

# SAOLTA

University Health Care Group



## PATIENT AND PUBLIC ENGAGEMENT STRATEGY 2020-2023

## Foreword



*Ms Jean Kelly, Chief Director of  
Nursing and Midwifery  
(Until August 2020)*

I am delighted to publish the first Saolta University Health Care Group Patient and Public Engagement Strategy 2020-2023.

In the Saolta University Health Care Group we recognise the value of patient, family and public engagement. We believe it enhances trust and communication between our patients and our staff. Engaging with our patients helps us to better understand their needs, their experiences and their preferences and ultimately it assists us in improving the quality of our health services. There is growing evidence to support that effective patient engagement empowers patients to take more of an active role in managing their own health and this can lead to better health outcomes. This is particularly important as our population is living longer, often with chronic diseases which pose challenges for healthcare with finite resources. One of the main objectives of Sláintecare is to keep people well in their own homes and shifting care to the community. Key to the success of Sláintecare is working in partnership with patients, their families and carers, as well as Community Healthcare Organisations.

This strategy continues to build on the considerable work completed in recent years across the Saolta Hospitals in achieving the objectives which were first set out in the Galway Roscommon Hospitals Strategy for Patient Engagement. Communication, Listening and Engagement are the themes that have underpinned our work to create an environment and culture of patient engagement.

In formulating this strategy, we worked closely with patients and staff representatives from across the West and North West regions in setting the goals and priorities for the next 3 years.

We commenced work on this document in 2019 prior to COVID 19. The pandemic and the associated public health crisis focused our attention on the need for Health Care Workers to work in partnership with and advocate on behalf of our patients in this new world.

I would like to express my sincere thanks to all who have contributed to this strategy and look forward to its implementation and the benefits it will bring to our patients and our community.

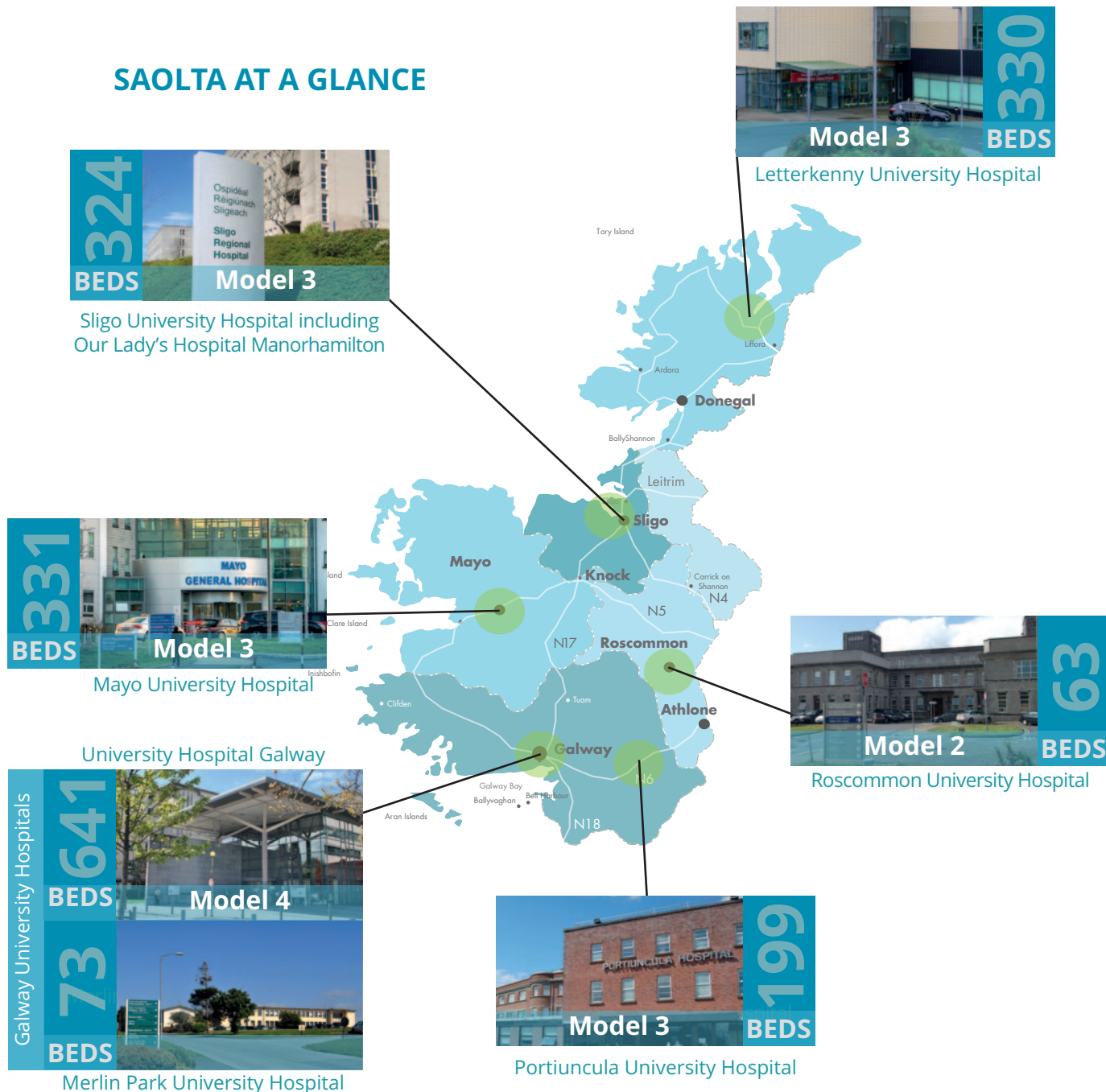
**Ms Jean Kelly**  
*Chief Director of Nursing and Midwifery*

