




WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING





<p>ADMISSION TO HOSPITAL</p> 	<p>WAITING TIMES: Reduce Emergency Department waiting times.</p>	<ol style="list-style-type: none"> All members of the ED teams are working together on quality improvement programmes designed to improve patient experience of ED and to improve the patient experience of waiting times in MUH. MUH is monitoring wait times in ED to ensure that the National Targets set for ED services are not exceeded. The Winter Flu Vaccine is actively promoted to maintain high uptake and to prevent excessive demands in ED over the Winter Period. MUH is actively working with the SDU on the 5 Fundamentals of Unscheduled Care. MUH ED implemented a 3 month pilot of Rapid Assessment & Treatment (RAT) in July 2018, plan is to continue this pilot for a further 3 months. Ongoing pilot of combined acute & community Frailty Intervention Therapy (FITT). Patient Comfort packs are provided to patients who need them. 	<p>ON-GOING</p>
<p>CARE ON THE WARD</p> 	<p>NUTRITION: Improve hospital food and nutrition.</p>	<ol style="list-style-type: none"> Patients who are at risk of being malnourished will be identified and a nutritional menu designed to improve their health and wellbeing, will be provided for them. MUST screening tool is currently being rolled out. Nutritional menu (high protein/high energy) which is tailored to the patient specific nutritional needs is reviewed on a yearly basis. Mealtimes will be protected in the hospital to ensure that all patients, receive adequate time and opportunity to receive nutritious meals. Introducing Meal Time Matters – focus on assisted feeding. 	<p>12 MTHS+</p>
<p>EXAMINATION DIAGNOSIS & TREATMENT</p> 	<p>COMMUNICATION: Increasing awareness in relation to support available to patients who want to speak to someone about their worries and concerns.</p>	<ol style="list-style-type: none"> The Patient Liaison Officer, together with the Pastoral Care team and hospital volunteers are promoting awareness amongst patients that they are available to patients to speak to them, about any worries or concerns that they may have. The roles of key members of staff (including all clinical staff) and advocates will be promoted to help patients understand that they are not alone and that they can always speak to someone. MUH developing diverse ways of engaging with patients and their families in a dynamic way recognising patients as partners in their own care. 	<p>ON-GOING</p>
	<p>COMMUNICATION: Improve health information for patients.</p>	<ol style="list-style-type: none"> Patient information leaflets are reviewed and made available for all patients, as well as new sources of information when available. Information leaflets on specific health conditions will be made available to patients together with information on the hospital (patient information booklet; MUH website). Recommended sources for sharing clear and evidence based patient/health information will be promoted amongst patients. A team of staff are currently reviewing the importance of patient involvement in decision making about their care, and promoting the National Consent Policy in MUH. 	<p>ON-GOING</p>

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



<p>EXAMINATION DIAGNOSIS & TREATMENT</p> 	<p>COMMUNICATION: Improve communication skills and effective ward round communication amongst healthcare teams.</p>	<ol style="list-style-type: none"> 1. Guidance of effective ward round communication will be shared with all staff. 2. Improved processes for communication between healthcare teams during handover periods will be improved. 3. The campaign aimed at improving staff introductions ‘#Hello, my name is...’ has been implemented, it is designed to improve communications between healthcare professionals and patients and it was developed by a patient to improve patient experience in hospital. 4. Training is provided for staff on ‘Dealing with Bad News’ and ‘Final Journeys’ which looks at communication and end-of-life care. 5. MUH is a pilot site for the National Healthcare Communication skills training programme. 	<p>1-2 YRS</p>
<p>DISCHARGE OR TRANSFER</p> 	<p>COMMUNICATION: Improve access and distribution of written patient information about going home from hospital.</p>	<ol style="list-style-type: none"> 1. Information leaflets on specific health conditions will be made available to patients together with information on the hospital. 2. Information on hospital website will be improved. 3. A checklist for staff on discharge is in place and communication and patient information is prioritised at discharge. 	<p>1-2 YRS</p>
	<p>COMMUNICATION: Letting patients know who to contact if something goes wrong.</p>	<ol style="list-style-type: none"> 1. Training and policy for staff on “open disclosure”, which is about letting patients know who to contact and about being open and honest when something goes wrong, is in place in MUH. 2. Patients are informed as part of the discharge process about the danger signs to look out of and on who to contact if something goes wrong. 	
	<p>COMMUNICATION: Providing information on medication side effects.</p>	<ol style="list-style-type: none"> 1. A programme designed to promote medication safety is in development in the hospital. A medication safety working group has been established. 2. Information on medication side effects will be made available to patients. 3. The Drugs and Therapeutics Committee at the hospital will use patient feedback to inform plans on improving information on medication for patients. 4. The MUH will continue to develop information leaflets for patients with relevant information before and after discharge from hospital. 	<p>2-3 YRS</p>
<p>PATIENT EXPERIENCE</p>	<p>DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.</p>	<ol style="list-style-type: none"> 1. The Values in Action Programme, designed to improve both patient and staff experience, and the organisational culture is being implemented, together with other programmes aimed at increasing awareness of the importance of dignity and respect and patient privacy. 2. Hospital lead in Value & Culture was appointed in August 2018. 	<p>ON-GOING</p>