

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



<p>ADMISSION TO HOSPITAL</p> 	<p>WAITING TIMES: Reduce Emergency Department waiting times.</p>	<p>1. We will continue to work to improve patient's experience of ED. Patient care pathways have been developed to support the patient's journey through the Emergency Department, including a stroke care pathway and a hip fracture pathway. Another pathway been developed will improve the care experience of frail elderly patients.</p>	<p>EMBEDDED</p>
<p>CARE ON THE WARD</p> 	<p>NUTRITION: Improve hospital food and nutrition.</p>	<p>PRIORITY PROJECT</p> <p>1. Evening time Snack: In response to patient's feedback, we will be exploring other options for an evening-time snack, potentially offering a snack pack.</p>	<p>2020</p>
<p>EXAMINATION DIAGNOSIS & TREATMENT</p> 	<p>COMMUNICATION: Promoting improved communication skills and effective ward round communication with healthcare professionals and patients.</p>	<p>1. A nursing quality improvement initiative (called '<i>Intentional Rounding</i>') is underway to improve the care experience of patients in our wards. The aim is to ensure that each patient's fundamental care needs are assessed and managed on a regular and consistent basis.</p>	<p>EMBEDDED</p>
<p>DISCHARGE OR TRANSFER</p> 	<p>COMMUNICATION: Involvement in discharge planning and providing information to patient's and next of kin.</p>	<p>1. Encourage the patient and their family to read the discharge leaflet and ask about their care and plan for discharge to improve the patients experience when discharged from hospital.</p>	<p>EMBEDDED</p>
		<p>PRIORITY PROJECT</p> <p>2. The patient's date of discharge to be placed over their bed. To promote effective discharge planning with patient and families.</p>	<p>Q2 2020</p>
		<p>PRIORITY PROJECT</p> <p>3. Patients (and families) will be encouraged to be more involved in asking about their plans for leaving the hospital, with the introduction of the '<i>4 Questions</i>' initiative.</p>	<p>2020</p>
<p>PATIENT EXPERIENCE</p>	<p>ENVIRONMENTAL HYGIENE:</p>	<p>1. Facility Management Audits (Tracers): We continue to carry out weekly audits, assessing the environment, hygiene standards, stock control and infection control compliance.</p>	<p>EMBEDDED</p>
	<p>DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.</p>	<p>1. Continue to use and share feedback from patients about what matters to them to continually improve and address any issues that arise.</p>	<p>EMBEDDED</p>

