

**Site:** Ravenscraig (29<sup>th</sup> March - 14<sup>th</sup> April).

**Aim:**

To develop and implement a Quality Improvement change package to support quality, safe and efficient patient experience and flow across NHS Lanarkshire’s Covid-19 mass vaccination clinics by April 2021.

**Message from your Team Leads:**

We would both like to thank all staff for their continued hard work, commitment and effort within our vaccination centre. We know at times this can be challenging and we appreciate each and everyone within our team. You are all contributing to a truly positive and wonderful service and should all be extremely proud. Thank you.

**Staff Feedback**

To inform improvement work at each site, staff feedback has been captured in the following ways:

- ‘What went well’ & ‘Event Better If’ on post-it notes
- Use of smiley emoji – ‘How was your shift today’



Please continue to share your feedback. The leads will endeavour to escalate wider issues and/or use the feedback to improve processes on site.

**Patient Feedback**

Patient feedback has been captured to help inform improvement work.



Patient feedback has been extremely positive, with patients commending staff for their professionalism and stating that the process on site worked really well. Well done to all staff involved.

**Patients Vaccinated**

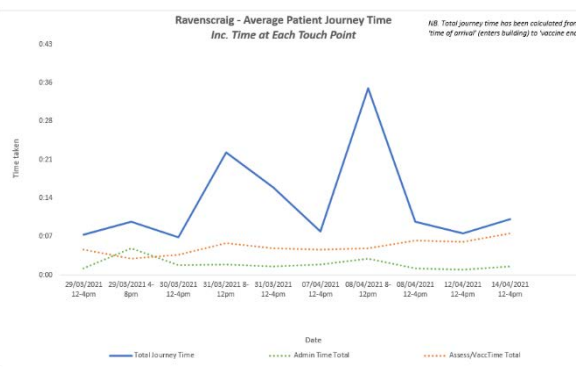
Since Ravenscraig opened as a Covid-19 vaccine supersite, 75,501 vaccines have been delivered from 11<sup>th</sup> March – 14<sup>th</sup> April.



The total number of vaccines delivered per day has ranged from 750-4075. A fantastic effort.

**Patient Flow**

Patient journey data has been collected at various time-points from 29<sup>th</sup> March – 14<sup>th</sup> April. The average patient journey time has been 13 minutes, with a range of 7-35 minutes.



The average time patients have spent at ‘Admin touch-point’ is 2 minutes and at ‘Assessment / Vaccine touch-point’ is 5 minutes.

**Key Learning**

Ravenscraig has been successfully operating as a Covid-19 vaccine supersite for Lanarkshire as of 11<sup>th</sup> March. Patient flow continues to work well, with low average total patient journey times. Patient feedback is extremely positive. Staff feedback continues to be collected on the sites on the visual management boards – ‘What went well’ and ‘Even better if’. It has been noted that smaller Covid-19 vaccine sites have opened across Lanarkshire in the week commencing 12<sup>th</sup> April and thus processes have been amended slightly to accommodate for this change. The number of staff on site has also reduced. As a member of staff working at Ravenscraig, please continue to provide feedback, as this can be used by leads to escalate wider issues and/or to help to improve processes on site. Please also see the communication board on site for key contacts and key learning points highlighted at the safety huddle.