



WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



<p>ADMISSION TO HOSPITAL</p> 	<p>PATIENT EXPERIENCE: Improve patient experience of the Emergency Department.</p>	<ol style="list-style-type: none"> Galway University Hospital will continue to prioritise and focus all efforts on reducing the number of Patients on trolleys in the Emergency Department (ED), in line with the HSE target times. The senior hospital management team continues to plan and advance the development of a new ED building in GUH. The patient advice and liaison service will continue to support service users in the Emergency Department. Comfort packs continue to be provided to improve patient experiences in the department. All patients admitted in the ED awaiting admission to a bed are provided with a hot meal. Our team on improving patient flow have commenced work to improve the care pathways for patients who have cancer, this work which has already started in November 2019 will improve the process for patients being admitted, when they are going home and their care whilst they are in hospital. The overall aim of this work is to improve cancer patients flow and experience in our hospital. 	<p>EMBEDDED</p> <p>EMBEDDED</p> <p>EMBEDDED</p> <p>NOV 2019-2020</p>
<p>CARE ON THE WARD</p> 	<p>NUTRITION: Improve hospital food and nutrition.</p>	<ol style="list-style-type: none"> Catering staff continue to work closely with the nutrition and hydration committee introducing and improving initiatives in relation to hospital food and nutrition. The Protected Mealtimes initiative continues to be embedded in all ward/unit area. Patients who require assistance at meal times are being prioritised. Picture Card Menus are available to help patients decide about meal options available to them, with a two week rotation of menu choice, responding to what patients feedback about improving hospital food and nutrition. Menu choices have been improved and designed in partnership with patients and calorific count is also in place. Regular audit and patients survey's undertaken on hospital food. PRIORITY PROJECT Our speech & language therapy department and our catering partners have extended meal choices for patients who require a modified diet. Close supervision is ongoing in relation to the delivery of twice daily water rounds to patients and ensures and support is given facilitating appropriate thickening for patients on modified fluids. A communication tool to communicate dietary, hydration needs, including need for special diets, diet/fluid modification and need for assistance at mealtimes has been put in place to ensure that patients nutritional and hydration needs are fully met and to improve their overall health and wellbeing and to maximise their experience of care in the hospital. PRIORITY PROJECT Patients who are at risk of malnutrition are identified and provided with a high count calorific diet to ensure that they do not deteriorate further and to enable them to improve their overall health, wellbeing and recovery. All hospital wards are participating in this important initiative. In 2019 dieticians commenced physical examinations as part of the assessment, this examination of the signs of malnutrition in patients allows us to identify the patients who require a high quality individualised nutritional care plan. All patients who receive a nutritional assessment and care plan receive written information and diet sheets relating to their condition. In 2019, dietitians can now email information to patients at time of assessment. All patients who attended the cancer nutrition education session prior to commencing chemotherapy reported finding the session very good or excellent in content and delivery. 	<p>EMBEDDED</p> <p>EMBEDDED</p> <p>EMBEDDED</p> <p>2019</p> <p>EMBEDDED</p> <p>2020</p> <p>2019</p> <p>2020</p> <p>EMBEDDED</p> <p>EMBEDDED</p>

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CARE ON THE WARD 	COMMUNICATION:	1. We continue to focus on improving communication across all of our healthcare teams aiming to improve patient flow and discharge planning in a more integrated way.	EMBEDDED
		2. Welcome to the ward and discharge poster boards have been installed on all ward/units to provide patients with information related to their inpatient stay and discharge, this information is available in both Irish and English and can be obtained on the Saolta Website and in all ward/unit areas.	2019
		3. We are developing more integrated patient care and discharge planning while continuously improving communication skills and teamwork.	EMBEDDED
		4. The 'End PJ Paralysis' campaign has been introduced in five ward areas and is supported by a multidisciplinary team approach to promote getting patients up, dressed and moving. Having patients in their day clothes while in hospital, rather than in pyjamas or gowns enhances dignity and autonomy. Getting patients up and moving has been shown to reduce falls, improve patient experiences, and reduce length of stay in hospital. It is planned to roll this initiative throughout the hospital.	2020
EXAMINATION DIAGNOSIS & TREATMENT 	COMMUNICATION: Provide more accessible health information to patients.	1. All of our departments are continuing to improve patient information and written information leaflets.	EMBEDDED
		2. Training and support for staff in the importance of providing plain English, literature for patients is continuing.	
	COMMUNICATION: Better communication skills and effective ward round communication from all healthcare staff.	PRIORITY PROJECT 1. Galway University Hospitals are actively promoting the importance of good communication skills amongst staff. GUH has actively partnering and piloting the communications training programme by involving patients and staff in the design of this work. This work will continue in 2020.	2019-2020
DISCHARGE OR TRANSFER 	COMMUNICATION: Provide more information to patients at discharge.	1. There will be a focus in 2020 on the HSE National Medication Safety Programme 'Know, Check, Ask' to encourage our patients to discuss their medicines with healthcare professionals and family.	2020
		2. Galway University Hospital will continue focus on improving the discharge process is in place, engaging with community services to empower patients to engage in relation to their discharge plans and date of discharge and medication safety.	EMBEDDED
		3. Our discharge coordinator works closely with the community team to ensure that there is continuity of care for patients between leaving hospital and accessing community services. Information sharing and team working between hospital and community teams is critical to the success of this work.	
PATIENT EXPERIENCE	DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.	Hospital management will continue to support and implement hospital-wide programmes which will enhance patient experience, such as:	EMBEDDED
		1. Patient council representation of all non-clinical committees.	EMBEDDED
		2. Supporting staff to undertake the newly introduced Certificate in Advocacy.	EMBEDDED
		3. The support for the role and function of patient advice and liaison services with an annual patient experience fair day held in April.	2019-2020
		4. Working in partnership with community groups and advocacy services to improve that patients experience in the hospital.	2020
		5. Continue to support and promote and value the roles of all staff through the '#Hello, my name is...' campaign.	EMBEDDED
		6. Support the embedding of the 'Nothing about me without me' initiative an education programme aimed at staff to improve patient experience.	EMBEDDED
7. Support for 'Schwartz Rounds', which have had a positive impact on improving staff wellbeing which has an impact on improved person-centred care.	EMBEDDED		



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PATIENT EXPERIENCE	DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.	8. Senior Management and Executive Walkabouts will continue to take place as part of the ongoing governance and accountability for improvement throughout Galway University Hospitals.	EMBEDDED
		9. Developing links with external support groups and hospital staff providing information at public education sessions and learning events.	EMBEDDED
		10. The volunteer service continues to grow and is a key group within our hospital to improve our patient's experience.	EMBEDDED