

## Patient Information and Noticeboards

This is a listing of information to be displayed in areas of the Trust. It tells you who to contact if you want to add key information for your service users or if you want to refresh tatty items.

### Displaying Information Safely

Notices need to be displayed behind safety glass on a notice board, or be plastic-coated so they can be wiped clean to reduce dust accumulating causing an infection risk. Laminating should be used with caution if the sharp edges could present a risk to the client group. Foam board posters are long-lasting and cleanable.

Noticeboards can be purchased via the stationery company (clares)  
You will need to contact your Estates Helpdesk to get these installed.

### Keeping it Real and Relevant

Some of the information listed below is optional depending on its relevance to your service.  
E means the item is essential and should be displayed.





### Loving Your Noticeboard




It is good idea to allocate the management of noticeboards to someone in your team to remove information when it is out of date, ensure no information is added which does not fit in with the Trust's values, and keep noticeboards fresh and interesting.





Make your noticeboard an event. Highlight health awareness weeks, local community events and fascinating facts about your service, speciality or staff.





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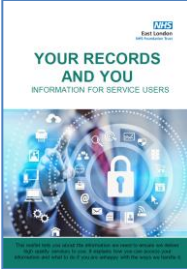
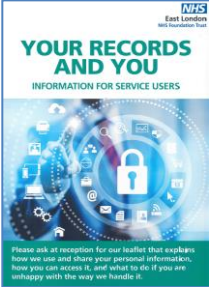
Many of the items listed can be downloaded from the intranet [here](#) or a contact person for the specific item will be indicated.

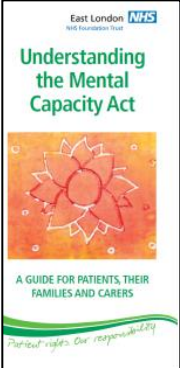
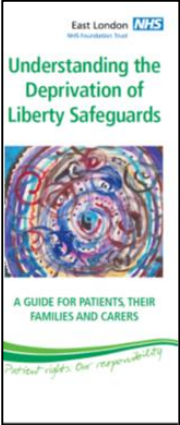

Item	Summary of Item	Essential/ Optional	Who to contact to obtain item	Link to Item
<p><b>COVID Poster</b></p>	<p>Softboard posters advising visitors to stay at home if they have symptoms of COVID, to sign-in, to sanitise hands and follow one-way systems where they exist. Roller banners for main entrances can also be ordered. Contact the Comms team: <a href="mailto:elft.communications@nhs.net">elft.communications@nhs.net</a></p>	<p>E</p>	<p>Your Head of Admin may have some supplies. <a href="#">You can download this from the intranet to print in colour or b&amp;w here &gt;&gt;</a></p>	
<p><b>NHS QR code Track and Trace poster</b></p>	<p>A QR code for members of the public to check-in to venues</p>	<p>E</p>	<p>Download from Gov. website: <a href="https://www.gov.uk/crate-coronavirus-qr-poster">https://www.gov.uk/crate-coronavirus-qr-poster</a></p>	
<p><b>Handwashing poster</b></p>	<p>NHS poster advising on how to reduce the transmission of infection</p>	<p>E</p>	<p><a href="#">Download Hand Washing poster from the intranet here &gt;&gt;</a>  <a href="#">WHO hand hygiene posters &gt;&gt;</a></p>	

<p><b>Trust Values Posters</b> Displayed at entrances to ELFT premises</p>	<p>Softboard posters to emphasise and communicate the Trust values: We Care, We Respect, We are Inclusive. Shows photos of staff with a statement about the Trust's values. *We are not producing any more of these at present as new branding imminent</p>	<p>O Receptions  Display if you have them</p>	<p>Issued by the Communications team and installed by the Estates dept.</p>	
<p><b>Trust Board</b></p>	<p>Names and photos of the Trust Board Directors Updated March 2021</p>	<p>E Reception and Ward areas</p>	<p>Can be downloaded from the intranet: <a href="http://elftintranet/sites/common/Private/Contentobject_View.aspx?id=34437">http://elftintranet/sites/common/Private/Contentobject_View.aspx?id=34437</a></p>	
<p><b>Zero Tolerance Poster</b></p>	<p>Joint poster with police stating our expectations of patients and visitors behaviour. Three versions: a London version a Bedfordshire and Luton MH version and a Beds and CCST version</p>	<p>E Receptions and Wards</p>	<p>Issued by Assurance team. Contact Hafiza Rahman <a href="mailto:Hafiza.rahman1@nhs.net">Hafiza.rahman1@nhs.net</a></p>	


