

Ward Reviews

A Code of Good Practice

You have the Right to:

- Be treated with respect at all times. In return, it is expected that you will speak to others in a respectful manner.
- Be informed by your named nurse (or a nurse known to you) what the meeting is for.
- Be given an explanation about your right to confidentiality.
- Be given an appointment and you should expect to be seen within 30 minutes of your appointment time. Anyone attending with you shares this right.
- Be given an apology and an explanation if there are delays longer than 30 minutes.

The Ward Review Process:

- Your attendance is voluntary, instead you can ask to meet some of the members of the team either beforehand or afterwards .
- You may see those members of staff in a different setting if you would like.
- Please state if you do not wish students to be present.
- The seating should be arranged so that you feel comfortable and part of the group.
- You should be offered refreshments if they are being served, additionally if you are having difficulties, please ask for a drink.
- You should be encouraged to be part of the discussion as much as possible.
- You should not be asked insensitive questions.
- You do not have to answer any questions you find difficult or distressing. If you wish, you could speak to members of the team at another time.

Staff:

- Everyone should introduce themselves and explain their reason for attending.
- The number of staff will be kept to a minimum.
- If anyone arrives late, they should be introduced to you and you should receive an apology and an explanation.
- Anyone who has to leave early should explain their reason and specify at the beginning of the review.

Friends and Families:

- A family member, friend and/or an advocate can be with you in the review. You can ask for help to ensure this happens. Please inform your named nurse or a nurse known to you as soon as possible.