





RAISING AWARENESS	We are continuing to engage with different groups of staff to brief them on the findings of the survey and facilitate workshops where there are robust discussions regarding actions for improvements to the system.		ON-GOING
ADMISSION TO HOSPITAL 	<b>WAITING TIMES:</b> Reduce Emergency Department waiting times.	The Emergency Department Team continues to ensure that patients are moved as quickly as possible from trolleys to beds in ward areas.	ON-GOING 2018/19
	<b>CONTINUOUS IMPROVEMENT:</b>	The team have key improvement projects underway to ensure the ongoing comfort and safety of patients as follows: <ul style="list-style-type: none"><li>- A docking station was put in place for wheelchairs to ensure there were no delays in finding one when needed.</li><li>- A project is starting focusing on patients belongings and keeping them safe and accessible at all times while in ED.</li></ul>	ON-GOING 2018/19
	<b>COMMUNICATION:</b>	Work is underway to improve communication with patients who are waiting to be seen. This involves nursing staff updating patients on a regular basis in the waiting area as well as monitoring their vital signs and giving pain relief if required.	ON-GOING 2018/19
CARE ON THE WARD 	<b>NUTRITION:</b> Improve hospital food and nutrition.	The hospital has a well established Nutrition Steering Group whose focus is to improve the food given to patients which in turn supports good nutrition and promotes healing. Building on improvements identified in 2017 the focus of this group remains to: <ul style="list-style-type: none"><li>- Continue to review and refine the menu choices for patients, including looking at calorie content and healthy eating options.</li><li>- Revise menu layout to make them more user friendly and provide a better description of meals for our patients.</li><li>- Ensure that there is sufficient and appropriate food available for patients outside of scheduled mealtimes.</li><li>- Design and conduct an audit to measure improvement.</li></ul>	ON-GOING
EXAMINATION DIAGNOSIS & TREATMENT 	<b>COMMUNICATION:</b> Improve accessibility to information in relation to diagnosis, condition, treatment and expectations.	We provide planned and acute services to a wide variety of specialties. Since receiving the 2017 survey results and building on these improvements in 2018, the feedback given by our patients is being used to review, update and develop information pertaining to diagnosis, condition and treatment. <ul style="list-style-type: none"><li>- We are ensuring that individual specialties are being informed of our patients' feedback so that they can improve the information that is provided. A number of information leaflets have been developed/updated since 2017.</li><li>- We will continue to enhance the availability of user friendly information across a variety of sources.</li><li>- The hospital is a pilot site for the National Healthcare Communication Training Programme which aims to improve a healthcare team member's communication skills which can have a profound impact on the experience of care for patients and their families.</li></ul>	ON-GOING
DISCHARGE OR TRANSFER 	<b>COMMUNICATION:</b> Provide more information to patients at discharge.	As a major university teaching hospital we discharge patients to many different locations, such as; home, rehabilitation units, other local/regional hospitals and long-term care residential facilities. The hospital Discharge Committee is using this resounding feedback to develop its work plan for 2018/2019 to include: <ul style="list-style-type: none"><li>- Reviewing the information provided to patients on their discharge overall and in speciality areas.</li><li>- A general discharge leaflet has been developed and is currently being launched which will be given to all patients prior to discharge. This leaflet will include a checklist for patients and staff to support a safe discharge.</li></ul>	ON-GOING
PATIENT EXPERIENCE	<b>DIGNITY &amp; RESPECT AND PRIVACY:</b> Improving and sustaining patient experience.	The hospital welcomes the annual findings from the National Patient Experience Survey which provides valuable feedback from patients on their experience of care in this hospital. This information will continue to be used to inform, identify and support improvement work for all areas.	ON-GOING