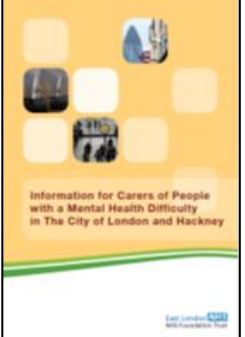

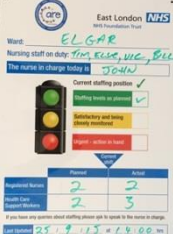

<p><b>Welcome</b>  <b>In English and other languages</b></p>	<p>For entrances and reception areas. These can be ordered direct from Apogee, ELFT's designated print company. Selections of sizes available depending on space available</p>	<p><b>E</b></p>	<p>Intranet page with Apogee details <a href="http://elftintranet/sites/common/Private/Contentobject_View.aspx?id=59772">http://elftintranet/sites/common/Private/Contentobject_View.aspx?id=59772</a></p>	
<p><b>The Senior Team</b> Photograph showing the Directorate Management team at entrance of inpatient units inc PP leads</p>	<p>A board showing the photographs of the senior team for the directorate and their job title</p>	<p><b>At</b> entrance to inpatient units</p>	<p>To be arranged by the local DMT</p>	
<p><b>GHIC Posters</b> <b>European Health Identity Card</b></p>	<p>A poster to be visible at all access points to ELFT services stating that European visitors should show a valid GHIC (Global Health Insurance Card), otherwise they may have to pay for healthcare</p>	<p><b>E</b> To be displayed all Reception areas in the Trust</p>	<p>Issued by the Overseas Visitor Team on 020 7655 4179/0203 738 7273 Or email: <a href="mailto:cyril.okolocha@nhs.net">cyril.okolocha@nhs.net</a></p>	
<p><b>Lester Tool</b></p>	<p>This is a CQUIN requirement that requires all consulting rooms where people with mental health issues are seen and assessed to display a Lester Tool poster to assist in the management of the patient's physical health care</p>	<p><b>E</b> In all mental health consulting rooms</p>	<p>Contact your Service Director for these</p>	


<p><b>Ward Team Photoboards</b></p>	<p>A board showing the photographs of the ward team and their job titles.</p> <p>Can be displayed creatively using cartoons, trees, etc.</p>	<p>E All wards</p>	<p>To be determined by service manager/lead nurse/ward manager</p>	
<p><b>PALS Posters</b></p>	<p>A poster explaining the steps to take if an individual or family not happy with what is happening with their care. The PALS team can intervene and nip issues in the bud. <i>Two versions: a London version and a Bedfordshire and Luton version</i></p>	<p>E In all areas</p>	<p>Issued by Assurance team. Contact: <a href="mailto:elft.pals@nhs.net">elft.pals@nhs.net</a></p>	
<p><b>PALS leaflets</b></p>	<p>A leaflet explaining the steps to take if an individual or family not happy with what is happening with their care. The PALS team can intervene and nip issues in the bud. <i>Two versions: a London version and a Bedfordshire and Luton version</i></p>	<p>E In all areas</p>	<p>Issued by Assurance team. Contact: <a href="mailto:elft.pals@nhs.net">elft.pals@nhs.net</a></p>	
<p><b>Complaints Posters</b></p>	<p>A poster explaining how to make a complaint and provide feedback to the Trust about care and treatment. <i>Two versions: a London version and a Bedfordshire and Luton version</i></p>	<p>E In all areas</p>	<p>Issued by Assurance team. Contact: <a href="mailto:elft.pals@nhs.net">elft.pals@nhs.net</a></p>	


