




<p><b>ADMISSION TO HOSPITAL</b></p> 	<p><b>PATIENT EXPERIENCE:</b> Improve patient experience of the Emergency Department.</p>	<p><b>PRIORITY PROJECT</b></p> <ol style="list-style-type: none"> <li>1. We have introduced improvements in Emergency Department (ED) for frail, elderly patients to improve their experience of ED and to ensure that they access the care that they need efficiently. (This intervention will result in lower wait times) for frail elderly patients and improve their experience and outcomes of care.</li> </ol> <p><b>PRIORITY PROJECT</b></p> <ol style="list-style-type: none"> <li>2. We have improved some of the cubicles in ED to ensure that they are more suitable for patients with Dementia. This is a continuing priority in 2020.</li> <li>3. Healthier food options are now available to patients in the Emergency Department. An improved menu is available and information from Dieticians if required.</li> <li>4. The discharge lounge has opened to improve patient flow throughout the hospital and to reduce wait times for patients who are being admitted.</li> <li>5. A team of staff in ED continue to put in place and monitor the improvement of patient experience and patient care in ED. This is called Focus on Care.</li> </ol>	<p>2020</p> <p>2020</p> <p>EMBEDDED</p> <p>EMBEDDED</p> <p>ONGOING</p>
<p><b>CARE ON THE WARD</b></p> 	<p><b>COMMUNICATION:</b></p>	<ol style="list-style-type: none"> <li>1. Refocus on '#Hello, my name is...'</li> <li>2. Education and training continues for catering staff.</li> <li>3. Changes and improvements to menus for children have been put in place.</li> <li>4. Improvements to hospital food for parents have been put in place in Paediatrics Unit, it is called 'grab and go'.</li> <li>5. The Hospital Patient Forum is in place, it was reviewed in 2019 and re-constituted.</li> <li>6. Patient feedback or comment cards are in place on all wards, inviting patients to give feedback about their experience. The feedback provided by patients is used to improve services on a real-time basis.</li> <li>7. 'Patient Passport' is a communication tool designed to empower patients to have conversations about their care, diagnosis and treatment, these resources include the:                             <ul style="list-style-type: none"> <li>– Reach Care Pack - focus on Dementia patients</li> <li>– Passport for patients with an intellectual disability</li> </ul> </li> </ol>	<p>ONGOING</p> <p>ONGOING</p> <p>EMBEDDED</p> <p>EMBEDDED</p> <p>EMBEDDED</p> <p>Q2 2020</p> <p>ONGOING</p>
	<p><b>NUTRITION:</b> Improve hospital food and nutrition.</p>	<ol style="list-style-type: none"> <li>1. The hospital nutrition group review the findings of the patient survey and make improvements to hospital food based on what patients say matter to them.</li> </ol> <p><b>PRIORITY PROJECT</b></p> <ol style="list-style-type: none"> <li>2. There is a continued effort to improve meal-times for patients. This is to ensure that patients meal-time is protected and that their nutritional wellbeing is sustained whilst in hospital.</li> <li>3. All Patients are assessed for risk of malnutrition to identify whether they require high calorific diets to build and sustain them whilst they are in hospital.</li> <li>4. Patients requiring assistance during meal-time are actively identified and provided with support and assistance.</li> </ol>	<p>2019-2020</p> <p>2020</p> <p>2019-2020</p> <p>2019-2020</p>
<p><b>EXAMINATION DIAGNOSIS &amp; TREATMENT</b></p> 	<p><b>COMMUNICATION:</b> Provide more accessible health information to patients.</p>	<ol style="list-style-type: none"> <li>1. We are reviewing all patient information leaflets on conditions and treatments to ensure that the information is up to date and improved.</li> <li>2. Improvements in relation to communication about patient care during the handover phase is currently ongoing. Guidelines for improvement and education and training for all staff is being put in place.</li> </ol>	<p>2019-2020</p>

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



<b>DISCHARGE OR TRANSFER</b> 	<b>COMMUNICATION:</b> Provide more information to patients at discharge.	1. Patient Information Leaflets and Discharge Planning Leaflets are being actively promoted across all wards and shared with patients, this is being put in place to improve how we communicate with and provide information to patients.	EMBEDDED
		2. Improvements to how patients are being discharged from hospital and the leadership role of nurses is being supported in 2020.	Q3/4 2020
		3. A review of medication management advice on discharge leaflets has been included.	EMBEDDED
<b>PATIENT EXPERIENCE</b>	<b>DIGNITY &amp; RESPECT AND PRIVACY:</b> Improving and sustaining patient experience.	1. Development of PALs officer in SUH is due in 2020. Two staff are currently participating in the training programme in Patient Safety Complaints Advocacy and the new Independent Patient Advocacy Service will be actively promoted amongst patients.	Q4 2020