

WHAT  
PATIENTS  
SAID TO USLISTENING  
RESPONDING  
& IMPROVINGTIME-  
SCALECARE ON  
THE WARD**NUTRITION:** Improve hospital food and nutrition for patients.

1. We have improved the menu for patients with renal disease to ensure enough balance, variety and choice.
2. The creation of high protein, high calorie menu for all patients identified as high risk, for malnutrition is being developed and will be monitored.
3. Protected mealtimes will be supported and monitored.

Q2 2018  
Q2 2018  
Q4 2017**COMMUNICATION:** Improve supply of written patient information.

1. An information booklet for in-patients is currently being updated.
2. We are reviewing, patients health information needs and information leaflets currently available for patients. Improvements will be made on the provision of additional information designed to inform and educate patients about each stage of their healthcare journey.

Q1 2018  
Q2 2018**COMMUNICATION:** Increase awareness amongst patients to speak to someone about their worries and fears.

1. Information aimed at patients, will encourage and invite patients to speak to staff about their worries and fears.
2. Clinical nurse specialists and staff nurses, will take time to ask patients if there is anything they would like to discuss.

Q1 2018

**COMMUNICATION:** Promoting improved communication skills and effective ward round communication amongst staff.

1. Workshops on staff induction will raise awareness and provide information for staff on the importance of communication as a priority for improving patient experience.
2. Education Sessions for staff on how to "Break Bad News" is planned in early 2018.

Q2 2018  
Q1 2018**COMMUNICATION:** Improve the Discharge Planning Process.

1. We will promote and encourage patient /family involvement in discharge planning process at every opportunity.
2. The development a "Discharge Planning Policy and Discharge Planning Guideline" will be prioritised in early 2018.

Q1 2018

DISCHARGE  
OR TRANSFERPATIENT  
EXPERIENCE**DIGNITY & RESPECT AND PRIVACY:** Improving and sustaining Patient Experience.

1. Continue to use patient feedback and address areas identified for improvement.

ON-  
GOING