# Contents

<b>1.0</b>	Saolta University Health Care Group- Who are we? .....	04
<b>2.0</b>	Introduction and Context .....	05
<b>3.0</b>	Our Values, Vision and Goals .....	07
<b>4.0</b>	National Patient Experience Survey and the Saolta Response .....	09
<b>5.0</b>	Developing this Strategy .....	14
<b>6.0</b>	Key Strategic Themes .....	15
<b>7.0</b>	Key Enablers for Successful Patient and Public Engagement .....	22
<b>8.0</b>	Strategy Implementation Plan .....	23
<b>9.0</b>	Conclusion and Close .....	27
<b>10.0</b>	Appendices: • Membership of Patient and Public Engagement Steering Group • Balanced Scorecard	28



## SAOLTA AT A GLANCE



Saolta University Health Care Group provides acute and specialist hospital services to the West and North West of Ireland (counties Galway, Mayo, Roscommon, Sligo, Leitrim and Donegal and adjoining counties). We have a relatively dispersed rural population (1/6 of the national population-circa 830,000 core population) spread across one third of the land mass of Ireland.

There are 6 hospitals in the Group:- Letterkenny University Hospital (LUH), Sligo University Hospital (LUH), Mayo University Hospital (MUH), Roscommon University Hospital (RUH), Portiuncula University Hospital (PUH) and Galway University Hospitals (GUH-University Hospital Galway and Merlin Park University Hospital). Our only model 4 (tertiary) hospital site (University Hospital Galway) is on the southern periphery of the Group which can mean long transfer distances for patients requiring specialist complex care. Our geography, together with a larger older population (15.4% compared to 13.4% nationally) means that our hospitals face pressures in meeting ever increasing demands for acute hospital services.

## Introduction and Context

*“Patient engagement is increasingly recognised as an integral part of health care and a critical component of safe people-centred services” (World Health Organisation 2017).*

Patients have a unique perspective which makes them invaluable partners in how we design and deliver our health services. Patients tell us that clinical effectiveness and safety is important, but their experience of care matters to them just as much. In order to make informed decisions and choices about their care they want to feel listened to and supported. They want to receive efficient person-centred care that meets their individual needs and expectations.

The Saolta University Health Care Group published its Strategy 2019-2023 in March 2019. This strategy set out its vision as:

*“To be a leading academic hospital group, providing excellent integrated patient-centred care delivered by skilled caring staff”.*

Core to this strategy is the need to place the patient at the centre of everything we do to ensure that the Saolta Group can provide safe, staffed and sustainable services to meet patient and population needs. A robust patient and public engagement programme is crucial to this and was identified as one of the priority projects from the Strategy.

This Patient and Public Engagement Strategy 2020-2023 sets out the vision across Saolta Hospitals for the next three years. It provides the framework for engaging with patients, their families and the wider community. It reflects on progress made to date, and identifies three themes of key focus based on feedback from patients and a public engagement session held as part of the consultation process in developing this strategy. The results of the National Patient Experience Surveys have been key in informing our priorities.

The Covid-19 pandemic has changed the way we live and the way we deliver healthcare. There have been huge changes for patients and their families, restriction on visitors, the wearing of masks or full personnel protective equipment (PPE). The isolation and loneliness, the fear and anxiety and the profound loss of human touch have had a huge impact on our patients and our staff. Innovation and technology have helped to connect patients and their families during this difficult time however it does not replace the advocacy role that many families take on when a relative is in hospital. The priorities identified in this strategy will address and highlight the importance for all of us to continue to support and advocate for our patients during these challenging times.



### What is Meaningful Patient Engagement?

Meaningful patient engagement is about creating, maintaining and sustaining relationships with our patients and their families. This includes:

- Listening to our patients, families and carers and hearing what they say.
- Acknowledging when we get it wrong and putting things right.
- Using feedback to identify opportunities for quality improvement.
- Working in partnership with our patients, families and carers in co-designing services.



