

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



ADMISSION TO HOSPITAL 	COMMUNICATION:	1. Initiatives underway to improve information provided to patients about services and location include, The Meet and Greet Volunteer Programme, established to support patients visiting the hospital and the Emergency Department Samaritan initiative.	EMBEDDED
		2. Paediatric supports have been established to include the Kare Bears and Children in Hospital Ireland Volunteer Programme (Paeds ward), the aim is to offer support and assistance to patients and families during their stay in hospital.	EMBEDDED
		3. The hospital will continue to engage and establish patient groups to ensure inclusion of all patients.	2020
		PRIORITY PROJECT 4. A programme of work is also planned to develop hospital information leaflets for patients on their condition and care. It will also include improved signage for patients to improve their experience when attending appointments or during admission.	2020
CARE ON THE WARD 	NUTRITION: Improve hospital food and nutrition.	1. We are continuing to improve hospital food and nutrition for patients by ensuring that all patients who miss a meal are provided a replacement meal. We have put in place the 'Protected Mealtimes' initiative, to allow patients to have their meals uninterrupted.	EMBEDDED
		2. We will introduce a patient nutrition screening assessment; this will improve the identification of 'at risk' patients who may require additional nutritional support.	Q3 2020
		PRIORITY PROJECT 3. A project will be undertaken to improve hospital food, nutrition and hydration for patients with a review of existing patient menus.	Q2 2020
	COMMUNICATION: Improve patient communication regarding their care	1. We will continue to introduce 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. The programme will focus on staff introductions, developing rapport with patients and engaging better with patients.	2020
	CONTINUOUS IMPROVEMENT:	1. We will continue to work together with IEHG service improvement programme, to improve patients experience. This work has focused on patients receiving the most appropriate care and treatment in the right place at the right time.	ONGOING
		2. A special focus on improving care for frail elderly patients has been developed in SLGH. The aim is to ensure that frail elderly people receive optimal care in both community and hospital services.	ONGOING
DISCHARGE OR TRANSFER 	COMMUNICATION: Provide more information to patients at discharge.	1. We continue to promote initiative to improving the patient experience of discharge, the following has been implemented: <ul style="list-style-type: none"> - Regular review of Planned Date of Discharge - Hospital Information booklet is provided to patients and families during their stay and encourage to ask about their plan of care and discharge. 	EMBEDDED
		2. Written information on discharge is provided to patients relating to medication management, how to manage your condition at home and what to expect/do when a patient goes home – medication management, exercise, diet, what to do if you feel unwell etc.	EMBEDDED
		PRIORITY PROJECT 3. 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.	Q2 2020



ST. LUKE'S GENERAL HOSPITAL, KILKENNY

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PATIENT EXPERIENCE	DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.	<ol style="list-style-type: none"> 1. An additional 14-bedded ward was opened which has enhanced patient privacy and dignity and respect for patients in St. Luke's General Hospital. 2. A designated area for initial assessment in the Acute Medical Assessment Unit will also ensure dignity and privacy for patients been assessed. 	2019-2020
	CONTINUOUS IMPROVEMENT:	<ol style="list-style-type: none"> 1. We will continue to monitor our patients journey to identify and take action(s) if any issues/delays occur during the patient's journey. 	EMBEDDED