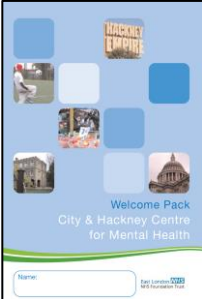
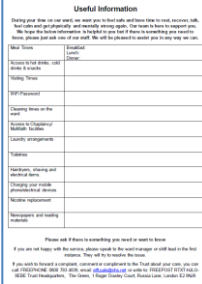
<p><b>Complaints leaflets</b></p>	<p>A leaflet explaining how to complain and/or provide feedback to the Trust. Has a tear-off panel to send via freepost address.</p> <p><i>Two versions: a London version and a Bedfordshire and Luton version</i></p>	<p>E In all areas</p>	<p>Issued by Assurance team. Contact: <a href="mailto:elft.pals@nhs.net">elft.pals@nhs.net</a></p>	
<p><b>Your Records and You leaflets</b></p>	<p>A booklet explaining why the Trust gathers information about patients, safeguards around confidentiality and how they can access their own records.</p>	<p>E In all areas</p>	<p>Issued by Assurance team. Available on the intranet <a href="#">here</a></p> <p>Contact: <a href="mailto:elft.information.governance@nhs.net">elft.information.governance@nhs.net</a></p>	
<p><b>Your Records and You posters</b></p>	<p>A poster explaining to service users how they can apply to access their records.</p>	<p>E</p>	<p>Issued by Assurance team. Available on the intranet <a href="#">here</a></p> <p>Contact: <a href="mailto:elft.information.governance@nhs.net">elft.information.governance@nhs.net</a></p>	

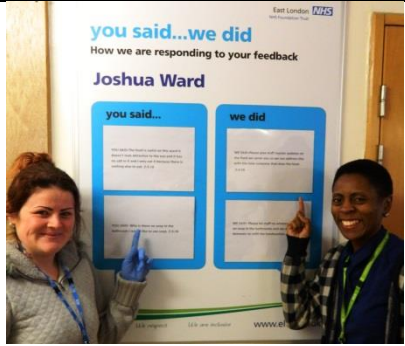
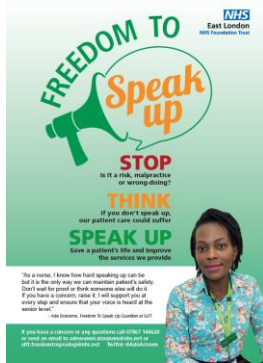
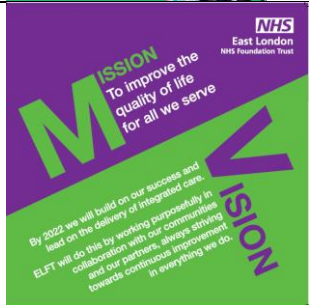
<p><b>Understanding the Mental Capacity Act leaflet</b></p>	<p>A guide for service users, their families and carers.</p> <p>Explains what the Mental Health Capacity Act is, how someone is assessed, what this means and how this can be challenged.</p>	<p>E</p>	<p>Contact Johanna Turner <a href="mailto:johanna.turner3@nhs.net">johanna.turner3@nhs.net</a></p>	
<p><b>Understanding the Deprivation of Liberty Safeguards</b></p>	<p>A guide for service users, their families and carers.</p> <p>Simple explanation of the criteria, assessment, what it means in practice, how it is reviewed and when DoLs doesn't apply.</p>	<p>E</p>	<p>Contact Johanna Turner <a href="mailto:johanna.turner3@nhs.net">johanna.turner3@nhs.net</a></p>	
<p><b>Mental Capacity Act 10 Points for Staff</b></p>	<p>A flyer to remind staff of key principles: presume patients can make a decision for themselves unless you have shown otherwise, support them to make their own decision, they have the right to make an unwise decision and always act in your patient's best interests applying least restrictive effective option.</p>	<p>E In mental health care settings</p>	<p>Contact Johanna Turner <a href="mailto:johanna.turner3@nhs.net">johanna.turner3@nhs.net</a></p>	




<p><b>Safeguarding Adults posters</b></p>	<p>A simple poster to say staff are trained to help if someone is upset or worried about something that has happened to them. Local authority reporting number for each borough is included.</p> <p><i>A version for each area showing the local authority contact number</i></p>	<p>E All health care settings</p>	<p>Contact the Safeguarding Adults lead for your service</p>	
<p><b>Carers Information</b></p>	<p>A leaflet which explains that all carers are entitled to have a carers assessment with a listing of local support and information</p> <p><i>A version for each area showing the local authority contact number</i></p>	<p>E In all health care settings</p>	<p>Contact the carers lead for your area</p>	 
<p><b>Staffing Levels wipe boards</b></p>	<p>A display which is updated at every shift change to indicate how many staff are on the ward.</p>	<p>E On all wards</p>	<p>Contact John Peers, Lead Nurse on 07941 375 089 or email: <a href="mailto:john.peers2@nhs.net">john.peers2@nhs.net</a></p>	
<p><b>Printed Information about Medication</b></p>	<p>The Trust has produced resources in a range of languages for patients. These can be accessed via the icon on all Trust desktops.</p>	<p>Print off information as required for individual patients</p>	<p>Print as required for individual patients</p>	