### The Context

Nationally and internationally, the momentum for patient and public engagement is growing as a core component of service delivery.

The importance of this has been acknowledged in many Irish policy documents;

- Healthy Ireland Framework for Improved Health and Well Being 2013-2025, HSE(2013)
- Report of the Commission on Patient Safety and Quality Assurance DOH (2008)
- National Traveller and Roma Inclusion Strategy 2017 – 2021

Several national strategies have been developed which all focus on the importance of patient engagement;

- The National Healthcare Charter (2012),
- The National Service User Strategy HSE (2013),
- The Slaintecare Report (2017)
- The National Screening Service Patient and Public Partnership Strategy 2019-2023,
- The National Quality Improvement team “By all, with all, for all: a strategic approach to quality 2020-2024” strategy HSE (2020).

A central principle through all of the policy documents is that users of the health service have a rightful role and the expertise required to make an important contribution to the design and delivery of healthcare services.

## Our Values, Vision and Goals

### SAOLTA GUIDING PRINCIPLES:

To work in partnership with patients and other healthcare providers across the continuum of care to:



Care, Compassion, Trust and Learning are the core HSE values that underpin our actions as an Academic Health Care Group. Our values and their associated behaviours are the very essence of how we treat our patients and their families. We demonstrate Care, Compassion Trust and Learning by being professional, providing quality safe care, listening attentively, being open and honest, being engaged and present with our patients.

## Vision for Patient and Public Engagement Strategy

“

*Our Vision is to have a culture of open, meaningful and respectful communication to improve our patients' experience*

”

## Goal

“

*Our Goal is to improve the experience for patients, families and carers through working in partnership with all stakeholders in order to provide high quality healthcare.*

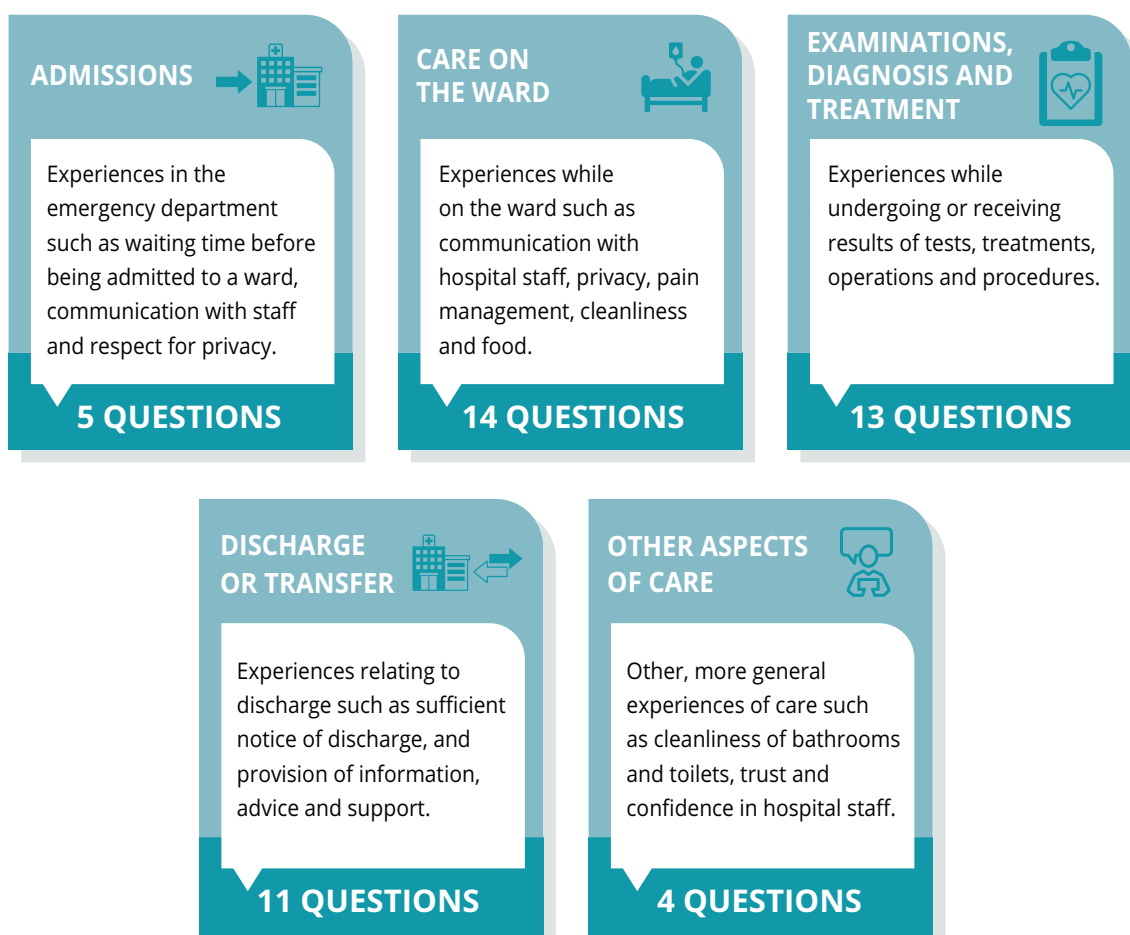
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## The National Patient Experience Survey (NPES) and the Saolta Response

The focus for meaningful engagement over the last three years has been based in the main on the results of the National Patient Experience Survey.

