




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"> 1. Staff and managers in the Emergency Department (ED) will continue to work to increase self-awareness among staff and improve patient experience of ED. 2. Comfort packs are available for all patients in ED, these packs include tooth brushes, socks, t-shirts and aids for sleeping. 3. There is a continuous focus on reducing the number of patients on trolleys in the ED, in line with the HSE target times. 4. An Assistant Director of Nursing is working full time on improving patient flow in the hospital. The aim of this work is to provide more efficient access to care and improved patient experience. 	<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. We are continuing to promote a healthy culture for both staff and patients. This work is called 'Caring Behaviours Assurance System' and is designed to focus on improving patient experience and staff resilience. This is in place in two wards. 2. 87% of patients in 2019 rated their hospital food as either 'good' or 'very good'. Our staff are working hard to improve hospital nutrition and catering for patients and staff alike. 3. In 2019/20 all patients admitted to hospital are assessed for being at risk of malnutrition. 4. The protected meal-times policy is implemented and supported hospital wide to give patients protected time to eat their meals so this can improve their food intake and nutrition. This also contributes to their overall wellbeing and recovery. 5. We have made improvements to the times of patient meals, to respond to the changes which patients recommended in this years and last years survey. 6. We have put in place picture menus to enable patient to make their preferred choice of meal. This has improved the patient experience. 7. Patients who require assistance at meal-time are provided with additional support, the red tray initiative is in place to support this work. 8. The patient menu is continuously being improved. We conduct patient and staff surveys on a continuous basis to elicit feedback and measure the improvements that we are making. <p>PRIORITY PROJECT</p> <ol style="list-style-type: none"> 9. '#Hello, my name is...' campaign to promote staff introductions has been put in place. 	<p>ONGOING</p> <p>2019/2020</p> <p>2019/2020</p>
<p>EXAMINATION DIAGNOSIS & TREATMENT</p> 	<p>COMMUNICATION: Increase awareness for patients of the supports available if they wish to speak to someone about their worries and concerns.</p>	<ol style="list-style-type: none"> 1. Information for patients about support services available to them during their hospital stay has been improved. A campaign of awareness raising amongst patients about sharing concerns and speaking to staff about anything that they are worried about will be promoted. <p>PRIORITY PROJECT</p> <ol style="list-style-type: none"> 2. The National Healthcare Communication Programme will be implemented in 2020. The newly appointed PALS officer and a non-consultant hospital doctor will work together to provide leadership on improving communications across healthcare teams in the hospital. 	<p>EMBEDDED</p> <p>2019/2020</p>

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



<p>EXAMINATION DIAGNOSIS & TREATMENT</p> 	<p>COMMUNICATION: Provide more accessible health information to patients.</p>	<ol style="list-style-type: none"> 1. The PALS office will be prioritising patient information leaflets at University Hospital Letterkenny. 2. A hospital patient information booklet is available and this is available in many languages. We will be delivering plain English workshops for staff to support them to further develop patient information. 3. Recommended sources for accessing evidence based patient information promoted amongst patients, to improve health information available to patients for their entire healthcare journey, from admission to discharge. 	<p>2019-2020</p>
<p>DISCHARGE OR TRANSFER</p> 	<p>COMMUNICATION: Better communication skills and effective ward round communication from all healthcare staff.</p>	<ol style="list-style-type: none"> 1. Intercultural training is provided for staff and continuous to be a key priority for improving patient experience. 2. Healthcare staff conduct telephone interviews with patients a number of days after they return home. This is to check with patients that they are recovering well and to address any concerns that they may have. <p>PRIORITY PROJECT</p> <ol style="list-style-type: none"> 3. We have adapted a patient information leaflet to encourage patients to be more involved about going home from hospital. This is to encourage patients to be more prepared when going home and to address any of their concerns. 4. A feedback initiative inviting patients to express what worked well and what could be improved upon is actively promoted at ward level. 	<p>ONGOING</p> <p>ONGOING</p> <p>2020</p>
	<p>COMMUNICATION: Provide more information to patients at discharge.</p>	<ol style="list-style-type: none"> 1. A discharge lounge has been opened in 2019 and this had improved patient experience of the discharge process. 	<p>EMBEDDED</p>
<p>PATIENT EXPERIENCE</p>	<p>DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.</p>	<ol style="list-style-type: none"> 1. Hospital Management will continue to support and implement hospital-wide programmes which will enhance patient experience, such as: <ul style="list-style-type: none"> – The continued work of the Patient Forum, patient member forums are actively involved in hospital committees. – The support for the role and function of Consumer Services Dept. – Programme on Caring Behaviours Assurance – Executive walk-about are planned to as part of ongoing governance and accountability for improvement. 2. Ongoing Series of Education Programmes focusing on communication and information, and including topics such as bereavement, end of life care, breaking bad news, is available for staff. 	<p>ONGOING</p>