<b>Printed Information about Mental Health Conditions</b>	The Trust signposts people to the Royal College of Psychiatrists website as they have a range of good quality information that can be accessed online by patients or can be printed off for them.	Print off the leaflet/ information as required for individual patients	Print as required for individual patients	<a href="#">Information on the Trust Intranet</a>
<b>Posters signposting to Emotional Support</b>	These posters can displayed in community health and primary care settings for people having difficulty coping with life issues	Print off the poster has needed or direct to ELFT website	<a href="#">Check intranet for ELFT IAPT/Talking Therapies Services Here &gt;&gt;</a>	
<b>Printed Information about Physical Health Condition</b>	The NHS Choices website has good quality medically validated information that can be accessed online by patients. Information can also be printed off for them by staff.	Print off the leaflet/ information as required for individual patients	Print as required for individual patients	<a href="#">NHS Choices website</a> And available on RiO
<b>General Information from specialist charities and organisations</b>	Teams may wish to purchase and display specialist information to provide patients and carers with useful national or local information.	Optional	To be determined by service manager/lead nurse/ward manager	
<b>Improvement Noticeboard Section</b>	For local info: PROMS, PREMS, 'You Said, We Did', QI Project findings, awards, accreditation, etc.	All areas	To be determined by service manager/lead nurse/ward manager	Can be displayed creatively by the team: speech bubbles, graphs, charts, leaves, etc.

<p><b>Service leaflet</b></p>	<p>Information about the service stating what the service does, reasons for referral, assessment process, support offered and contact details to reinforce discussion between professional and patient/family/carer</p>	<p>All services</p>	<p>Send draft leaflet content to the Communications team for advice on wording.</p> <p>They can get a quote and arrange the design and print</p>	
<p><b>Welcome Packs</b></p>	<p>The People Participation team have developed Welcome Packs for London Inpatient Wards stating what patients can expect and useful information.</p>	<p>All inpatient services</p>	<p>Local People Participation lead</p>	
<p><b>'Hotel' Information</b></p>	<p>A template to go on the back of every bedroom door to convey key information useful to patients during their stay. Reinforcing some of the information in the Welcome Packs</p>	<p>Optional To go on bedroom door of all rooms</p>	<p>Template to be completed by named health care worker. Needs to be customised for each ward.</p>	

<p><b>Patient Feedback/Quality Improvement posters or displays</b></p>	<p>Information about PREMS, PROMS, You said, we did ... Any relevant data or facts about improvements to the service, awards, accreditations, prizes, etc. Can be displayed creatively</p>	<p>To be displayed on wards or in waiting areas in community centres</p>	<p>Contact Apogee, the Trust's print and design company</p> <p>Complete a <a href="#">Job Request Form</a> Email it to <a href="mailto:dds-digitalprint@apogeecorp.com">dds-digitalprint@apogeecorp.com</a> together with the document(s)/file(s) /artwork to be printed.</p>	
<p><b>Freedom to Speak Up Poster</b></p>	<p>Information about ELFT's Freedom to Speak Up Guardian and how to raise a concern</p>	<p>E</p> <p>To be displayed in all areas</p>	<p>Contact: Ade <a href="mailto:adewunmi.dosunmu@nhs.net">adewunmi.dosunmu@nhs.net</a> or <a href="mailto:anita.hynes@nhs.net">anita.hynes@nhs.net</a></p>	
<p><b>Trust Strategy softboards</b></p>	<p>Information in a graphic about the Trust's strategic direction, mission and vision</p> <p><i>*No longer being produced. Continue to display if you have them</i></p>	<p>E</p> <p>To be displayed in entrance areas and reception areas</p>	<p>Contact the Comms team: <a href="mailto:elft.communication@nhs.net">elft.communication@nhs.net</a></p>	

<p><b>CQC Ratings Board</b></p>	<p>This sets out the rating each team or service received in the last CQC assessment. It shows visitors the calibre of service they are visiting.</p>	<p>E</p>	<p>Contact the Comms team:  <a href="mailto:elft.communication@nhs.net">elft.communication@nhs.net</a></p>	
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