



## CARE ON THE WARD

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Communication between staff and patient.	<ul style="list-style-type: none"> <li>Ensure that patients have someone to speak to discuss their worries or fears.</li> </ul>	<ul style="list-style-type: none"> <li>Local patient steering group to brief all staff on the site on the findings from the NIES 2022 survey.</li> <li>Roll out of the National Health Care Communication programme with initial focus on the admitted patient areas for Q4 2022 &amp; Q1 2023.</li> <li>Croom Patient Experience Committee will ensure that all Staff are fully briefed on the importance of providing patients with an opportunity to ask questions of their healthcare team about any aspect of their care, treatment or medications.</li> <li>To establish and promote and the PALS service on the Croom site.</li> <li>To further promote the use of Social worker service on the Croom site.</li> <li>To continue to roll out the 'Hello my name is' campaign to all staff and ensure that they are provided with name badges.</li> </ul>	<ul style="list-style-type: none"> <li>Staff will be aware of the importance of being available to patients to discuss their worries and fears.</li> <li>Patients will feel fully supported by hospital staff.</li> </ul>	<p>This project is currently in progress.</p> <p>The project will be reviewed quarterly and will be completed by Q1 2023.</p>



## DISCHARGE OR TRANSFER

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Information re. medication side effects.	<ul style="list-style-type: none"> <li>Ensure that patients are fully informed about medication side effects and are aware of what signs to watch for when they go home.</li> </ul>	<ul style="list-style-type: none"> <li>The Croom Patient Experience Committee will promote improved communication skills and effective ward round communication between the HCP and their patient.</li> <li>Staff will encourage patients to ask questions to their healthcare team about any aspect of their care, treatment or medications.</li> <li>Provision of the Patient Information booklet to all admitted patients. This includes information on medication, nutrition and hydration and falls prevention.</li> </ul>	<ul style="list-style-type: none"> <li>Patients will be fully informed of their medication side effects.</li> </ul>	<p>This project is currently in progress.</p> <p>The project will be reviewed quarterly and will be completed by Q1 2023.</p>



## DISCHARGE OR TRANSFER

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Communication between staff and families at discharge.	<ul style="list-style-type: none"> <li>Ensure that patients and their families are fully informed about any danger signals to watch out for on discharge.</li> </ul>	<ul style="list-style-type: none"> <li>For discussion at all the Croom Patient Experience Committees. We will also discuss at Croom Governance meeting.</li> <li>At hand over each morning and evening we will promote good communications skills. At the doctors ward rounds we will encourage doctors to communicate with their patients and their nominated NOK.</li> <li>Staff encourage patients to ask questions to their healthcare team about any aspect of their care, treatment or medications. At every ward round Consultants will be encouraged to engage with patients and their families on their treatment and care plan.</li> <li>We have a nominated member of the Patient Council sitting on our Patient Experience Committee PALS Manager on site will link with patients each week.</li> <li>PALS Manager to educate Ward Staff on referral to SAGE advocacy for support of advocacy services in the community.</li> <li>For the age cohort from 36-50, there will be particular focus on ensuring that doctors or nurses provide families or someone close to the patient with all the information they need to help care for them.</li> <li>The Patient Experience Committee members to promote the use of Social worker by all staff.</li> </ul>	<ul style="list-style-type: none"> <li>Patients and their families and someone close to the patient will be fully informed to help with caring for the patient.</li> <li>Patients families and someone close to the patient will be fully informed to help with caring for the patient.</li> </ul>	<p>This project is currently in progress.</p> <p>The project will be reviewed quarterly and will be completed by Q2 2023.</p>