




WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



ADMISSION TO HOSPITAL 	CONTINUOUS IMPROVEMENT:	<ol style="list-style-type: none"> 1. The Quality Street Project continues to improve patients experience using all patient feedback methods, which has led to a range of patient engagement initiatives been introduced, like the '#Hello, my name is...' project. 2. Patients have become more actively involved in their admission and now complete an information form while in the waiting room about their presenting condition and is reviewed by the triage nurse when they are being assessed. 3. An evening tea trolley has been introduced for both patients in the department and in the waiting room. 	ON-GOING
CARE ON THE WARD 	CONTINUOUS IMPROVEMENT:	<ol style="list-style-type: none"> 1. The hospital is involved in the Productive Ward Initiative. This project focuses on improving ward efficiencies and reduce activities that are wasteful at a local level. 2. Recent appointments of candidate Advanced Nurse Practitioners for Gerontology, Respiratory and Unscheduled care will enhance the patients care pathway during their hospital stay and will include an in-hospital smoking cessation programme for patients. 	ON-GOING
EXAMINATION DIAGNOSIS & TREATMENT 	PAIN MANAGEMENT: Improving the control of patient's pain.	<ol style="list-style-type: none"> 1. Continue use of pain assessment tools to assist staff in the evaluation of patient pain & provision of pain management programme for staff on induction and regular basis 	ON-GOING
	CONTINUOUS IMPROVEMENT:	<ol style="list-style-type: none"> 1. Pillar Talk – Induction training for Non-Consultant Hospital Doctors on the Pillars of the Healthcare charter – initiating quality-based conversation, which will enhance patient engagement and Children First (Safeguarding) programme training is also ongoing for staff. 2. The hospital is currently participating in both the COPD and Frailty national programmes to enable early identification and appropriate management of the patient and is also actively involved in the Flu strategy 2018. 	ON-GOING
	COMMUNICATION: Improve communication and information both pre and post /regarding procedures and operations.	<ol style="list-style-type: none"> 1. Patient Information leaflets are currently under review and will include reviewing the existing information provided to patients in relation to 'high volume' procedures and operations. 	ON-GOING
PATIENT EXPERIENCE	DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.	<ol style="list-style-type: none"> 1. Quality Initiatives designed to improve patient experience and their involvement in their discharge include: providing patients on discharge with a printed copy of information including their diagnosis, treatment they received and planned follow up care. 2. The hospital worked with Ireland East Hospital Group service improvement team and implemented the White Board Initiative, this will now be rolled out across the hospital. 3. Pharmacy staff continue to work with patients prior to discharge to improve their understanding about their prescribed medication(s). 4. All patient information leaflets are currently under review and areas are being identified where information is required to be developed. 	ON-GOING