

## Our response to our patients' voice

Examples of Quality Improvement Plans following the results of the NPES 2017 & 2018



### Improving Patient Information

#### *What you said:*

While there are areas of good practice for surgical and diagnostic procedures, there is room for improvement for in-patient information.

#### *What we did:*

- Booklet drafted via the Patient Experience Committee and hospital stakeholders involved.
- Draft Booklet trial with patients over a one month period.
- Changes based on patient, relative and staff feedback incorporated into booklet.
- Final draft version currently being reviewed by the RUH Patient Council.
- Completion date: March 2019.

#### *Next Steps:*

- Medication information drive is ongoing, backup written information is been drafted, this will be enhanced by the provision of a Clinical Pharmacist (currently under recruitment).
- Review of all patient information.
- Translation of patient information leaflets into non-English languages.

### Food Enhancement

#### *What you said:*

The range of food choice for patients could be improved.

#### *What we did:*

- Full review of food provision in RUH by the Nutrition & Hydration Committee.
- Independent review of catering services.
- Food tasting with the N&H Committee.
- Comprehensive menu review.
- Protected mealtimes in place.
- Assisted feeding notice at bedside.
- Development and launch of RUH Food and Drink Strategy 2018-2021.
- Patient Food and Drink Information Strategy
- Patient Surveys – 2 completed in 2018.
- New Menu Options – tried and tested with patients, with a specific interest in modified diets.
- Dedicated list of snacks available for patients on public display.

#### *Next Steps:*

- 6 monthly patient food and drink audits.
- Nutrition & Hydration Committee will continue to review and implement changes as identified by patient feedback.
- Continue monthly nutritional screening metrics.



#### *Other Patient Centred QIPs*

Medical Ward Reconfiguration, Uniform Recognition - Dress Code updated, Privacy sound system extension to IU / MAU / MDS, Plain English guidance applied to all patient information, CBAS – I training of new quality champions 2019, SSKIN Bundle, Falls Collaborative Patient Council, Falls Awareness Campaign, Hello My Name is Campaign, Drug Kardex revision, Clinical Handover Policy implementation, Nursing Documentation Review, Improvement to patient flow in Radiology Dept, PALS office, End PJ Paralysis initiative, Improved signage onsite, Retired Staff Association. The possibilities are endless.....



Thank you to all our patients and relatives who took the time to complete the survey, your feedback, both positive and negative, helps us to focus on quality improvement and implement changes that are needed to improve your journey.

Thank you also to all the staff of Roscommon University Hospital who have made it your mission to improve on a continuous basis for both patients and staff.

