to be reissued with tittles of hand gel, as was agreed some time ago, & arrangements need to be clear for getting new ones when they run out.
- several of the porters had not had infection control training. Facilities have been asked to sort this as a matter of urgency, particularly so that they are clear about hand hygiene principles.
- Porters uniform is to be clarified, as there was a variety of clothes being worn, including one person in jeans, They must comply with the dress code, as a minimum.