The National Patient Experience Survey (NPES) is an annual nationwide survey conducted by Health Information and Quality Authority (HIQA), the Health Service Executive (HSE) and the Department of Health (DOH). This survey offers patients the opportunity to describe their experiences of acute public healthcare in Ireland. The national response rate has been >50% each year, which has provided valuable and tangible feedback on services in individual hospitals. It also sets out where patients feel services should be improved. The key categories and descriptions are outlined below:-



Over the past 3 years, the Saolta University Health Care Group scored higher than the national average with 85% of participants saying they had a 'good' or 'very good' overall experience.

## What service users suggested we improve on:-



## Saolta Response

Set out below are examples of what we have implemented across our hospital sites to improve the Patient Experience as a direct result of the National Patient Survey-

### Communication:-

- Development of a Health Literacy Policy with our academic partners in Health Promotion at NUI Galway to support the development of written information for all our patients and service users.
- The roll out of Plain English training provided by the National Adult Literacy Agency (NALA) for all staff involved in the development of written information for patients.
- The National Healthcare Communications Programme was piloted in Galway University Hospitals. The programme has been developed to support healthcare staff in reflecting on their communication skills and identify areas for further development.

### Listening gathering information:-

- Comment Cards and local patient surveys.
- "Your service, Your say".

### Engagement:-

- Development of Patient Advice and Liaison Service (PALS).
- Patient Council/Forums have been established in all hospitals.

### Developing together:-

- Patient representatives on non-clinical hospital committees/ decision making fora.
- Working in partnership with community groups and expert groups that represent patients.

Ireland's first ever National Maternity Experience Survey took place in February 2020 and focused on women who gave birth in October and November 2019. The response rate of 50% demonstrates the desire of new mothers to have their say on their experiences of maternity care in Ireland.

Saolta hospitals have performed well to date but this does not mean that we can become complacent. Areas highlighted for improvement by our patients and their families/carers are all included in our yearly priorities. There are structures in place to respond to the areas for improvement highlighted in the surveys.

In 2020 the findings from the first National Maternity Experience Survey was released. This survey offered women the opportunity to share their experiences of Ireland's maternity services. The survey is part of the National Care Experience Programme, a joint initiative by the Health Information and Quality Authority (HIQA), the Health Service Executive (HSE) and the Department of Health. The survey questionnaire contained 68 questions across the whole maternity pathway from antenatal care, through labour and birth, to postnatal care in the community.

#### Key categories included in the survey

- Antenatal Care:
- Care during labour and birth
- Care after birth:
- Specialised Care
- Feeding
- Care at home

The response rate of 50% to this survey demonstrates the desire of new mothers to share their experience of maternity care. The findings for women who gave birth within the Saolta Hospital Group was that 81% of respondents reported overall satisfaction with their care in pregnancy, birth and postnatal period.

These direct feedbacks from women provide us with a unique perspective on what we are doing well and where there is room for improvement. It is an opportunity for us to look critically at what we are doing and how well we are meeting the needs of the women and families involved. The results of this survey demonstrate that over 80% of women reported a positive experience of maternity service in our hospital group for antenatal care, through labour and birth, to postnatal care. This is reassuring and affirmative of the good work that is taking place. However, we are committed to engage fully with the survey results, listen to what the women have told us, good and bad, and to respond accordingly. The areas on which each of our Maternity Units are actively working to improve include:-

- Expanding the amount of information and services available in relation to mental health changes in pregnancy
- Providing an opportunity to women for a debrief with a staff member following birth and
- Ensuring that the emotional needs of the family are met when babies are receiving specialised care in Neonatal intensive care.

## Examples of site specific achievements



### Roscommon University Hospital (RUH)

- Patient Information booklets were developed by staff and patients to improve the information provided to patients on admission and discharge. Booklets and information is available in several languages.
- Patient Comfort packs were introduced for inpatients.



### Sligo University Hospital (SUH)

- A booklet was developed by staff and patients to help improve the information provided to patients on discharge.
- Healthier food options are now available to patients in the Emergency Department.



### Mayo University Hospital (MUH)

- The Patient and Family Experience Advisory Council was established in May 2019 and patient experience advisors sit on a number of hospital committees.
- The MUH Patient Information Booklet was updated in collaboration with patient experience advisors.
- Staff education on engaging with patients and families is mandatory, has been developed, and is delivered, collaboratively with patient experience advisors.



