




WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING




<p>ADMISSION TO HOSPITAL</p> 	<p>PATIENT EXPERIENCE: Improve patient experience of medical assessment unit in Bantry General Hospital.</p>	<ol style="list-style-type: none"> 1. Continuous Improvement is a priority of the Medical Assessment Unit, all members of the MAU team are working together on quality improvements designed to improve the patient experience of MAU. Feedback from the national Patient Experience Survey will help inform quality improvement measures for the MAU such as the importance of communication and privacy. 2. BGH is monitoring the key performance indicators for MAU to ensure that the National Targets set for MAU services are not exceeded. 3. A heightened <i>Winter Flu Vaccine</i> awareness campaign was implemented in 2018. A dedicated peer vaccination team is actively promoting a high uptake of the vaccination for 2019. 	<p>2019-2020 ONGOING</p>
<p>CARE ON THE WARD</p> 	<p>NUTRITION: Improve hospital food and nutrition.</p>	<ol style="list-style-type: none"> 1. Mealtimes are protected in BGH to ensure that all patients receive adequate time to receive nutritious meals. This will contribute to their overall wellbeing and recovery. 2. Patients admitted to BGH are assessed for risk of malnutrition within 24-hours. The MST screening tool was put in place in 2016 and practices are regularly audited to ensure compliance. 3. Along with the National Patient Experience Survey, BGH carries out an annual Patient Satisfaction Survey of food services. The results from both inform our quality improvement of the area. 4. In 2019 Oral Health assessment tool will be introduced to improve the overall nutritional health of our patients. 	<p>ONGOING</p>
<p>EXAMINATION DIAGNOSIS & TREATMENT</p> 	<p>COMMUNICATION: Increasing awareness in relation to support available to patients who want to speak to someone about their worries and concerns.</p>	<p>PRIORITY PROJECT</p> <ol style="list-style-type: none"> 1. Promotional campaign in relation to the role of all staff, availability of key staff (all clinical staff) who can engage with patients who feel they have no one to speak to about their worries or fears. Promotion of the National Advocacy service when launched on the 31st October 2019, promotional material and information available for staff and patients. 	<p>2019-2020</p>
	<p>COMMUNICATION: Improve health information for patients.</p>	<p>PRIORITY PROJECT</p> <ol style="list-style-type: none"> 1. Patient information leaflets developed which includes advice for patients post discharge and focuses on medication. 2. Clinical handover (ISBAR) for nursing handover has commenced with the Clinical Development Coordinator reviewing the communication process. 3. Share and promoting best practice guidance and building awareness amongst staff in relation to effective handover communication, including communication to patients before and after procedures. 4. Open Disclosure Training rolled out and available for all staff. 5. 'Falls' awareness group will continue to provide training and information to all staff on falls risk strategies. 	<p>2019-2020 2019-2020 2019-2020 2019-2020 2019-2020</p>
	<p>COMMUNICATION: Training for healthcare teams to improve their communication skills and effective ward round communication.</p>	<p>PRIORITY PROJECT</p> <ol style="list-style-type: none"> 6. Roll out of '#Hello, my name is...' campaign in 2020. This is designed to improve communications between Healthcare professionals and patients. 1. A training programme and guidance for staff on improving communications is being planned in 2019. 2. The training programme on Open Disclosure is currently being implemented. 	<p>2019-2020 1-2 YEARS</p>

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<p>DISCHARGE OR TRANSFER</p> 	<p>COMMUNICATION:</p>	<p>LISTENING RESPONDING & IMPROVING</p>	<p>TIME-SCALE</p>
	<p>Provide more information to patients at discharge.</p>	<p>1. The Careful Nursing Project is fully implemented in BGH, this involves a person centered care plan approach to all aspects of a patients admission and discharge. Discharge information section was amended in 2018 to reflect the feedback from the National Patient experience Survey, and improve the overall discharge process.</p>	<p>EMBEDDED</p>
	<p>Letting patients know who to contact if something goes wrong.</p>	<p>1. Patient discharge information leaflet developed with a focus on medication information and will include contact details if something goes wrong.</p>	<p>6-12 MONTHS</p>
	<p>Providing information on medication side effects.</p>	<p>1. The hospital pharmacist provides information to patients commenced on New Oral Anti-coagulant treatment at the information sessions for patients after they have been discharged from the Stroke and Cardiac rehabilitation Unit.</p> <p>2. Promotion of the 'Know your Meds' information leaflet to advice patients and families regarding their medications on discharge.</p>	<p>ONGOING</p>
	<p>Improving the overall discharge planning process.</p>	<p>1. BGH will continue to work with patients and families to improve the discharge process from hospital. The hospitals Patient forum Committee are currently rolling out a revised patient feedback leaflets which are available in a number of patient waiting areas throughout the hospital.</p>	<p>2019-2020</p>