




CARE ON THE WARD 	NUTRITION: Improve hospital food and nutrition for patients – paying special attention to those who missed meals as they were away from the ward for treatment or recovering from surgery.	1. 'Missed Meal Policy' & 'Protected Mealtime Policy' has been implemented. 2. We are continuing to monitor and support this by working together and working with our patients. 3. Meal times have been reviewed, the evening meal is being reviewed in response to patient requests. 4. Patient feedback is sought about the food at different times in the year.	2018-2019
	COMMUNICATION: Improve staff wearing name badges.	1. Name badges have been provided for all staff. 2. We are continuing to promote '#Hello, my name is...' campaign with staff introducing themselves and their roles.	
EXAMINATION DIAGNOSIS & TREATMENT 	COMMUNICATION: Increase awareness amongst patients in relation to support if they wish to speak to someone about their worries and concerns. Support opportunities for patients to speak with nursing staff.	1. The National Healthcare Communications Training Programme is planned to be delivered in 2019. This will support staff, through training and awareness raising, about the importance of best practice communication and giving time to patients to discuss their concerns.	2018-2019
		2. Promotional Campaign to encourage patients to voice any worries or concerns they may have.	
		3. Continue to promote independent advocacy services such as SAGE.	
	COMMUNICATION: Improve patient health information provided to patients throughout their healthcare journey.	1. Focus groups with patients to determine their health information needs are planned for 2018 and 2019. This will help ensure that the patients are well informed and empowered to ask questions about their care.	2018-2019
		2. Information packs are provided to all patients at pre-operative assessment about expected length of stay and information requirements for discharge.	
		3. Review information leaflets in line with Health Literacy policy to support 'Plain English', making the patient information easier to read and understand.	
	COMMUNICATION: Promoting improved communication skills and effective ward round communication amongst healthcare professionals.	1. Staff induction training includes a communication skills workshop.	2018-2019
		2. 'Dealing with Bad News' and 'Final Journeys' training provided for staff.	
		3. Whiteboards for Ward communications, provided in each ward.	
DISCHARGE OR TRANSFER 	COMMUNICATION: Improving access and distribution of written patient information about going home from hospital.	1. Findings from the patient experience survey continue to be shared with Drugs and Therapeutics committee focusing on the feedback relating to medication concerns on discharge. 2. Conduct a focus group with patients about their discharge health information needs. 3. Ensure that patients are involved in decisions about their discharge, have clear information about the danger signs to watch out for after discharge and who to contact if something goes wrong. 4. Promote community support programmes for patients to help them manage their health or chronic disease.	2018+

PATIENT EXPERIENCE	DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.	1. Support programmes for staff to discuss and share difficult and stressful situations in healthcare which cause burn-out and high levels of stress at work have started in UHL- these are called 'Schwartz Rounds'.	2018- 2019
		2. Programme on Organisational Values, called Values in Action, and a programme to support the development of cultures of person-centeredness continue to be delivered.	
		3. Continue to use feedback from patients about what matters to them and patient stories to inform decision-making.	
		4. We will continue to collect patient stories during their admission to Croom Hospital and respond appropriately to this feedback.	
		5. We will continue to build on the role of the Patient Council and include the voice of the patient in all our work.	
		6. The CEO of UL Hospitals is fully committed to implementing and supporting this plan.	

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