### Letterkenny University Hospital (LUH)

- A campaign to raise awareness among patients about the importance of sharing concerns and speaking to staff about these concerns is promoted throughout the hospital.
- Comfort packs are available for patients in the Emergency Department.



### Portlincula University Hospital (PUH)

- A Patient Advice and Liaison Officer, has been appointed to work in Portlincula University Hospital. Comfort packs are now available for patients in the Emergency Department.



### Galway University Hospitals (GUH)

- All patients in ED awaiting admission to an inpatient bed are provided with a hot meal.
- GUH has implemented a Patient Liaison Service (PALS) and established Patient Engagement Committee with patient representatives as members.
- A yearly Patient Fair Day is held in GUH to ensure to provide hospital and community information for patients and their families.



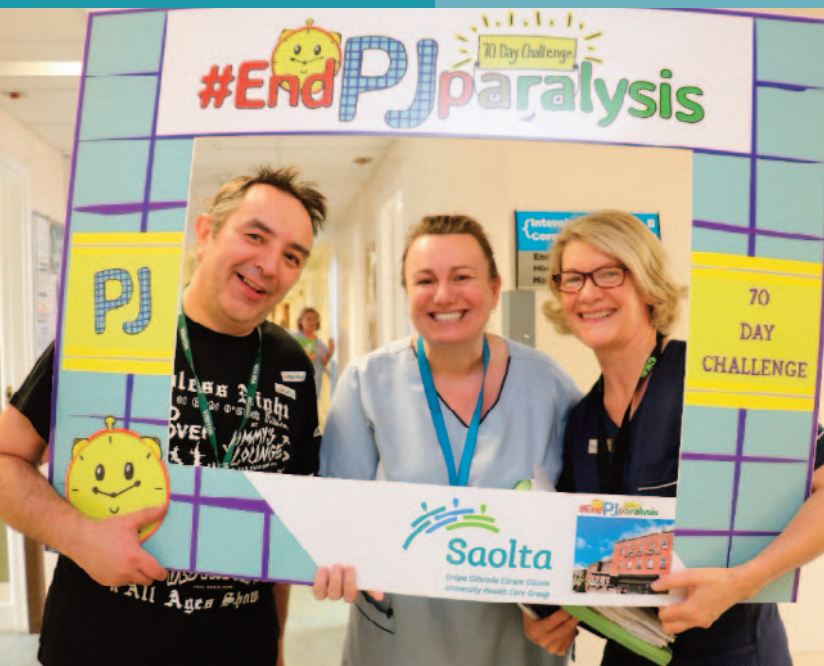
*Pictured at the launch of the updated Patient Information Booklet for Mayo University Hospital are Caroline Conway-Practice Development Coordinator, Evelyn O Malley -Chief Dietician and Ken Spenser -Central Nursing Office Manager.*

“

Doctors were fantastic and tests needed such as emergency MRI was done quickly.

LUH 2019

”



#### **End PJ Paralysis\_PUH**

*Jerry Nally, Assistant Director of Nursing; Tracy Fahy, Staff Nurse; and Elizabeth Loughnane, Clinical Nurse Manager*

“

I found my stay in hospital very pleasant as doctors, nurses, care assistants and all staff I had dealings with were very anxious to give me all the help and reassurance needed. The care I got was excellent.

SUH 2019

”



## Developing This Strategy

Service users and staff were invited from the Saolta Group to join the Patient Engagement Steering Committee to assist us in developing this strategy. This group first met in early 2019. While the Steering Group was representative, it quickly agreed that the need to engage more widely and hold a World Café event to seek feedback from service users, carers and healthcare partners to understand their priorities was necessary.

Communication, empathy, respect, information, listening and hearing, and diversity were all key areas identified at this event to be considered for the new strategy. In developing the strategy we have been cognisant of the increasing ethnic and cultural diversity of our population in the west and north west of Ireland, have planned for the involvement and participation of service users from disadvantaged communities, and are adapting services to meet the needs of the entire population, by responding to diversity.

### Aligning to Best Practice

As part of the development of a National Patient Engagement Framework, an extensive international literature review was undertaken which proved invaluable in the development of this strategy. This work set out the very best practices and lessons learned both on a national and international basis, which the Steering Group has used as a foundation against which this strategy is assessed.



Source: Saolta World Café Event on Patient Engagement May 2019



### Key Strategic Themes

Three key strategic themes have been identified that encompass what we want to achieve over the next three years.

With patients and their families at the core, these priorities are deliberately arranged around a circle as each is considered as important as the next.



“

The doctors and nurses would take the time to explain everything about my condition and any medicine I was on. With being always in good humour no matter how busy they were they would still have time to speak with you.

GUH 2019

”

## Theme 1

### Working in Partnership with Patients, Families and Carers

“Working in partnership” is defined in the HSE Quality Improvement Framework as “services that are respectful and responsive to individual’s needs and values, and partnering with them in designing and delivering that care”.

