




CARE ON THE WARD 	NUTRITION: Improve hospital food and nutrition.	<ol style="list-style-type: none"> 1. The survey results were reviewed by the Nutrition and Hydration Committee who continue to work on initiatives regarding patients experience of food in the hospital e.g. snack menus, and developing further special diets. 2. Protected Mealtimes are observed in Kilcreene. 3. Additional choices of fruit are offered to patients at all meals. 4. Evening snacks are offered to patients. 	ON-GOING
EXAMINATION DIAGNOSIS & TREATMENT 	COMMUNICATION: Improve the availability of information.	<ol style="list-style-type: none"> 1. The survey results have been brought to key leadership for a e.g. EMB, Safety and Quality Executive Steering Committee and the KROH Quality Improvement Working Group. Each level was asked to identify improvement plans for their services in response to our patients' feedback. 2. We shared the results of the patient experience survey with all staff to raise their awareness of our patients' feedback. We requested service managers to review what is available, in relation to health information for patients, to identify deficits and work with their teams to address improvement priorities. As a result, they have developed a new multidisciplinary Joint Information Booklet (includes text and picture post-op exercises and FAQs), a revised Patient Admission Booklet, and information on planning for their discharge. 3. A new Information Pack is given to patients at the Pre-Operative Assessment Clinic. It is patient-held, so that patients gather information relevant to their condition/intervention. 4. We continue to provide education and support to patients with regard to their chronic orthopaedic condition during their inpatient stay. 5. There are patient information displays in both the waiting areas and clinical areas. 6. The Joint School provides pre and post operative education on an outpatient basis to prepare patients for their surgery, and support them after discharge. 	ON-GOING
DISCHARGE OR TRANSFER 	COMMUNICATION: Provide more information to patients at discharge.	<ol style="list-style-type: none"> 1. We asked staff to ensure that patients receive sufficient and clear discharge information. In discussion, it seems that the shorter length of stay impacts on patients' opportunity to ask their consultant questions. This is a QIP for 2019. 2. Patients are now followed up again at 6 months post surgery through the Joint School service. 3. It is planned to improve the clinical pharmacy service to Kilcreene in 2019. This will improve our ability to meet patients' needs for medication information on discharge. 4. The Medication Safety Committee continues a program of work on promoting good practice regarding medication safety and developing patient information materials in Kilcreene. 	ON-GOING
PATIENT EXPERIENCE	DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.	<ol style="list-style-type: none"> 1. Seating has been secured so that visitors have chairs at the bedside. This was in response to feedback from NPES 2017. 2. The Admission Waiting Area has been relocated so that patient privacy is improved during the admission process. 3. Ongoing training is provided for all staff to equip them to appropriately respond to feedback at the frontline. Training on Your Service Your Say policy is provided as part of Patient Safety Program. 	ON-GOING