

Communicating with our Service Users

The feedback provided from the NPES results has informed a body of quality improvement work across UL Hospitals.



Assembling The QI Team

Working Group composition is multi-disciplinary :

- Nursing
- PALS
- Patient representative
- Catering
- Communications
- Administration
- Operational services

Aim Statement

“To implement a communication method with service users to keep them informed of the quality improvements we are undertaking in response to the NPES findings in 100% of the hospitals in the UL Hospitals Group by 20th February 2019”.

Improvement Methodologies Utilised

Process Map highlighted the gap between the quality improvement work being done by the staff in response to the NPES results and how this was communicated with service users.

Outcome



Next Steps

- PDSA of process to keep posters updated
- PDSA of information- hospital-specific vs ward-specific vs group-specific

Acknowledgements

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