The importance of listening and hearing the views/feedback from patients, service users, families, carers and staff, is key to us working together to improve our engagement and involvement activities. We will continue to work together to help improve the scope, breadth and quality of our engagement and partnership activities.

Growing evidence recognises that patients who are motivated to take an active role in their care can experience a range of health benefits, improved outcomes and reduced healthcare costs. People are living longer and are more likely to suffer from chronic disease which needs to be managed closely to ensure good health. The focus on self-management is welcomed and patient education is fundamental to this. We want to ensure that patients are educated and engaged in their own care as partners and are proactive in the management of their health.

We recognise that working together in partnership our service users, families and carers is essential if we are to achieve our goal.

**Our goal is to work in true partnership with patients, families and carers, to provide the highest quality care, delivered in a caring, compassionate, safe and comfortable environment**



#### Priority Projects

- Rollout of the National Advocacy Training Programme
- Further develop the Patient Advice and Liaison Service across all Saolta Hospitals
- Further embed the role of Patient Council /Patient Experience Committees (to a consistent model) ensuring true patient representation
- Ensure that service users are encouraged to participate meaningfully in the planning, design and delivery of services – ‘from Ward to Board’ at an organisational level



**Chief Director of Nursing and Midwifery**

*James Geoghegan, Patient Advice and Liaison Service; Chris Kane, General Manager; Maurice Power, Chief Financial Officer; Jean Kelly, Chief Director of Nursing and Ger Kil Kelly, CNM1.*

“

The staff were always helpful and cheerful. The nursing staff was positive and encouraging. The lady dealing with meals and menus was extremely helpful. Sorting me some plain yogurt for breakfast. She is doing an excellent job.

*MUH 2019*

”

## Theme 2 Communication

Effective communication is the cornerstone of everything we do across our society. This is particularly important in health care, where patients very often feel vulnerable, alone and frightened. Healthcare workers rely on good communication to deliver safe, coordinated and effective care. Evidence tells us that patients feel the use of medical jargon is a barrier to good communication.

Research has shown that “there are fewer errors and better treatment outcomes when there is good communication between patients and their healthcare providers, and when patients are fully informed and educated about their treatment and medication.” (World Health Organization: 2012).

Developing and improving the communication and consultation skills of healthcare staff was identified as a key priority arising from the first National Patient Experience Survey in May 2018. This was also identified as key area of priority at the Saolta World Café event held by Saolta in 2019.

Effective and meaningful communication remains a central goal of the Saolta University Health Care Group, and we are committed to improving how we communicate and engage with patients, carers, and the wider community.



**Our Goal is to improve communication at all levels across the organisation with our patients, carers and the wider community across the continuum of care delivery.**

### Priority Projects

- Rollout of the National Communication Programme across all Saolta Hospitals.
- Implement the literacy policy within all Saolta Hospitals.
- Optimise the use of technology and eHealth initiatives to enhance communications with patients and service users.



**Smoking Cessation LUH**

*Elaine Robinson, Clinical Nurse Specialist with the Smoking Cessation Service at Letterkenny University Hospital*

“

The doctor always listened to me when I had anything to ask him about my sickness and that means a lot to an elderly patient.

*RUH 2019*

”

## Theme 3 Working with Others

The needs of local communities are vital in shaping and influencing the planning and delivery of our health services across the West and North West of Ireland. Within the Saolta University Health Care Group we recognise that patients as part of social groups, families and communities and broader networks are a positive force for change. Our local communities are proud of each of their local hospitals and understandably protective of the services they provide.



People and the communities in which they are born, raised, live, work and play, are central to the delivery of people-centred and integrated health services. We need to harness the support of each of our local communities in care delivery, sustainability and further development to ensure that we provided the best possible care to their families and friends.

Focusing on community engagement is becoming ever more important for global public health (as evidenced through the current COVID-19 pandemic). Now and into the future we will face even more complex health challenges that stretch and test the capacity and resilience of our health systems in serving our local population. This is particularly important to us in Saolta as our population profile is among the oldest and most dependent in the Irish healthcare system. The implementation of Regional Health Areas (as part of Sláintecare) will ensure partnership working between acute and community services as well as academic partners and work has commenced in this regard in the context of co-design.

In Letterkenny University Hospital, Sligo University Hospital and Galway University Hospitals, active Friends Committees provide support and fundraising for important patient comfort initiatives and service developments and are making a difference every single day. They facilitate the input of the community to the local hospital and ensure the local hospital is embedded in the heart of the community. In addition, the role of local Patient Councils/Forums has become integral to each of our hospitals and we plan to further develop this over the coming years. Other community supports such as volunteers on each of our Saolta Hospital sites provide an invaluable service to patients, carers and visitors. Over the life of this strategy we want to continue to actively build on these partnerships with our community across all facets of care, providing the best possible services for our patients.

