

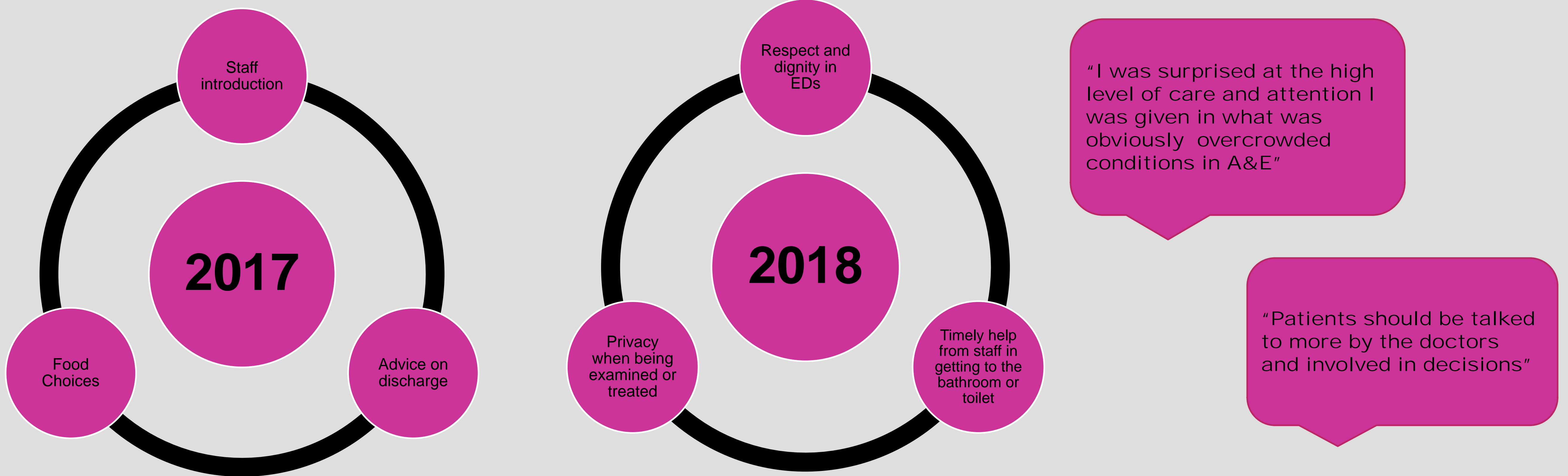


Introduction

The results of the National Patient Experience Survey (NPES) 2017 and 2018 have provided the Saolta University Health Care Group with valuable insight into the patient's experiences in our seven hospitals. The Survey assists us in understanding what matters to our patients, it confirms for us the importance of continuing to work in partnership with our patients, their carers, our staff and communities. The results of each survey has allowed us to see clearly what improvements need to be made and how we can make them in partnership with our service users.

2017 and 2018 NPES Results

During 2017 and 2018 the response rate within Saolta University Health Care to the National Patient Experience Survey achieved a group response rate of 52%. Overall, patients' ratings of their experiences at a hospital within Saolta University Health Care Group for the two years was higher than the national average. 85% of patients in this group said they had a 'very good' or 'good' experience, compared with 84% nationally. The two surveys identified key areas for improvements and although response rate were similar and positive responses for 2018 concurred with 2017, areas needing improvement for both years differed suggesting that the areas for improvement identified in 2017 were addressed appropriately.



Actions Post 2017 and 2018 National Patient Experience Survey

Strategic

- Clear governance and accountability in all sites with a steering group put in place with Chief Director of Nursing and Midwifery as lead.
- Quarterly reports to Executive Committee
- Develop Saolta Group Public Patient Strategy 2019 -2024 with Involvement from Patient experience Reps and Patient council reps from all sites.
- Engage with the National Patient Experience Survey Oversight Group and Communication Programme

Site Specific

- Patient experience committees on each site
- Patient Advice Liaison being developed across all sites
- Continuous Behaviour Assurance System Programme / Hello my name is .
- Red Tray initiatives/Protected mealtimes/Picture Card Menus.
- Predicted Date of Discharge / Know your medication Booklets
- Continue the actions following 2017 and address individually actions required from 2018 results
- Through continued learning from each other discuss and action individual site results
- Communication Workshops to be rolled out on all sites commencing with Emergency departments.

Quality Improvement Plan

- Individualised action plan for addressing the site specific findings
- Continue to measure Key Performance Indicators – see example below.
- Saolta representative to attend meeting with HSE Communications team re; patient health information
- 2ND Patient Experience Conference
- Key stakeholders from each site to play a critical role in developing and implementing quality improvement plans.

Key Performance Measurement Example - Communication	Target 2019	Q1	Q2	Q3	Q4	Corrective Action/Lead Owner
Guidelines will be developed in all sites on Effective Ward rounds and Communication. Patients will be given the opportunity to ask questions re their care on ward rounds.	100%					
Patients will have opportunity to ask questions re the care they receive and be informed of recovery pathway post procedure/operation.	90%					
Patients will be informed that it is not possible to speak to all family and friends however all patients will be asked to identify an appropriate family member or friend who they would like to speak to health care professionals on their behalf.	90%					
The language used to communicate with patients will be appropriate – avoid medical jargon and abbreviation	100%					

Conclusion -The findings of the National Patient Experience Survey 2018 will continue to be used to inform our priorities in improving our Patients Experience across Saolta University Health Care. Development and Implementation of our Public Patient Engagement Strategy and roll out of the National Healthcare Communication Workshop – module 1 are 2 key areas of priority.

Acknowledgement - All staff delivering patient care within all sites of the Saolta University Healthcare Group