




WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



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| <p>ADMISSION TO HOSPITAL</p>  | <p>PATIENT EXPERIENCE: Improve patient experience of the Emergency Department.</p> | <ol style="list-style-type: none"> 1. An improvement Programme in the Emergency Department will continue to work to increase self-awareness among staff and to engage in continuous improvement in the department to provide an improved experience for the patients, families, and the care teams (ED Micro-systems). 2. Comfort packs are available for patients in ED, these packs include tooth brushes, socks, t-shirts and aids for sleeping. 3. There is an ongoing focus on reducing the number of patients on trolleys in the Emergency Department, in line with the HSE target times. 4. The National Healthcare Communication Programme will be implemented in 2019 to focus on improving communications skills of all staff in ED. 5. Focus on improving patient experience through the implementation of the initiative entitled "nothing about me with-out me". 6. Continued implementation of Caring Behaviours Assurance System designed to focus on improving patient experience and staff resilience. 7. Assistant Director of Nursing appointed to lead on Patient Flow, working with multi-disciplinary teams to improve processes and pathways. | <p>2018+</p> |
| <p>CARE ON THE WARD</p>  | <p>NUTRITION: Improve hospital food and nutrition.</p> | <ol style="list-style-type: none"> 1. A Nutrition and Hydration steering committee has been established at Letterkenny University Hospital, with the aim of improving hospital nutrition and catering for patients and staff alike. 2. All patients admitted to hospital are assessed for being at risk of malnutrition. 3. The protected meal-times policy is implemented and supported hospital wide to give patients protected time to eat their meals so this can improve their food intake and nutrition. This also contributes to their overall wellbeing and recovery. 4. We have made improvements to the times of patient meals, to respond to the changes which patients recommended. 5. We have developing picture menus to enable patient to make their preferred choice. 6. Patients who require assistance at meal-time are provided with additional support, the red tray initiative is in place to support this work. 7. The patient menu is currently under review, patient and staff surveys are ongoing to elicit feedback and to measure progress. | <p>ON-GOING</p> |
| <p>EXAMINATION DIAGNOSIS & TREATMENT</p>  | <p>COMMUNICATION: Increase awareness for patients of the supports available if they wish to speak to someone about their worries and concerns.</p> | <ol style="list-style-type: none"> 1. Information for patients about support services available to them during their hospital stay will be enhanced. A campaign of awareness raising amongst patients about sharing concerns and speaking to staff about anything that they are worried about will be promoted. 2. The National Healthcare Communications Programme will be implemented in 2019. | <p>ON-GOING</p> |
| | <p>COMMUNICATION: Provide more accessible health information to patients.</p> | <ol style="list-style-type: none"> 1. Establish all types of Patient information leaflets available in University Hospital Letterkenny. 2. A hospital patient information booklet is available and this is available in many languages. We will be delivering plain English workshops for staff to support them to further develop patient information. 3. Recommended sources for accessing evidence based patient information promoted amongst patients, to improve health information available to patients for their entire healthcare journey, from admission to discharge | <p>ON-GOING</p> |