

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



<b>CARE ON THE WARD</b> 	<b>NUTRITION:</b> Improve hospital food and nutrition for patients – paying special attention to those who missed meals as they were away from the ward for treatment or recovering from surgery.	<ol style="list-style-type: none"> <li>1. We are continuing to improve hospital food and nutrition for patients by ensuring that all patients who miss a meal are provided with a replacement meal. We have put policies in place called the 'Missed Meal Policy' and 'Protected Mealtime Policy'. This work continues to be monitored and implemented in 2020.</li> <li>2. Meal times have been improved and there are protected meal times for breakfast and lunch every day for all patients. This is to ensure that patient's nutrition and wellbeing is sustained while they are in hospital.</li> </ol>	EMBEDDED
	<b>COMMUNICATION:</b> Staff introductions.	<ol style="list-style-type: none"> <li>1. We are continuing to promote '#Hello, my name is...'</li> </ol> whereby staff introduce themselves to all patients and say what their roles are. The purpose of this campaign is to improve patients experience by ensuring that all staff introduce themselves, say what their role is and develop and build a rapport with patients.	EMBEDDED
<b>EXAMINATION DIAGNOSIS &amp; TREATMENT</b> 	<b>COMMUNICATION:</b> Continue to support patients so that they can speak to someone about their worries or fears	<b>PRIORITY PROJECT</b> <ol style="list-style-type: none"> <li>1. We will promote excellent communication between all staff and patients and their families through communications training programme by March 2020. What this means for patients is that communications between healthcare staff and patients will continue to be a focus for improvement in our hospital.</li> </ol>	Q1 2020
	<b>COMMUNICATION:</b> Improve patient health information provided to patients throughout their healthcare journey.	<b>PRIORITY PROJECT</b> <ol style="list-style-type: none"> <li>1. We will develop a 'Patient Information Booklet' by February 2020 and ensure that every patient who is admitted to Croom Hospital receives it. What this means for patients, is that patients and their families will have more information what to expect during their time in Croom Hospital and how to manage their care at home after being discharged from hospital. We will include information about danger signals to watch out for after patients go home and medication side effects in this information booklet.</li> <li>2. Information packs will continue to be provided to all patients and their time in hospital and what to expect on discharge.</li> </ol>	2019-2020
	<b>COMMUNICATION:</b> Promoting improved communication skills and effective ward round communication amongst healthcare professionals.	<ol style="list-style-type: none"> <li>1. Training continues to be provided for staff in 'Dealing with Bad News' and 'Final Journeys' and induction training for staff also addresses the importance of communication skills.</li> <li>2. Communication between healthcare staff about patient care continues to be a focus. We are using white boards on the wards to help make this more effective.</li> <li>3. We are implementing a medication safety campaign called 'Know, Check, Ask' to encourage both staff and patients to engage in conversations about medications, side effects and to minimise error in medication administration.</li> </ol>	2019-2020
<b>DISCHARGE OR TRANSFER</b> 	<b>COMMUNICATION:</b> Improving access and distribution of written patient information about going home from hospital.	<b>PRIORITY PROJECT</b> <ol style="list-style-type: none"> <li>1. We will continue to involve patients in decisions about their discharge home from hospital every day. What this means for patients is that we will continue to listen and work with patients about their healthcare needs after discharge and established how best they can be supported.</li> </ol>	2019-2020
<b>PATIENT EXPERIENCE</b>	<b>DIGNITY &amp; RESPECT AND PRIVACY:</b> Improving and sustaining patient experience.	<ol style="list-style-type: none"> <li>1. A programme on organisational values, called 'Values in Action', continues to be implemented together with complimentary programmes, developing cultures of person-centeredness.</li> <li>2. National Patient Safety Complaints Advocacy Training programme will take place from January 2020.</li> </ol>	2019-2020

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<b>PATIENT EXPERIENCE</b>	<b>DIGNITY &amp; RESPECT AND PRIVACY:</b> Improving and sustaining patient experience.	3. The UL Hospitals Group Patient Council has recruited new members, drafted a new Terms of Reference and is working with staff to improve patient experience.	2019-2020
		4. Continue to use feedback from patients about what matters to them to continually improve and measure the success of the priorities identified by patients in the survey.	
		5. We are participating in support programmes to discuss and share difficult and stressful situations in healthcare which cause burn-out and high levels of stress at work - 'Schwartz Rounds'.	
		6. We will continue to collect and learn from patient stories.	
		7. UL Hospitals Group Patient and Public Participation Strategy launched.	
		8. The CEO of UL Hospitals is fully committed to implementing and supporting this plan.	