

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



CARE ON THE WARD 	NUTRITION: Improve hospital food and nutrition.	PRIORITY PROJECT 1. The hospital will implement the HSE's policy on Hospital Nutrition and Hydration, this will lead to improvement for patients in relation to hospital food and nutrition. a. One of the initiatives planned for catering staff is refresher customer service training.	Q2 2020
		2. Regular patient feedback regarding hospital food will be undertaken to measure ongoing improvement.	EMBEDDED
EXAMINATION DIAGNOSIS & TREATMENT 	COMMUNICATION: Improve patients understanding of side effects of medications prescribed and what to expect to feel after an operation or procedure.	1. We will continue to work on initiatives, the aim is to improve communication with patients. In advance of attending the hospital for surgery, an information booklet will be provided to patients about their planned surgery/procedure, after care and going home.	EMBEDDED
		2. 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
		3. We are also actively promoting and encouraging the patient's role in their safety, working together to deliver safe and effective care.	EMBEDDED
DISCHARGE OR TRANSFER 	COMMUNICATION: Provide more information to patients at discharge on the side effects of medication and danger signals to watch for. Improve communication with the family of someone close with the patient.	PRIORITY PROJECT 1. With the introduction of a patient information booklet, which included information on after care and going home. The aim is to improve the patients experience of discharge from hospital.	Q2 2020