

IMPROVING PATIENT EXPERIENCE

One of our four corporate objectives is to improve the experience for our patients and their carers.

Between August and March 2011, 2,938 patients who were discharged from our adult wards gave us feedback on the following five questions about their care:

N°	Question	Overall Satisfaction Score
1	Have you felt as involved as you wanted to be in decisions about your care and treatment?	89%
2	Have you had the opportunity to talk to someone about any worries or fears?	90%
3	Have you been given enough privacy when discussing your condition or treatment?	90%
4	Have you been told about medication side effects to watch out for after you leave hospital?	86%
5	Have you been told who to contact if you are worried about your condition after you leave hospital?	88%

At a local level, staff can do a number of things to improve the patient experience. Nell Gwynne Ward is currently doing the following:

- The manager, senior nurses and coordinator will spend time with patients and their relatives to discuss the patient's concerns and other issues
- All multi-disciplinary team members will be encouraged to make sure that curtains are always closed when seeing patients—in cases of sensitive issues, the ward office or day room can be used
- Relatives can provide feedback on behalf of patients with difficulties
- Daily allocation of staff who will be in charge of acquiring PET feedback from patients as well as assisting patients with difficulties using the machine