

<p>CARE ON THE WARD</p> 	<p>NUTRITION: Improve hospital food and nutrition for patients, especially for who missed meals because they were away from the ward for treatment or were recovering from surgery.</p>	<ol style="list-style-type: none"> 1. A policy to ensure that all patients have protected time to eat their meals whilst in hospital has been put in place. There is an announcement in place to remind staff, patients and visitors of the importance of this policy. 2. We will continue to improve policy and practice to ensure that patients who have missed a meal are provided with a replacement meal and to ensure that all patients are receiving adequate nourishment and healthy food whilst in our care. 3. We serve snacks and drinks in the evening and these are also available throughout the night. 4. We are working with our colleagues and managers across the Hospital Group to develop the Nutrition and Hydration Policy for our patients and also working with catering managers to develop and improve policies and the hospital food service. 	EMBEDDED
	<p>COMMUNICATION: Increase number of staff wearing name badges and introducing themselves.</p>	<ol style="list-style-type: none"> 1. Name badges are provided for all staff so that patients can easily identify staff and understand what their role is. All staff are encouraged to introduce themselves to patients – ‘Hello, my name is...’ and to say what their role is. 	EMBEDDED
<p>EXAMINATION DIAGNOSIS & TREATMENT</p> 	<p>COMMUNICATION: Increase awareness for patients that support is available if they wish to speak to someone about their worries and concerns.</p>	<ol style="list-style-type: none"> 1. Staff have received training and awareness raising about the importance of communication and giving time to patients to discuss their concerns through ‘What Matters to You’ initiative. 2. We implemented a promotional campaign to encourage patients to speak up and seek help for their worries and concerns through the ‘productive Ward’ and ‘Values in Action’ initiative. 3. An Ennis Hospital Information Booklet is available for all medical inpatients. The Hospital Group is updating its website to improve communication for the public. 	2019-2020
		<p>PRIORITY PROJECT</p> <ol style="list-style-type: none"> 4. We are developing further the PALS Volunteer ‘befriender’ role in December 2019. What this means for patients is that we will support patients better in hospital, to have a friendly person to talk to, listen to them and help pass the time while they are in hospital. 	Q1/2 2020
		<p>COMMUNICATION: Improve health information provided to patients throughout their healthcare journey.</p>	<ol style="list-style-type: none"> 1. Work is underway within the ULHG to make health information easier to read and understand, with patient representatives involved in this important initiative. This is called ‘Health Literacy’. 2. Staff are encouraging patients to ask questions about their healthcare treatment, medication management and discharge planning. Patient information posters are visible in each room to promote patients to ask questions about their healthcare.
<p>COMMUNICATION: Promoting improved communication skills and effective ward round communication with healthcare professionals and patients.</p>	<ol style="list-style-type: none"> 1. Improving communication skills will continue to be a focus for all staff. We will continue to promote excellent communication between all staff and patients and their families through communications training, ‘What Matters to You’ and ‘Values in Action’ initiatives. What this means for patients is that we will communicate better with them and in a way that patient’s understand. 2. New staff induction training includes a communication skills workshop. 3. Training provided for staff on ‘Dealing with Bad News’ and ‘Final Journeys’, which looks at communication and end-of-life care continues to be implemented. 4. We continue to use whiteboards for improving communication among staff on each ward. 5. Daily medical meetings allow safe handover and communication with Medical teams. 	2019-2020	

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



DISCHARGE OR TRANSFER



COMMUNICATION:

Improving access and delivery of written information about going home from hospital for patients. Improve information:

- about discharge plans,
- how patients can best manage their health when they leave hospital,
- knowing about the purpose of medications and their side-effects; and
- who to contact if something goes wrong.

1. We shared the findings of the patient experience survey with all staff including the committee on Drugs and Therapeutics, for the purposes of developing plans on improving medication information for patients.
2. Patients are encouraged to be more involved in asking about medications and their plans for leaving the hospital – posters are on display in Ennis Hospital.
3. Information booklets for patients with relevant information before and after discharge are being developed.

2019-2020

PRIORITY PROJECT

4. We will develop a 'Patient Information Booklet' by February 2020 and ensure that every patient who is admitted to Ennis Hospital receives it. What this means for patients, is that patients and their families will have more information about what to expect during their time in Ennis Hospital and how to manage at home.
5. Patients are being provided with clear information about the danger signs to watch out for after discharge and who to contact if something goes wrong.
6. Community support programmes for patients to help them manage their health or chronic disease are promoted by the Clinical Nurse Specialist if appropriate.
7. Medication awareness programme launched with a focus on 'Know, Check, Ask' encourages both staff and patients to actively engage in conversations about medication safety, medication reconciliation.

Q1 2020

2019-2020

PATIENT EXPERIENCE

DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.

1. We are implementing support programmes for staff allowing them to discuss and share difficult and stressful situations in healthcare, are being implemented. One of these programmes is called 'Schwartz Rounds'. Mindfulness and stress management programmes for staff are being promoted.
2. National Patient Safety Complaints Advocacy Training programme will take place from January 2020. This will support staff in their roles handling patient safety and advocacy related issues.
3. The UL Hospitals Group Patient Council has recruited new members, they have drafted a new Terms of Reference and is working with staff to improve patient experience.
4. A programme focusing on the values and culture of the organisation, called 'Values in Action' is fundamental and successful in Ennis Hospital.
5. We will continue to ask and listen to patients about what is important to them, and work to implement these areas, through gathering patient stories and 'What Matters to You' programme is well established in Medical wards continuing to be rolled out in Peri-Op.
6. Ongoing awareness training around care at end-of-life, including communication and appropriate care is being sustained.
7. We will continue to build on the role of the Patient Council and include the voice of the patient in all our work.
8. UL Hospitals Group Patient and Public Participation Strategy launched.
9. The CEO of UL Hospitals is fully committed to implementing and supporting this plan.

2019-2020

