




<p>ADMISSION TO HOSPITAL</p> 	<p>PATIENT EXPERIENCE: Improve patient experience of the Emergency Department, importance of promoting patient-centred care.</p>	<ol style="list-style-type: none"> 1. Patient feedback about long-wait times in Emergency Department (ED) and about improving their experience of ED will continue as a key improvement priority in 2020. There will be a continuous and ongoing focus on reducing the number of patients on trolleys in the ED, and also reducing the wait times for patients in line with the HSE target times. 2. Comfort packs are now available for patients in ED, these packs include tooth brushes, socks, t-shirts and aids for sleeping, they are designed to improve patients experience and to improve their comfort levels in ED. 3. The findings of the patient experience survey have been shared with all staff including in ED in relation to; the importance of patient centred-care, dignity and respect and patient privacy we continue to be improved in ED. 4. A Patient Advice and Liaison Officer, has been appointed to work in Portiuncula Hospital. <p>A patient Council Group has been established. The first meeting occurred on the 10th October 2018. The purpose of the patient council is to ensure the patient and those communities served by Portiuncula University Hospital have a voice which is heard in the development and delivery of services. Service users are represented on non clinical committee, and are actively supported to participate in hospital activity through sitting on committees.</p>	<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. Based on the feedback that we have received from patients about their experience of hospital food and nutrition in Portiuncula we have reassessed the choice of food for patients. We have now put in place a wider choice of options for evening meal. 2. If patients miss meals we ensure that we have a choice of meals offered to them. We have changed our menus to reflect this and to improve choices for patients. 3. Protecting meal-times is ongoing challenge especially in very busy wards. We communicate the importance of this at all of our team meetings so that everybody prioritises protected meal-times for patients and understands the importance of maintaining patients nutrition and wellbeing in hospital. 4. We are working with the catering, nursing and all staff to ensure that we improve communications about patients nutritional needs and to ensure that patients experience of hospital food and nutrition is improved. 5. We review all of the feedback from patients about hospital food and ensure that feedback is taken on board and used to improve patients experience of hospital care. 	<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, patient privacy and reducing noise at night.</p>	<ol style="list-style-type: none"> 1. A campaign of awareness raising amongst patients about sharing concerns and speaking to staff about anything that they are worried about will continue to be promoted. <p>PRIORITY PROJECT</p> <ol style="list-style-type: none"> 2. Six staff members of our hospital staff have been trained as facilitators in the National Healthcare Communications Skills Programme "Making Connections". Their role is to promote improved communication skills across the hospital amongst all staff and to provide leadership on communications amongst their peers. This work commenced in 2019 and will continue in 2020. The training programme will be delivered to all staff in the hospital in 2020. 3. An audit of telephone etiquette and an assessment of communication and helpfulness skills will take place across the hospital in November and December 2019, the purpose of this work is to promote awareness of how we engage with and respond to patients whenever they contact the hospital and also how well we communicate with one another. 	<p>2019-2020</p> <p>2019-2020</p> <p>2019-2020</p>

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



		PRIORITY PROJECT	
EXAMINATION DIAGNOSIS & TREATMENT 	COMMUNICATION: Provide more accessible health information to patients.	1. Suite of Patient Information Leaflets for patients will be made available to all patients. These leaflets include information on procedures, pre-assessment, day of procedures, post-op advice and contact numbers if patients need to discuss their care or treatment with a healthcare professional.	2019-2020
	COMMUNICATION: Better communication skills and effective ward round communication from all healthcare staff.	1. Ongoing Series of Education Programmes focusing on communication and information, and including topics such as bereavement, patient advocacy, end of life care, breaking bad news has been prioritised and will continue to be a focus in 2020. 2. Guidance on effective ward round communication will be available to staff together with a greater focus with all clinical team members on increasing time with patients to discuss their care and treatment. The National Healthcare Communications Skills Programme will be mandatory for all staff and implemented across the hospital in 2020.	2019-2020
DISCHARGE OR TRANSFER 	COMMUNICATION: Provide more information to patients at discharge.	1. Discharge Information Booklet has been finalised by Saolta Hospital Group and be made available to patients in Portiuncula, to address the needs identified by patients relating to what they should do after leaving hospital and the danger signs to look out for and who to contact if something goes wrong after leaving hospital.	2019-2020
		<ul style="list-style-type: none"> • Prior to discharge we are going to ensure that every patient has been given a discharge booklet and any additional information in relation to their condition that they need. • Ensure patient/carer (where relevant) has plan for post discharge care e.g. PHN/OPD in relation to follow-up appointments and their medication needs. We are going to carry out an audit of discharge checklist on nursing documentation to make sure that this work is in place and working well for patients. • Ongoing internal audit of patients ready for discharge will be carried out by the PALS officer. • 'Welcome to the ward' posters give patients and relatives information about the ward, hospital initiatives, mealtimes visiting. 2. We plan to have patient information leaflets on various medical conditions in the first quarter of 2020 available to all patients.	
PATIENT EXPERIENCE	DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.	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"> - Patient council representation of all non-clinical committees; We have advertised for additional patient, representatives for the patient council, We are in the process of developing a Volunteer service for the hospital, this will be in place December 2019/January 2020; - The support for the role and function of Patient Advice and Liaison Services; - The involvement of volunteers; - Improve the involvement of families and carers by working in partnership with Family Carers Ireland; - Promote and value the roles of all staff through the '#Hello, my name is...' campaign; - 'Schwartz Rounds', proven to improve staff wellbeing, resilience and teamwork, and in-turn have an impact on improved person-centred care. Currently up and running in GUH. 	2019-2020