

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



ADMISSION TO HOSPITAL 	WAITING TIMES: Reduce Emergency Department waiting times.	1. Continue to work with staff to improve ED waiting times. Ongoing monitoring to ensure improvements are being made.	ON-GOING
		2. Processes of communication to be improved with a renewed focus on "Customer Care". – regular "customer care" training now in place for the hospital. This will run each quarter, with all staff across disciplines encouraged to attend. First two sessions have been run in 2018.	2018
		3. The Clinical Microsystems Programme in the Emergency Department will continue to work to increase self-awareness among staff, and to engage in continuous improvement in the department to provide an improved experience for the patients, families, and the care teams. Staff have initiated a process to ensure that waiting patients receive regular updates on their expected waiting times.	ON-GOING
		4. The Emergency Department patient waiting area, and treatment areas will be reviewed and redesigned to improve the patient experience. The redesign of the area has been agreed, and is to be begun before year end.	2018-2019
CARE ON THE WARD 	NUTRITION: Improve hospital food and nutrition.	1. The choice of meals offered to patients will be reviewed and improved on - The modified consistency meal choices have been changed in collaboration with a patient focus group.	ON-GOING
		2. Nutritional content of meals will be analysed and improved upon to ensure the nutritional adequacy of meals and menus - nutritional analysis of meals has begun.	ON-GOING
		3. The specific dietary requirements of patients based on preference, tolerance and religious practice will be taken into account through the establishment of a communication processes with patients. This process has begun through the modified diet improvements, and the model of engagement with patients will continue.	ON-GOING
		4. Menus will be developed in a manner which supports healthy eating for patients - Nutritional Analysis and recipe adjustment based on results will support healthy eating.	ON-GOING
		5. The process by which patients who need additional assistance with their meals are identified will be reviewed and improved. Assistance during meal times will be prioritised.- The process of identification of patient needs has been reviewed, with a proposal for change finalised.	ON-GOING
EXAMINATION DIAGNOSIS & TREATMENT 	COMMUNICATION: Increase awareness for patients of the supports available if they wish to speak to someone about their worries and fears.	1. A promotional campaign will be rolled out in relation to availability of key staff who can engage with patients who feel isolated or who have nobody to speak to about their worries and concerns.	ON-GOING
		COMMUNICATION: Provide clear answers and information in response to questions about operations and procedures.	1. A programme will be designed to improve the accessibility of health information for patients: <ul style="list-style-type: none"> - Patient information leaflets will be reviewed and made more widely available; - review of documentation underway - Recommended sources for accessing user-friendly evidence- based information will be promoted to patients.- pilot being undertaken as part of a COPD initiative, using recommended sources on the internet for assisting patients in using the correct inhaler technique.
	2. A review of ward-round processes will be undertaken.		2018
3. A "Customer Care" training schedule will be developed and implemented to improve communication between staff and patients. – regular "customer care" training now in place for the hospital. This will run each quarter, with all staff across disciplines encouraged to attend. First two sessions have been run in 2018.	2018		

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<p>DISCHARGE OR TRANSFER</p>	<p>COMMUNICATION: Provide more information to patients at discharge.</p>	<p>1. The hospital will develop a process by which quality information will be provided to patients, their families, and other health-care professionals at the time of discharge, including information such as who to contact if something goes wrong and providing information about medication side effects.</p>	ON-GOING
		<p>2. A high quality, standardised discharge letter will be developed to communicate with other health-care professionals about a patient's hospital admission.</p>	ON-GOING
		<p>3. The hospital will aim to improve access and distribution of written patient information about going home from hospital by building a bank of up-to-date information leaflets for patients. – Qpulse currently being rolled out in the hospital, which will allow for the development of a "bank" of leaflets.</p>	2018
		<p>4. Appropriate staff will engage with patients in relation to the medications they are taking, and any changes that have been made at key points in the patients journey (Medication Reconciliation) - Pharmacy Department are actively recruiting staff.</p>	2-3 YEARS
	<p>COMMUNICATION: Involve patients in decisions about their discharge from hospital.</p>	<p>1. There will be a drive to increase awareness of the importance of involving patients in decisions about their discharge from hospital. – The hospital discharge team has been enhanced, allowing for earlier and more meaningful involvement of patients in their discharge process</p>	ON-GOING
<p>PATIENT EXPERIENCE</p>	<p>DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.</p>	<p>1. Hospital Management will support the roll-out and implementation of hospital-wide programmes which will enhance patient experience, such as:</p> <ul style="list-style-type: none"> - Caring Behaviours Assurance System which aims to assure the delivery of safe care to patients at the point of care; - Values in Action Programme that empowers staff to lead the changes needed to build a better health service; - a number of staff have initiated events based on the Values in Action Programme - Programme on Cultures of Person Centeredness to lead culture change and develop person-centred practice for patients; - 'What Matters to Me' initiative with a focus on improving the service provided to patients by gaining a better understanding of the things that are really important to them; - 'Schwartz Rounds', proven to improve staff wellbeing, resilience and teamwork, and in-turn have an impact on improved person- centred care. – Facilitator and Clinical lead have been identified and trained, first round to take place before year end. 	2018-2020