

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



ADMISSION TO HOSPITAL 	WAITING TIMES: Reduce Emergency Department waiting times.	1. The Hospital's Unscheduled Care Working Group, chaired by the newly appointed Operations Manager, will continue to work with front-line staff to improve patient experience times for patients attending our Emergency Department and to ensure care is delivered within an agreed evidence based clinical model of care.	ON-GOING
		2. The Frailty Intervention Team will prioritise review of elderly patients for admission avoidance and prompt progress through the Emergency Department.	ON-GOING
		3. Further development of Infection Prevention Control diagnostics and management will improve patient flow through the Emergency Department and reduce waiting times for all patients.	2018-2019
		4. Engagement with roll-out of the National Early Warning Score to the Emergency Department will allow for early identification of the deteriorating patient, which in turn will expedite the patient's plan of care.	2018-2019
		5. Quality improvement work, called micro-systems is being implemented to continue to provide an improved experience for patients, families and staff in ED.	ON-GOING
CARE ON THE WARD 	NUTRITION: Improve hospital food and nutrition.	1. Launch of 'Mealtimes Matters' initiative will improve the patient's mealtime experience and contribute to better nutritional outcomes.	2018-2019
	PATIENT EXPERIENCE: Improve & sustain the in-patient experience while on the ward.	1. The Hospital will continue to roll-out and support programmes which contribute to a better patient experience: <ul style="list-style-type: none"> - Caring Behaviours Assurance System - Productive Ward - Dementia Project - Pressure Ulcer to Zero & wound care management. 	ON-GOING
EXAMINATION DIAGNOSIS & TREATMENT 	COMMUNICATION: Improve the availability and time offered to patients to discuss their care & treatment with healthcare staff	1. The Hospital will develop a comprehensive communication programme for staff, meeting the information needs of patients in a way they can easily understand. The focus will be: <ul style="list-style-type: none"> - Health literacy - providing accessible health information for all patients - Open disclosure-promoting open and transparent communication when error occurs - ISBAR - the National Clinical Handover Guidelines are implemented - Making Every Contact Count-encourages staff to promote health amongst patients - Resilience training for staff is designed to promote health and well-being amongst staff. 	2018-2019
		2. The 'Ask Me 3' initiative will be rolled-out as a mechanism for patients to initiate a conversation with their healthcare professional in order to obtain the information they require.	2018-2019
DISCHARGE OR TRANSFER 	COMMUNICATION: Provide more information to patients at discharge.	1. The hospital will develop a patient information booklet providing information addressing patient's needs on discharge, including issues such as who to contact if they are worried about their condition or treatment after they leave hospital; how to manage their condition and their medications after discharge.	2018-2019
		2. The Hospital will continue to build on the provision of enhanced clinical pharmacy input at discharge by providing information about medicines on discharge to all patients, their family/carers, their GP and community pharmacist, as required. There will be a particular focus on changes to medicines (stopped, changed or started).	ON-GOING
PATIENT EXPERIENCE	DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.	1. The 'Hello My Name is...' initiative will be fully implemented across the hospital.	ONGOING
		2. The role of the Volunteers (patient advocates) will continue to be supported throughout the hospital.	ON-GOING
		3. Hospital Management will support quality improvement initiatives identified through local patient experience surveys and audits.	ON-GOING
		4. The Hospital's lead for the National Staff Survey 2018, will review the findings, and develop quality improvement initiatives that will further improve the patient experience.	2018-2019