

# Media Release



**To:** National/Local  
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**Release:** New Bedside Manner

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## **New Bedside Manner**

Nurses in NHS Forth Valley will be using hand-held computers to measure and ensure that care at the bedside is the very best. The groundbreaking project has received £60,000 of funding from the Scottish Executive and is designed to ensure that the ward sister or charge nurse will know instantly that high standards are being maintained. Aspects of patient care under the microscope include the prevention of falls and pressure injuries, infection control, nutrition, and detecting patients who are becoming more unwell.

Six wards are being selected for the initial pilot where nurses will measure the care they are providing to patients against standards of best practice. The answers will be punched into hand-held computers - and the data will be fed into a web site. Ward sisters or charge nurses will then be able to access the details to see whether levels of care are being met, and can immediately implement any changes that may be necessary.

Phyllis Wilkieson, Head of Nursing (medicine, emergency care and rehabilitation) said “The project aims to reassure patients and carers of how ward sisters/charge nurses and their nursing teams are continually striving to provide high standards of patient care, which are underpinned by national standards of best practice.”

The project also encourages team working which in turn leads to greater job satisfaction for nurses. Standards set have to be met 100% and staff training is to begin next month. Data collected will be stored nationally, allowing staff to see how their levels of care measure up with other hospitals.

NHS Forth Valley chairman Ian Mullen said: “Ward sisters/charge nurses are amongst our most valued managers, particularly since they carry direct responsibility for the welfare of patients on a daily basis. This innovative approach will enable them to monitor standards of care and patient satisfaction more effectively, and is part of our drive to improve the patient experience.”

A review of the role of the ward sister/charge nurse is also under way, to attract more people into the job. New training and development opportunities are planned. NHS Forth Valley is committed to modern healthcare whilst maintaining the traditional role of the ward sister/charge nurse as someone patients can trust and confide in.

**-ends-**

### *Notes to Editors*

For further information please contact the Communications Department on 01786 457243

#### **Forth Valley NHS Board**

Carseview House, Castle Business Park, Stirling, FK9 4SW,  
Telephone 01786 463031 Fax 01786 470984  
E-mail [yourhealthservice@fvhb.scot.nhs.uk](mailto:yourhealthservice@fvhb.scot.nhs.uk)  
[www.nhsforthvalley.com](http://www.nhsforthvalley.com)

*Forth Valley NHS Board is the common name for Forth Valley Health Board*