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| 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 improvement to the system. | | ON-GOING |
| ADMISSION TO HOSPITAL  | WAITING TIMES: Reduce Emergency Department waiting times. | <ol style="list-style-type: none"> 1. We have opened a transit care lounge to facilitate timely discharge and therefore allow earlier access to a ward bed. 2. We have extended our working day for Patient Flow staff to 8pm daily, 7 days per week to improve efficiency. 3. A discharge cleaning team and portering services are now available. Earlier in the day to ensure that beds which patients have just left are prepared and ready for use. 4. We have introduced local arrangements to transfer patients to other care facilities early in the day, allowing access to a bed sooner. 5. The multidisciplinary team plan today for tomorrow in an effort to try and make sure that ward beds are used effectively and that patients admitted in ED get to a bed as soon as possible. 6. We have re-established core wards, meaning that patients are admitted. To their speciality ward the first time where possible. | ON-GOING |
| CARE ON THE WARD  | NUTRITION: Improve hospital food and nutrition. | <ol style="list-style-type: none"> 1. We are raising awareness with all staff via team meetings about the importance of mealtimes and ensuring if a patient misses a meal they get a replacement meal. 2. We aim for all patients to be given a menu once admitted to a ward. 3. Information will be provided to patients so they are aware that choices and extra portions are available. 4. The evening tea service is being expanded and standardised. Evening tea services will be given from a trolley with a variety of snack options. 5. Skills in food presentation, allergens, therapeutic diets and food safety to be delivered to all catering assistants. 6. The catering department has started regular patient satisfaction surveys and audit of food service temperatures. 7. The catering department is improving their process for ensuring that hot meals/ snacks reach the patient quickly. | ON-GOING |
| EXAMINATION DIAGNOSIS & TREATMENT  | COMMUNICATION: Improve the availability of information and encourage staff to ensure there is time and opportunity to ask questions and understand treatments. | <ol style="list-style-type: none"> 1. We are examining the patient information we currently provide to see where gaps exist so that we can ensure that all patients are provided with information on their condition and treatment in a way that is easy for them to understand. 2. We are engaging with all staff to ensure that patients are given adequate time to discuss their condition and treatment and ask questions. 3. Training for staff in communication, patient advocacy, end of life care and breaking bad news is provided regularly. 4. Information for patients about support services available to them during their hospital stay will be enhanced. 5. A campaign of awareness for patients about sharing concerns and speaking to staff about anything that they are worried about will be promoted. | ON-GOING |
| | COMMUNICATION: Improve the availability of information regarding medications. | <ol style="list-style-type: none"> 1. We are ensuring that whenever possible information on medications is delivered in a way that is easy to understand and provided at the earliest opportunity. | ON-GOING |

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| DISCHARGE OR TRANSFER  | COMMUNICATION: Ensuring patients feel they are involved in decisions about their discharge from hospital. | 1. We will provide education to staff around the importance of the discharge process. | ON- GOING |
| | | 2. We are engaging with staff to ensure that patient needs on discharge are discussed with patients and families at the earliest opportunity and that patients and their families are aware of the predicted date of discharge. | |
| | | 3. We are re-developing a discharge leaflet to help raise awareness with Patients and their families around the discharge process, to give them pointers about what questions to ask about their care to empower them to get involved in decisions about their care. | |
| | COMMUNICATION: Ensuring patients know who to contact if worried and what they should and shouldn't do once home. | 1. We are working to ensure patients are aware what to do if they have any concerns after discharge. | |
| PATIENT EXPERIENCE | DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience. | 1. We are supporting staff to care for patients and their families/carers by implementing staff support groups such as 'Schwartz Rounds'. | ON- GOING |
| | | 2. We continue to develop all our staff by enhancing and improving their clinical, leadership and communication skills. | |
| | | 3. We will continue to develop and implement person and family/carer centred care through learning and improving programmes for all staff. | |
| | | 4. We will continue to create opportunities to engage and listen to our patients and staff throughout the organisation with the aim to continuously improve our patients' journey. | |