




WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



<p>ADMISSION TO HOSPITAL</p> 	<p>WAITING TIMES: Reduce Emergency Department waiting times.</p>	<ol style="list-style-type: none"> 1. As part of the Five Fundamentals national project, all members of the Emergency Department (ED) team are working together on quality improvement programmes designed to improve patient experience of ED and to improve the patient experience of waiting times in MUH. 2. It is a key priority for the MUH ED team to work together to meet the national wait times target. 3. The Winter Flu Vaccine is actively promoted to maintain high uptake and to prevent excessive demands in ED over the Winter Period. 4. MUH is actively working with the Special Delivery Unit on the 5 Fundamentals of Unscheduled Care. 5. Rapid Assessment & Treatment (RAT) is now operational 8am-6pm Mon to Thurs and 8am-6pm on alternative Fridays. 6. Ongoing pilot of combined acute & community Frailty Intervention Therapy (FITT). 7. Patient Comfort packs are provided to patients who need them. 	<p>ONGOING</p>
<p>CARE ON THE WARD</p> 	<p>NUTRITION: Improve hospital food and nutrition.</p>	<ol style="list-style-type: none"> 1. Patients are assessed for their risk of malnutrition and provided with meals of a significantly higher calorific count to sustain a healthy weight and to improve their wellbeing. 2. Patients who have difficulties in swallowing will be provided with an improved menu of nutritious blended food to sustain their health and wellbeing. 3. Mealtimes – Matter (Protected Meal times) is an objective to be implemented across the MUH site. 4. Ongoing work on therapeutic menu auditing and development, benchmarked and developed in line with the Food Nutrition and Hydration Policy 2018. 	<p>2019-2020</p>
<p>EXAMINATION DIAGNOSIS & TREATMENT</p> 	<p>COMMUNICATION: Increasing awareness in relation to support available to patients who want to speak to someone about their worries and concerns.</p>	<ol style="list-style-type: none"> 1. The Patient Liaison Officer, together with the Pastoral Care team and hospital volunteers are promoting awareness amongst patients that they are available to patients to speak to them, about any worries or concerns that they may have. Hospital staff are being trained in the new Patient Safety Advocacy Service. 2. The roles of key members of staff (including all clinical staff) and advocates will be promoted to help patients understand that they are not alone and that they can always speak to someone. SAGE advocates are active in the MUH. 3. MUH developing diverse ways of engaging with patients and their families in a dynamic way recognising patients as partners in their own care. 	<p>2019-2020</p>
	<p>COMMUNICATION: Improve health information for patients.</p>	<ol style="list-style-type: none"> 1. Patient information leaflets are reviewed and made available for all patients, as well as new sources of information when available. 2. Information leaflets on specific health conditions will be made available to patients together with information on the hospital (patient information booklet; MUH website). 3. Recommended sources for sharing clear and evidence-based patient/health information will be promoted amongst patients. 4. A team of staff are currently reviewing the importance of patient involvement in decision making about their care, and promoting the National Consent Policy in MUH. 	<p>2019-2020</p>

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<p>EXAMINATION DIAGNOSIS & TREATMENT</p> 	<p>COMMUNICATION: Improve communication skills and effective ward round communication amongst healthcare teams.</p>	<p>PRIORITY PROJECT</p> <ol style="list-style-type: none"> Ongoing education and training on the use of whiteboards to improve team communication and patient flow across the hospital. <p>PRIORITY PROJECT</p> <ol style="list-style-type: none"> Improve the process of clinical handover between all members of clinical Teams. The campaign aimed at improving staff introductions ‘#Hello, my name is...’ has been implemented, it is designed to improve communications between healthcare professionals and patients and it was developed by a patient to improve patient experience in hospital. Training is provided for staff on ‘Dealing with Bad News’ and ‘Final Journeys’ which looks at communication and end-of-life care. The national healthcare communication programme focuses on communication between patients and staff at all levels and in all settings in the organisation – clinical and non clinical interactions with patients and their families. 	<p>2019-2020</p>
<p>DISCHARGE OR TRANSFER</p> 	<p>COMMUNICATION: Improve access and distribution of written patient information about going home from hospital.</p>	<ol style="list-style-type: none"> Information leaflets on specific health conditions will be made available to patients together with information on the hospital. Information on hospital website will be improved. A checklist for staff on discharge is in place and communication and patient information is prioritised at discharge. The MUH are hosting an inaugural ACT (Acute and Community Together) for Integrated Care Information Day in November 2019. 	<p>2019-2020</p>
	<p>COMMUNICATION: Letting patients know who to contact if something goes wrong.</p>	<ol style="list-style-type: none"> Patients are informed as part of the discharge process about the danger signs to look out for and who to contact if something goes wrong. <p>PRIORITY PROJECT</p> <ol style="list-style-type: none"> MUH is participating in the development of a standardised multidisciplinary transfer document between acute and community care. 	<p>2019-2020</p>
	<p>COMMUNICATION: Providing information on medication side effects.</p>	<ol style="list-style-type: none"> A programme designed to promote medication safety is in development in the hospital. A medication safety working group has been established. MUH to review current information given to patients on the side effects associated with high risk medications on discharge. The Drugs and Therapeutics Committee at the hospital will use patient feedback to inform plans on improving information on medication for patients. 	<p>2019-2021</p>