**Our Goal is to implement community-clinical partnerships aimed at managing and improving health at a community level across the Saolta University Health Care Group in the continued development and support of service delivery.**



### Priority Projects

- Work with voluntary/statutory bodies in progressing the implementation of Sláintecare.
- Joint project with CHOs and NUI Galway to implement codesign approaches to service delivery and development.
- Create an “engagement capable environments” (i.e an environment where proactive engagement becomes the norm) by securing leadership support, training and engaging staff to see patients as partners in health care.



*Maggie Mew, Registered Advanced Nurse Practitioner in the Injury Unit at Roscommon University Hospital.*

“

I was always treated with dignity and respect and I really enjoyed my stay. I had not been in hospital before; it was a new experience for me. It was so clean and the food was very good.

*PUH 2019*

”



There are many key enablers that must come together for meaningful and successful patient engagement. These have been considered under a number of headings and aligned to best practice as is evidenced in Section 5.

Key Enabler	What will be required?
<b>Leadership and Governance</b>	Commitment from the Saolta University Health Care Group to create the necessary culture, supporting the initiatives and implementation of this strategy and in the creation of “engagement capable environments”.
<b>Inclusiveness</b>	A concerted focus on diverse representation in our engagement processes to ensure a wide range of perspectives.
<b>Education and Training</b>	The implementation of this strategy will require a key focus on education and training. Patients, families and the public will require training in engagement skills. We will implement this training in line with the national programmes but tailored to local deliverables and priorities. We will work with our education partners in the delivery of this programme across the Saolta Group.
<b>Using patient feedback and data to inform service developments</b>	As core to this strategy we will continue to use patient, family and community feedback in the development, delivery and enhancement of patient centred services.
<b>Partnership working between acute/ community/voluntary/ statutory agencies</b>	We will work in partnership with other health and social care services to provide seamless and integrated patient care.
<b>Using Information Technology in engaging and supporting patients</b>	We will optimise the use of multiple communication platforms to engage with all groups across our community.
<b>Evaluation of Patient Engagement</b>	We will monitor and evaluate the implementation of this strategy and learn from what works well. We will evolve our implementation plan based on this.

## Strategy Implementation Plan

We are fully committed to the implementation of this strategy over the next three years.

In developing this Saolta Patient and Public Engagement 2020-2023, we are conscious of ensuring that objectives are:

- Patient focused
- Clearly identifiable with tangible deliverables
- Aligned with the overall Saolta University Health Care Group Strategy 2019-2023
- Achievable



We are also mindful that meaningful engagement must be owned locally and in the main be led and implemented by each of our individual hospitals; however this strategy provides the overall groupwide framework and consistency of approach. We accept however that priorities for individual sites may differ depending on unique circumstances.

While this strategy is ambitious, our initial roadmap identifies the priority projects that need to be progressed to achieve our strategic priorities over the next three years and how we will plan to achieve them.

This roadmap will be reviewed on an ongoing basis over the life of this strategy to ensure it is aligned to national and local developments.

We will ensure that progress is monitored through the use of Balanced Scorecards (example set out in Appendix 1), results from ongoing National Surveys such as the NPES / Your service Your say and patient feedback initiatives.

We will ensure that this strategy remains a “live” document and is integrally linked to the service and operational plan and performance reporting framework within our Hospital Group.

Each project will be supported by more detailed planning including deliverables, timelines, key responsibilities and success outcomes.

To ensure the overall governance of this programme of work, the implementation will be overseen by the Saolta Group Chief Director of Nursing and Midwifery. Each Saolta hospital will identify a site lead responsible for the roll out of this strategy working in partnership with the site based Patient Council/Patient Forum. Progress will be reported locally through the site Executive Management Teams and via the Saolta Group Executive Council to the Saolta Board.

## Saolta Patient and Public Engagement Strategy Priority Projects-

While each of the Themes outlined in Section 6.0 identifies both key priorities and a table of how we will achieve these priorities, Table 1 below sets out a summary of group wide priority projects against the themes over the next 3 years:-

Strategic Theme	Priority Project	How will we achieve this	Timeline
<b>Theme 1</b> Working In Partnership with Patients, Families and Carers	Rollout of the National Advocacy Training Programme	<ul style="list-style-type: none"> <li>Action Plan to be developed by each individual hospital to include key responsibilities and timelines.</li> <li>Introduction of Make Every Contact count</li> </ul>	2021
	Further develop the Patient Advice and Liaison Service across all Saolta Hospitals	<ul style="list-style-type: none"> <li>Develop a Youth Advisory Group across all sites.</li> <li>Provide staff education on patient engagement</li> </ul>	2020-2021
	Further embed the role of Patient Council/Patient Experience Committees (to a consistent approach) ensuring patient representation	<ul style="list-style-type: none"> <li>Implement the concept of Hear me, Respect me, and Work with me. (MUH)</li> <li>Ensure parents/carers are represented on all Patient Council.</li> <li>Ensure processes are in place that when there is an issue of concern, service users will feel confident to raise their concerns with our staff and know that they will be acted upon.</li> <li>Embed a system of feedback of our service users, families and carers to drive improvements in our services</li> </ul>	2021
	Ensure that service users are encouraged to participate meaningfully in the planning, design and delivery of services – ‘from Ward to Board’ at an organisational level	<ul style="list-style-type: none"> <li>Self-management support for patients with chronic illness in collaboration with virtual clinics throughout the Saolta Group.</li> <li>Each hospital to review committee structure to ensure patient / service user representative.</li> <li>A patient representative will continue to be actively involved at Board level within the Group.</li> </ul>	2022

