





WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



RAISING AWARENESS	We are continuing to engage with different groups of staff to brief them on the findings of the survey and facilitate workshops where there are robust discussions regarding actions for improvement to the system.	2019-2020	
ADMISSION TO HOSPITAL 	WAITING TIMES: Reduce Emergency Department waiting times.	1. We are working with all staff to ensure waiting times in the Emergency Department (ED) are consistently reduced. 2. Increase number of available beds with opening of second ward in Phase 2.	ONGOING EMBEDDED
CARE ON THE WARD 	NUTRITION: Improve hospital food and nutrition.	PRIORITY PROJECT The hospital want to improve patient experience at mealtimes. This will include staff assistance. Protected meal times means that patients are given the space, time and appropriate assistance to eat their meals. <ul style="list-style-type: none"> - Two wards have been identified to commence a project on protected meal times. - A working group has been established. - An audit will be carried out on both wards to determine the steps required to ensure patients receive protected mealtimes - This project will require input from all disciplines involved in meal time – catering, radiology, support services, nursing, NCHDs, Consultants, AHPs and Clinical Facilitators. 	Q2 2020
EXAMINATION DIAGNOSIS & TREATMENT 	COMMUNICATION: Improve the availability of information.	PRIORITY PROJECT Patient health information will be improved throughout the patient journey: <ul style="list-style-type: none"> - The hospital is developing working groups in each specialty to identify any gaps in patient information. - The hospital will develop a standardised template for patient information leaflets. - The hospital will design patient information leaflets as required. 	Q2 2020
	COMMUNICATION:	1. We are promoting an initiative for all our staff to use when liaising with patients and their families/carers which is '#Hello, my name is...'. Every staff member has been provided with a name badge which they wear while on duty. This will ensure that patients and their families/carers know the names of the staff who are caring for them.	EMBEDDED
DISCHARGE OR TRANSFER 	COMMUNICATION: Provide more information to patients at discharge.	PRIORITY PROJECT To improve discharge information for patients so that they know who to contact if they are worried about their condition or treatment following discharge. <ul style="list-style-type: none"> - The hospital is initiating a welcome pack on two wards. This welcome pack will contain a welcome to OLOL information leaflet. - Discharge leaflets relevant to individual patients will be provided upon discharge. 	Q2 2020
STAFF EXPERIENCE	WELLBEING: Improving staff wellbeing.	1. We continue to develop all our staff by enhancing and improving their clinical, leadership and communication skills through continuous professional development.	EMBEDDED