

Shared Experiences –The Journey so far !

Ger Kilkelly, James Geoghegan, Jean Kelly

The National Patient Experience Survey

The NPES 2017/2018 was driven locally in Galway University Hospitals (GUH) by the Patient Advice Liaison Service (PALS) with support from the Patient Experience Committee. In 2017 nine hundred and seven (907) patients responded to the survey making it a 52% response rate followed by nine hundred and forty two patients (942) in 2018 making it a 50% response rate. Galway University Hospitals, comprises of University Hospital Galway (UHG) and Merlin Park University Hospital (MPUH).

The Second Patient Experience Conference

The Patient Experience Committee at Galway University Hospital held their 2nd Patient Experience Conference ‘Shared Experiences -The Journey So Far’ on December 4th in the Clayton Hotel, Galway. A master class was facilitated by the guest speaker at the conference Prof Michael West, a senior fellow at the King’s Fund London and Professor of Organisational Psychology at Lancaster University Management School. Compassionate and Collective Leadership for High Quality Care highlights what compassionate leadership actually means, but also how important it is to the health and well-being of both patients and staff. Prof West describes four behaviour's that really make a difference; **attending** to staff and colleagues (listening with fascination), **understanding** the situation they face, **empathising** with their distress and **helping** (taking intelligent action to alleviate their distress).



Positive emotion and culture

Leader positivity

- Optimism,
- Humour,
- Compassion

Caring for staff

- e.g. Schwartz rounds

Dealing with aggression and poor performance

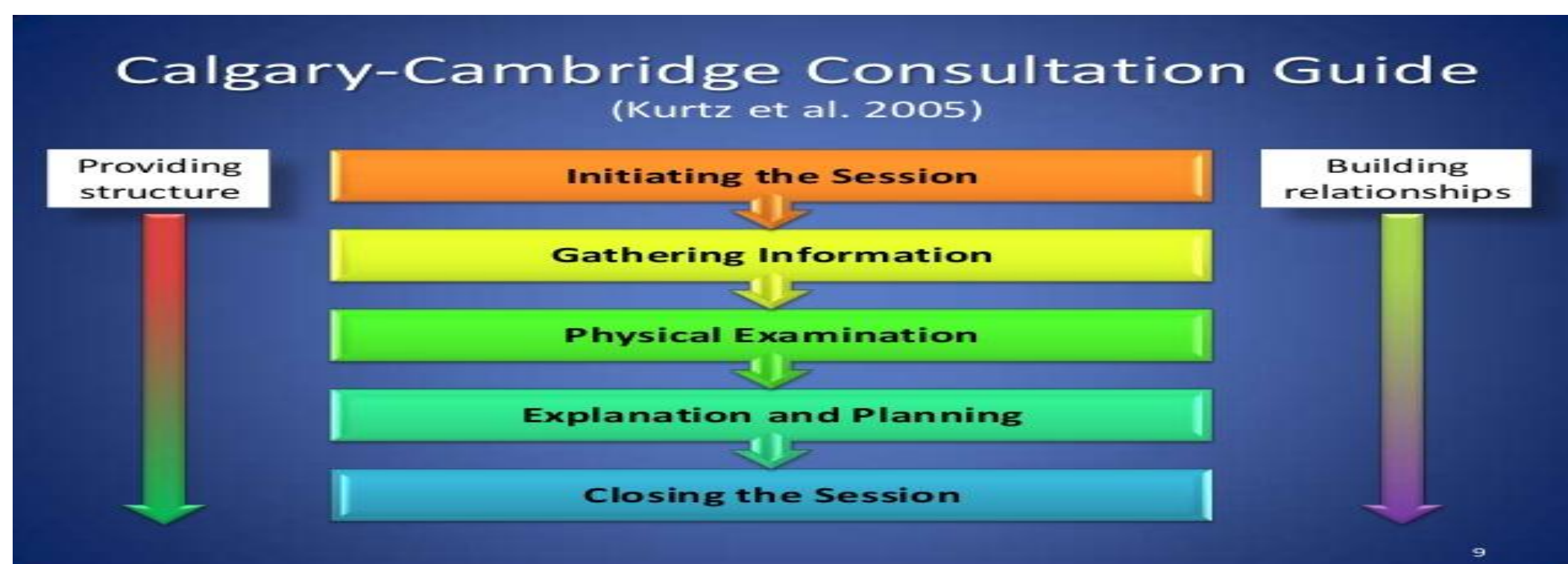
- e.g. Caring Behaviours Assurance System - Ireland (CBAS)

Quality Improvement Initiatives from Saolta Hospitals



‘A Mothers Journey’

National Healthcare Communications Group
On going work – presented by Ms Wini Ryan



Next Steps

We will continue to involve patients, service users and their carers as partners in all that we do. They have become an integral part of our culture within the hospital. We actively listen to people from all communities respecting equality and diversity. We strongly believe that there is an immense wealth of knowledge that we can access from all our patients, their families and carers to help us improve each individual patient’s journey and experience.

‘On the Couch session’ NPES – What did we learn ?

A very engaging and frank ‘On the Couch’ discussion about the National Survey was moderated by Mr Keith Finnegan CEO / Broadcaster Galway Bay FM. The panellists included :-

Jean Kelly – Interim Saolta Group Director of Nursing
Margaret Brennan - Assistant National Director, Lead for Quality and Patient Safety in the HSE Acute Operations
Dr Conor Foley - Senior Analyst on the National Patient Experience Survey
June Boulger - National Lead for Patient and Public Involvement, HSE.
Dr Vida Hamilton - National Clinical Advisor and Group Lead, Acute Hospitals

Contact Details

Patient Advice and Liaison Service Galway University Hospitals :

Ger Kilkelly: geraldine.kilkelly@hse.ie

Jean Kelly jean.kelly@hse.ie

James Geoghegan: james.geoghegan@hse.ie

REFERENCES

National Patients Experience Survey <https://www.patientexperience.ie/survey-results/survey-reports/>

West, Baker, Dawson, Dixon Woods, et al. (2013) "Quality and safety in the NHS." Lancaster, University of Lancaster