

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



<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 in Roscommon, 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 and inform improvements made, specifically in relation to choice of food options. 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, 95-100% compliance with this objective in 2018. 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 are provided to those patients who missed a meal. 5. A feedback initiative inviting patients to express what worked well and what could be improved upon is actively promoted at ward level. 	<p>ON-GOING</p>
<p>EXAMINATION DIAGNOSIS & TREATMENT</p> 	<p>COMMUNICATION: Provide more accessible health information to patients.</p>	<ol style="list-style-type: none"> 1. Recommended sources for accessing evidence based patient information will be promoted amongst patients, to improve health information available to patients for their entire healthcare journey, from admission to discharge. 2. Patient information resources currently being developed by Saolta Hospital Group are being adapted for Roscommon and made available to all patients. 	<p>ON-GOING</p>
<p>DISCHARGE OR TRANSFER</p> 	<p>COMMUNICATION: Provide more information to patients at discharge.</p>	<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 Roscommon, 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. 	<p>ON-GOING</p>
<p>PATIENT EXPERIENCE</p>	<p>DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.</p>	<ol style="list-style-type: none"> 1. Hospital Management will continue to support and implement hospital-wide programmes which will enhance patient experience: <ul style="list-style-type: none"> - Roscommon Hospital, will appoint and embed the Roscommon Patient Council; - The support for the role and function of Patient Advice and Liaison Services is underway. - The continued involvement of volunteers; - Promote and value the roles of all staff through the '#Hello, my name is...' campaign. 	<p>ON-GOING</p>