



WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



EXAMINATION DIAGNOSIS & TREATMENT 	COMMUNICATION: Improving the provision of health information.	1. A programme designed to provide more accessible health information for patients is being developed. Patient information leaflets will be reviewed and made available. 2. Recommended sources for accessing evidence based patient information will be promoted. Candidate ANPs for the Older person and volunteer group piloted reminiscing therapy and deconditioning activity workshops.	1-3 YRS
	COMMUNICATION: Improve communication skills of healthcare professionals.	1. Training and support will be sourced to promote and encourage staff to improve their communication skills., Capacity building programme and related policy scoped and implemented. 2. Best practice guidance on effective ward round communication, the importance of communication as an important determinant of patient experience will be promoted. Time for patients to discuss care and treatment will be highlighted amongst all clinical staff. Introduction of Careful Nursing is pending.	
DISCHARGE OR TRANSFER 	COMMUNICATION: Improve the provision of health information on discharge.	1. We are improving access and distribution of written patient information about going home from hospital. We are letting patients know who to contact if something goes wrong and information on medication side effects. 2. An antibiotic leaflet has been prepared and is given to patients on discharge.	ON-GOING
PATIENT EXPERIENCE	DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.	1. Caring for patients and caring for staff in equal measure; when staff are looked after effectively, their ability to care for their patients in a caring and compassionate manner is enhanced, the following programmes of work designed to improve both patient and staff experience are in progress: <ul style="list-style-type: none"> - 'Schwartz Rounds' - Healthy Ireland Programme - Caring Behaviours Assurance System - VIA-Values in Action, living the values of the organisation and spreading good behaviour. - Mindfulness course initially for nursing has been rolled out to all disciplines. 	ON-GOING
STAFF EXPERIENCE	VALUES: Promoting organisational values.	1. Together with the Quality Improvement Division, University Hospital Kerry commenced a programme seeking to value staff voices through Staff Listening Sessions and encourage creative problem solving through a quality improvement and Front Line Ownership, this work has positively impacted on both patient and staff experience.	ON-GOING