

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



CARE ON THE WARD 	NUTRITION: Improve hospital food and nutrition.	<ol style="list-style-type: none"> 1. In 2018 SIVUH Nutrition Committee was expanded to include hydration steering committee and is now called the Nutrition and Hydration Committee. 2. Quarterly meetings of Nutrition and Hydration steering committee multidisciplinary team including representation from department of dietetics, catering, nursing and quality. 3. In 2018 senior dietitian from SIVUH was on the National steering committee that developed the draft national nutrition policy which once approved will be implemented in SIVUH. 4. Protected meal times in place. 5. Menu choice available for all meals. 6. Replacement meals are available for patients who have missed a meal. 7. Ongoing patient satisfaction survey on hospital food is used to monitor progress made in relation to how we are improving on hospital food and nutrition for patients 	3-5 YRS+
	COMMUNICATION: Improve Communications and the wearing of name badges amongst staff.	<ol style="list-style-type: none"> 1. All staff now has name badges as part of the '#Hello, my name is...' campaign. This was designed to improve communications between Healthcare professionals and patients. 2. A total of 15 information sessions on '#Hello, my name is...' campaign were delivered to staff from all categories throughout the hospital. This captured over 300 staff thus far. The information session has now become part of the Hospitals Global Induction Training to educate new staff on the importance and goals of the campaign. A total of 900 name badges issued to date. 	1 YEAR
EXAMINATION DIAGNOSIS & TREATMENT 	COMMUNICATION: Increasing awareness in relation to support available to patients who want to speak to someone about their worries and concerns.	<ol style="list-style-type: none"> 1. Promotional campaign in relation to the role of all staff, availability of key staff who can engage with patients who feel isolated or who have nobody to speak to about their worries and concerns. 	1-2 YRS
	COMMUNICATION: Improve Communications between healthcare professionals and patients.	<ol style="list-style-type: none"> 1. Clinical Handover project commenced for medical personnel with NCHD lead reviewing communication between the team. 2. The hospital is providing training and education for staff on the Assisted Decision Making Capacity Act. This is to prepare for supported decision making across the hospital. 3. The hospital has commenced a project to develop Statements of Purpose across wards, and departments that appropriately describes the services for patients. 4. Share and promote best practice guidance and build awareness amongst staff in relation to effective ward round communications, including improving communication before and after procedures. 5. Provide training for staff to improve their communication skills and effective ward round communication. 6. Training for staff on Dealing with Bad News which looks at communication and end-of-life. A staff member has undertaken training in Delivering Bad News. 	1-3 YRS
	COMMUNICATION: Improve the provision of health information for patients.	<ol style="list-style-type: none"> 1. SIVUH is a test site for the National implementation of Criteria Led Discharge project; this involves a multidisciplinary approach to discharge. 2. Work in partnership with our acute hospital colleagues to source additional evidence based patient information. 	1-2 YRS