

<b>CARE ON THE WARD</b> 	<b>NUTRITION:</b> Improve hospital food and nutrition.	1. Initiatives have been implemented to improve patient's nutrition and hospital food, including new patient mealtimes, Protected Mealtimes & Red Tray to identify patients requiring assistance at mealtimes.	ON-GOING
		2. Replacement Meals Initiative in place to patients who are away from ward during meal times.	
		3. Audits will be undertaken against the Essence of Care audit tool	Q2 2019
		4. Nutritional Screening (MUST Score) introduced for ARU patients and to be rolled out for orthopaedic patients.	
		5. Report findings of the patient experience survey to the Nutrition & Hydration Committee to action.	
	<b>COMMUNICATION:</b> Improve patient health information provided to patients throughout their journey including at discharge.	1. Healthcare Professionals to Participate in communication Skills Training.	Q2 2019
		2. Explore and provide communication workshops/ training for staff.	
		3. Capacity building programme and related policy to be scoped and implemented.	Q3 2019
		4. Make all discharge leaflets available on the hospital website	
<b>DISCHARGE OR TRANSFER</b> 	<b>COMMUNICATION:</b> Improving the access and distribution of written patient information about going home.	1. Ensure all discharge leaflets are available on the hospital website.	Q2 2019
	<b>CONTINUOUS IMPROVEMENT:</b> Improving the overall Discharge from Hospital Process.	1. Discharge Planning has been introduced in Pre-Assessment Clinic.	ON-GOING
		2. Identification of Frailty – Assessment Tool introduced in Pre-Assessment Clinic.	
<b>PATIENT EXPERIENCE</b>	<b>DIGNITY &amp; RESPECT AND PRIVACY:</b> Improving and sustaining patient experience.	1. Implementation of Schwartz Rounds.	Q4 2019
		2. Development of a Family Room for patients of the ARU	
		3. Redevelopment of HDU	
		4. Redevelopment of Hospital Admissions	
		5. Development of an onsite shop for service users	