





WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



<p>ADMISSION TO HOSPITAL</p> 	<p>PATIENT EXPERIENCE: Improve patient experience of ED.</p>	<p>PRIORITY PROJECT</p> <ol style="list-style-type: none"> 1. We are currently reviewing the hospital admissions process; this will provide the patient with a seamless journey into and through the hospital. 	<p>2019-2020</p>
<p>CARE ON THE WARD</p> 	<p>NUTRITION: Improve hospital food and nutrition.</p>	<ol style="list-style-type: none"> 1. Over the next year, we will continue to strengthen the improvements we have achieved with patients' nutrition and hospital food as a result of implementing initiatives e.g. Protected Mealtimes, Replacement Meals and the Red Tray to identify patients requiring assistance at mealtimes. 	<p>ONGOING</p>
	<p>PRIORITY PROJECT</p> <ol style="list-style-type: none"> 2. We will undertake an audit assessment of the Hospital's Compliance with the Nutrition and Hydration guidelines using new toolkit and guidelines. This will identify if further actions are required. 	<p>Q1 2020</p>	
	<ol style="list-style-type: none"> 3. One of the initiatives that is being undertaken is to improve the diet for patients who have difficulties in swallowing. This work will improve their nutritional care and well being in hospital, this is called the International Dysphagia Diet Standardisation Initiative (IDDSI). 	<p>EMBEDDED</p>	
	<ol style="list-style-type: none"> 4. We have also introduced a patient nutrition screening assessment for orthopaedic patients. This will improve the identification of 'at risk' patients who may require additional nutritional support. 	<p>EMBEDDED</p>	
	<p>COMMUNICATION: Improve patient health information provided to patients throughout their journey including at discharge.</p>	<ol style="list-style-type: none"> 1. We will introduce the National Patient Communication Programme 'Making Connections' for our staff. This programme is designed to improve communication skills between staff and patients and improve overall patient experience. 	<p>Q4 2020</p>
	<ol style="list-style-type: none"> 2. We have developed a policy to assist staff in responding to suicide or suicide ideation. 	<p>Q4 2019</p>	
	<ol style="list-style-type: none"> 3. We are providing SafeTALK training for staff to improve communication between patients and staff. 	<p>EMBEDDED</p>	
	<ol style="list-style-type: none"> 4. Open Disclosure Training for staff continues to ensure open and transparent communication between staff and patients. 	<p>EMBEDDED</p>	
<p>EXAMINATION DIAGNOSIS & TREATMENT</p> 	<p>COMMUNICATION: Improve access and information for patients when discussing their care and treatment with staff.</p>	<ol style="list-style-type: none"> 1. We are committed to reducing the risk of infection to our patients with the introduction of Automated Hand Gel Sprayers at high risk doors within the hospital. 	<p>EMBEDDED</p>
<ol style="list-style-type: none"> 2. We have developed a blood clot assessment for patients called 'Venous Thrombosis Emboli (VTE). This is currently been introduced to improve the early identification of patients 'at risk' of developing a blood clot. 	<p>Q4 2019</p>		
<ol style="list-style-type: none"> 3. We have also implemented the National Orthopaedic Register (INOR). 	<p>EMBEDDED</p>		
<p>DISCHARGE OR TRANSFER</p> 	<p>COMMUNICATION: Improving the access and distribution of written patient information about going home.</p>	<p>PRIORITY PROJECT</p> <ol style="list-style-type: none"> 1. We continue to promote initiatives to improving the patient experience of discharge, the following initiative is being introduced: – Post Acute Care (called 'PAC') education session for patients prior to their surgery. This patient education session includes information to patients about their procedure/surgery, after care, medication side effects information leaflet. The aim is to provide the patient with information and education to ensure a better experience of discharge from hospital. 	<p>EMBEDDED</p>
<ol style="list-style-type: none"> 2. We are currently developing a new Wound Management Discharge leaflet, which will also educate patients on managing a wound when they go home. 	<p>Q4 2019</p>		



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PATIENT EXPERIENCE	CONTINUOUS IMPROVEMENT:	1. The hospital is working to develop an onsite Shop for Service Users.	Q2 2020	
	COMMUNICATION:	1. We are working on the redevelopment of the hospital website to make it more user friendly for patients, families and carers.	Q1 2020	
		2. Information on data protection will now be available on the hospital website for patients and families.	Q4 2019	
	DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.	PRIORITY PROJECT		Q2 2020
		1. A special focus on improving patient privacy and dignity and respect for patients and families, with the planned development of: <ul style="list-style-type: none"> - family room for patients of the ARU - redevelopment of high dependency unit. 	2021	
PRIORITY PROJECT		Q1 2020		
2. We have also undertaken the development of a Tranquillity Garden for service users, their families and staff. This will allow patients, families and staff to access a tranquil outdoor garden area, away from the ward setting.				
STAFF EXPERIENCE	WELLBEING: Improving staff wellbeing.	1. Annual promotion and provision of the flu vaccine to all staff.	EMBEDDED	