





<p>RAISING AWARENESS</p>	<p>We are continuing to engage with various groups of staff to inform them on the findings of the survey and facilitate learning regarding actions for improvement to your care.</p>		<p>2019-2020</p>
<p>ADMISSION TO HOSPITAL</p> 	<p>WAITING TIMES: Reduce Emergency Department waiting times.</p>	<ol style="list-style-type: none"> 1. We have opened a transit care lounge to facilitate timely discharge and therefore allow earlier access to a ward bed. 2. We have extended our working day for Patient Flow staff to 8pm daily, 7 days per week to improve efficiency. 3. A discharge cleaning team and portering services are now available. Earlier in the day to ensure that beds which patients have just left are prepared and ready for use. 4. We have introduced local arrangements to transfer patients to other care facilities early in the day, allowing access to a bed sooner. 5. The multidisciplinary team plan today for tomorrow in an effort to try and make sure that ward beds are used effectively and that patients admitted in Emergency Department (ED) get to a bed as soon as possible. 6. We have re-established core wards, meaning that patients are admitted. To their speciality ward the first time where possible. 	<p>ONGOING</p>
<p>CARE ON THE WARD</p> 	<p>NUTRITION: Improve hospital food and nutrition.</p>	<ol style="list-style-type: none"> 1. We are raising awareness with all staff via team meetings about the importance of mealtimes and ensuring if a patient misses a meal they get a replacement meal. 2. We aim for all patients to be given a menu once admitted to a ward. 3. Information will be provided to patients so they are aware that choices and extra portions are available. 4. The evening tea service is being expanded and standardised. Evening tea services will be given from a trolley with a variety of snack options. 5. Skills in food presentation, allergens, therapeutic diets and food safety to be delivered to all catering assistants. 6. The catering department has started regular patient satisfaction surveys and audit of food service temperatures. 7. The catering department is improving their process for ensuring that hot meals/ snacks reach the patient quickly. 	<p>ONGOING</p>
	<p>COMMUNICATION: Improve the availability of information regarding medications.</p>	<p>PRIORITY PROJECT</p> <ol style="list-style-type: none"> 1. The Hospital will provide education to staff on the importance of giving Patients the opportunity to discuss their medications including possible side effects and interactions, during their admission. 2. The Hospital will include a medication list in the standardised discharge information pack to prompt discussion with staff about medication safety at the time of discharge. 3. The Hospital will include a 'My Medications List' with appointment letters to allow you to prompt safe reconciliation of medications with your Doctor, Nurse or Pharmacist on admission to Hospital. 4. The Hospital will conduct an audit to assess patient information regarding medications. This will be carried out every year in order to monitor improvements. 	<p>2019-2020</p>

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



<p>EXAMINATION DIAGNOSIS & TREATMENT</p> 	<p>COMMUNICATION: Improve the availability of information and encourage staff to ensure there is time and opportunity to ask questions and understand treatments.</p>	<ol style="list-style-type: none"> 1. The Hospital will provide communication skills training for staff through the roll out of the module 1 of the National Healthcare Communication Programme. 2. Nursing Induction provides information and training to nurses commencing work in the hospital This programme will outline the channels of communication for patients via nursing teams and ward structures. 3. Patient feedback from the National Patient Experience Survey will be shared with all staff at various training events throughout the year. This will enhance staff awareness of the importance of being available to answer patient questions. 	<p>2019-2020</p>
<p>DISCHARGE OR TRANSFER</p> 	<p>COMMUNICATION: Ensuring patients feel they are involved in decisions about their discharge from hospital.</p>	<p>PRIORITY PROJECT</p> <ol style="list-style-type: none"> 1. The hospital will provide training for staff around the essential elements of the patient discharge process. 2. The discharge information leaflet for patients will be updated. This leaflet will now include information on the appropriate person to contact after discharge if patients have any queries. 3. The hospital will develop a standardised discharge folder with essential information and provide one to every Patient on discharge. 	<p>2019-2020</p>
<p>PATIENT EXPERIENCE</p>	<p>DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.</p>	<ol style="list-style-type: none"> 1. We are supporting staff to care for patients and their families/carers by implementing staff support groups such as 'Schwartz Rounds'. 2. We continue to develop all our staff by enhancing and improving their clinical, leadership and communication skills. 3. We will continue to develop and implement person and family/carer centred care through learning and improving programmes for all staff. 4. We will continue to create opportunities to engage and listen to our patients and staff throughout the organisation with the aim to continuously improve our patients' journey. 	<p>EMBEDDED</p> <p>2019-2020</p>