



## CASE STUDY

### Porters and Security

# Dotty for Directions

#### Problem:

During the first 'Be the Change' campaign, the portering and security teams identified a problem with patients and visitors finding their way around the hospital. Porters were often interrupted to be asked for directions, causing delays in them getting to their destination. A survey of 50 visitors to the hospital showed that 94% felt the signage was poor and needed improving.

#### Solution:

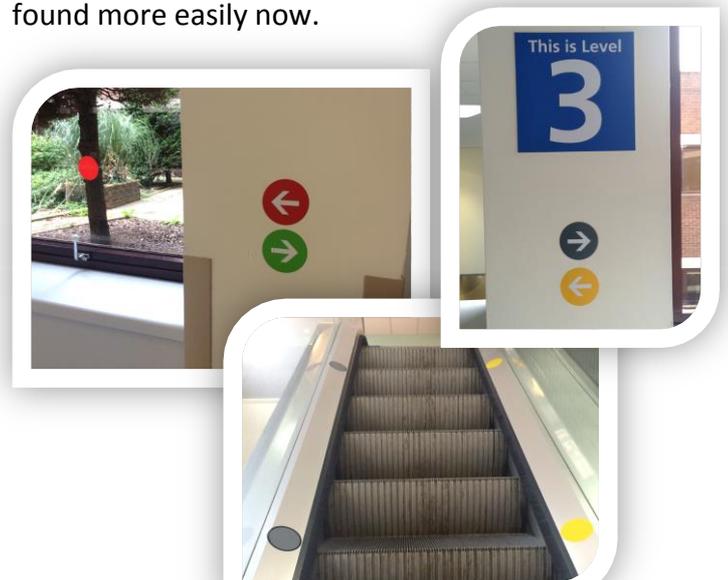
The porters met to discuss and share their views on what they felt would help directing people around the hospital. Collectively they agreed on a colour-coded system and came up with the idea of using coloured lines along the walls to guide people to where they needed to go; making the porters lives easier as they would be able to tell relatives, for example; *"just follow the red line on the wall and that'll take you straight to A&E"*. This would also improve the experience of anyone visiting the hospital. They then mocked up some drawings of what this might look like and tested the idea with a further 50 visitors who unanimously thought that this would be a good improvement.

The porters and security team was one of the Be the Change winners; securing funding to support this idea and so they began working with the estates and facilities team to make this a reality.

#### Outcomes and Benefits:

Colour coded dots have appeared around the hospital and these direct visitors to key and high use areas such as outpatients, A&E and wards.

John Turner, head of security, reports that he has received positive feedback from staff about the dots and that his team has experienced a reduced demand for wheelchairs to take patients from one area to another as a result. He also reports that departments such as MRI, Haematology and Pathology are being found more easily now.



#### Change Champions:

- John Turner (Security manager)
- Paul Balatan (Porter)
- Simon (Porter)
- Julie Santiago (Shift controller)

## Welcome to St. Peter's Hospital

Follow your Colour coded route

