




WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



CARE ON THE WARD 	NUTRITION: Improve hospital food and nutrition.	1. Replacement meals are available for patients who missed a meal as is a snack menu. We will advertise and communicate the availability of these to patients and staff.	ON-GOING
		2. Hospital to explore options of light menu for patients who may miss meals due to appointments/investigations.	6 MTHS
		3. Continue our internal audit and feedback from patients to review menus and taste.	12 MTHS
	COMMUNICATION: Provide information to patients during their care.	1. Patient information leaflet to be launched in November 2018. This includes information on who to talk to if you have worries or concerns.	NOV 2018
		2. Patient Liaison Officer aims to meet all new patients admitted to the hospital and provides information on services and support.	ON-GOING
		3. Development of a key worker role for a patient and Care Planning meetings with patients to be rolled out across the hospital.	ON-GOING
EXAMINATION DIAGNOSIS & TREATMENT 	COMMUNICATION: Provide/Improve clear explanation of test results.	1. Explanation of test results to be highlighted to staff and awareness created regarding appropriate information communicated to patient regarding test results	6 MTHS
DISCHARGE OR TRANSFER 	COMMUNICATION: Improved access and distribution of written patient information about going home from hospital.	1. A patient information leaflet and check list including all appropriate discharge information, what to expect when you go home and who to contact if you have concerns, is to be finalised and implemented.	6 MTHS
		2. The roll out of key worker role and care planning meetings for all inpatient areas will support improved communication.	ON-GOING
PATIENT EXPERIENCE	DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.	1. The hospital is a pilot site for a national project which evaluates and implements the appropriate level of nursing and healthcare assistant resource required to care for patients in a ward area. 2. Canteen services have been extended to all visitors and patients and we have re-established day rooms on all the wards. 3. Improvement initiatives to enable patients' access to quiet/private areas and reduce noise in clinical areas are currently in progress. 4. Hospital has commenced the process of becoming a Hospice friendly Hospital.	ON-GOING