

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



EXAMINATION DIAGNOSIS & TREATMENT 	COMMUNICATION: Improve access and information for patients when discussing their care and treatment with a doctor.	PRIORITY PROJECT 1. We are introducing the National Patient Communication Programme 'Making Connections', for our staff. This programme is designed to improve communication skills between staff and patients and improve overall patient experience.	2020
		2. We have introduced the Shared Decision Making Process to promote patients, their families and staffs involvement in shared decision making on their care and treatment during their stay in hospital.	EMBEDDED
	COMMUNICATION: Improve the patient's confidence and trust of healthcare professionals providing their care.	1. Name badges are provided to 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
DISCHARGE OR TRANSFER 	COMMUNICATION: Improve access and communication of patient information regarding managing their condition after their discharge.	PRIORITY PROJECT 1. Patient information leaflets have been developed to improve the provision of health information for patients. This will help patients to have information they need about their condition, care and treatment. Work is underway on the Hospital website to include patient information for ease of access for patients, families and staff.	2020
		PRIORITY PROJECT 2. Patient Discharge Leaflet with clear information about discharge and who to contact if something goes wrong is been developed. Each patient will receive this leaflet, and this will encourage the patient and their family to ask about their care and plan for discharge to improve the patients experience when discharged from hospital.	2020