




WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING





<p>ADMISSION TO HOSPITAL</p> 	<p>PATIENT EXPERIENCE: Improve patient experience of the Emergency Department, importance of promoting patient-centred care.</p>	<ol style="list-style-type: none"> 1. There is an on-going focus on reducing the number of patients on trolleys in the Emergency Department, in line with the HSE target times. 2. Comfort packs are available for patients in ED, these packs include tooth brushes, socks, t-shirts and aids for sleeping. 3. The findings of the patient experience survey have been shared with all staff including in ED in relation to the importance of patient centred-care, dignity and respect and patient privacy. 4. A Patient Advice and Liaison Officer, has been appointed to work in Portiuncula Hospital. <p>A patient Council Group has been established. The first meeting occurred on the 10th October 2018. The purpose of the patient council is to ensure the patient and those communities served by Portiuncula University Hospital have a voice which is heard in the development and delivery of services. Service users are represented on non clinical committee, and are actively supported to participate in hospital activity through sitting on committees.</p>	<p>ON-GOING</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 established at Portiuncula, with the aim of improving hospital nutrition and catering for patients and staff alike. 2. The feedback received from patients relating to hospital food have been reviewed in detail, feedback relating to food choices, vegetarian options and help at meal-times will be prioritised. 3. All patients admitted to hospital are assessed for being at risk of malnutrition. The objective is to identify patients who need higher calorific diets, to prevent further deterioration. 4. 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. Replacement meals will be provided to those patients who missed a meal. 5. The choice of foods available will be reassessed in conjunction with the Nutrition and Hygiene Committee. 6. Meal replacement is available, however management will promote better communication of the service to patients. 7. In collaboration with Nurse managers we will revisit protected meal times to ensure the availability of staff to support patients with eating. 	<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, patient privacy and reducing noise at night.</p>	<ol style="list-style-type: none"> 1. 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. A programme of improvement in relation to promoting patient privacy will be prioritised, to ensure that patient dignity and respect is improved. 3. Noise at night was highlighted by some patients, this will be addressed in conjunction with Saolta Hospital Group. 4. We will implement the National Healthcare Communication Programme <ul style="list-style-type: none"> - This one-hour workshop will be available to all service providers, attendance is mandatory, a record of attendance will be maintained. - The Director of Nursing has facilitated a staff member to attend the training workshop. - This is a key priority arising from the first National Patient Experience Survey 	<p>ON-GOING</p>

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TIME-SCALE

EXAMINATION DIAGNOSIS & TREATMENT 	COMMUNICATION: Provide more accessible health information to patients.	<ol style="list-style-type: none"> 1. 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. 2. Patient information leaflets are currently being reviewed, to included: <ul style="list-style-type: none"> - Writing only what is meaningful and practical. - Leaflets will compliment face to face discussions with patients-not replace them. - Use images and Colour where possible to make meaning clearer-example, How to Identify Ward Staff by Uniform. - Use simple language-using everyday phrases for medical jargon, example Hypertension – high blood pressure. - Service user from Patient Council is actively involved in our leaflet development. 	ON-GOING
	COMMUNICATION: Better communication skills and effective ward round communication from all health-care staff.	<ol style="list-style-type: none"> 1. Ongoing Series of Education Programmes focusing on communication and information, and including topics such as bereavement, patient advocacy, end of life care, breaking bad news has been prioritised. 2. Guidance on effective ward round communication will be available to staff together with a greater focus with all clinical team members on increasing time with patients to discuss their care and treatment. 3. We will implement the National Healthcare Communications Programme on "Structuring the Consultation and Building Rapport". <ul style="list-style-type: none"> - This three -hour workshop will be available to all providers of clinical care, attendance is mandatory, a record of attendance will be maintained. - The overall aim of this programme is to improve the experience of patients and their relatives by supporting clinical staff to take a sensitive and person-centred approach in all conversations with patients and their families. The programme aims to support all Clinicians to consult efficiently, effectively and with compassion. 4. The Director of Nursing has facilitated a staff member to attend the training workshop. 5. This is a key priority arising from the first National Patient Experience Survey. 	ON-GOING 2018+
DISCHARGE OR TRANSFER 	COMMUNICATION: Provide more information to patients at discharge.	<ol style="list-style-type: none"> 1. Discharge Information Booklet has been completed by Saolta Hospital Group and will be made available to patients in Portiuncula, to address the needs identified by patients relating to what they should do after leaving hospital and the danger signs to look out for and who to contact if something goes wrong after leaving hospital. 2. Written discharge information to be reviewed with the suite of leaflets under review. 	ON-GOING
PATIENT EXPERIENCE	DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.	<ol style="list-style-type: none"> 1. Hospital Management will continue to support and implement hospital-wide programmes which will enhance patient experience, such as: <ul style="list-style-type: none"> - Patient council representation of all non-clinical committees; - The continued work of the Patient Council; - The support for the role and function of Patient Advice and Liaison Services; - The involvement of volunteers; - Improve the involvement of families and carers by working in partnership with Family Carers Ireland; - Promote and value the roles of all staff through the '#Hello, my name is...' campaign; 2. 'Schwartz Rounds', proven to improve staff wellbeing, resilience and teamwork, and in-turn have an impact on improved person- centred care. Currently up and running in GUH. <ul style="list-style-type: none"> - All staff to undertake Dignity and respect programme on HSELand .ie - Reactivate "Hello my name is.." campaign – wearing of name badge to be monitored by management - Review Telephone Etiquette - Continue with and monitor attendance at Caring Behaviour Assurance Systems (CBAS) refresher and updates - Continue with Schwartz Rounds. 	ON-GOING