Strategic Theme	Priority Project	How will we achieve this	Timeline
<b>Theme 2</b> Communication	Rollout of the National Communication Programme across all Saolta Hospitals	<ul style="list-style-type: none"> <li>We will ensure leadership support for communication initiatives to create an environment of open communication by setting expectations, and investing in support systems.</li> <li>We will work with individual Saolta Hospitals to develop an implementation programme for rollout of the National Healthcare Communication training Programme</li> <li>As a Hospital Group we will be respectful of the diversity of our population, and tailor our communication to ensure that we involve a wide range of stakeholders, including minority and hard to reach groups.</li> <li>We will continually evaluate the effectiveness of communication practices through national and local patient feedback initiatives and hold individuals and teams accountable for their role in developing effective communication skills.</li> </ul>	2022
	Implement the National literacy policy within all Saolta Hospitals	<ul style="list-style-type: none"> <li>We will embed the utilisation of NALA plain English guidelines across the Saolta Hospitals.</li> <li>We will provide support for staff in the development of patient information leaflets using this policy.</li> <li>We will ensure access to information in different languages, modes of communication (e.g. text to speech) and availability of interpreter services, including sign language</li> </ul>	2021
	Optimise Technology to enhance communications for both patients and service users.	<ul style="list-style-type: none"> <li>We will identify and implement key areas where technology can be used more effectively to communicate with our patients and our communities</li> <li>We will develop a “family zone” on the Saolta website for children and their families.</li> <li>We will develop and implement a new navigation system and develop hospital maps to assist service users in locating facilities in our Saolta Hospitals.</li> </ul>	2023

Strategic Theme	Priority Project	How will we achieve this	Timeline
<b>Theme 3</b> Working with Others	Work with voluntary/ Statutory bodies in progressing the implementation of Sláintecare	<ul style="list-style-type: none"> <li>We will continue to develop strong partnerships with voluntary and non-voluntary agencies to streamline services and ensure the patient is at the core of all our decisions in the implementation of Sláintecare.</li> <li>We will adapt engagement strategies to the local social and cultural context and include diverse groups across the community.</li> <li>We will provide support and training to the public who wish to work in partnership with us so that they are prepared and supported.</li> <li>Maintain ongoing high- quality participative arts programming for patients and staff and pilot new initiatives which respond to the needs of the hospital and the community.</li> </ul>	
	Joint Project with CHOs and NUI Galway in implementing co-design approaches to service delivery and development	<ul style="list-style-type: none"> <li>We work with CHO and academic partners in the development of a cohesive co-design approach as part of a joint initiative.</li> <li>We will improve local engagement with communities including community groups, both formal and informal.</li> <li>We will engage proactively through voluntary and activist groups for example Carers Ireland to help advance patient participation.</li> </ul>	2023
	Create “engagement capable environments” (i.e an environment where proactive engagement becomes the norm) by securing leadership support, training and engaging staff to see patients as partners in health care.	<p>As well as implementing all of the above initiatives that are core to ensuring engagement capable environments:-</p> <ul style="list-style-type: none"> <li>We will ensure continued leadership support and commitment of patient engagement activities through ongoing communication of the progress against implementation plans via the Executive Council and Saolta Board.</li> <li>We will ensure robust governance structures in the implementation of this strategy with clear accountability, responsibilities and timelines both at an individual site and Saolta Group level.</li> </ul>	2020-2023



## Conclusion and Acknowledgements

While much has been achieved to date in all Saolta Hospitals, it is recognised that meaningful patient and public engagement is an on-going process. As a Hospital Group soon to be integrated with community services, we need to consistently ensure that we place the patient at the heart of everything we do so that we deliver the best service to our patients in both the acute and the community services.

This strategy sets out the Saolta Group commitment to our patients, their families and carers. We would like to sincerely thank service users and staff representatives across all of our hospitals who have contributed and collaborated in the development of this strategy.

We would like to express our sincere gratitude to all those who have supported the Saolta Group Hospitals through the generous donation of their time, their efforts, their fundraising initiatives and support. We look forward to working in partnership with our patients, families, carers and communities into the future.

The implementation of this strategy will deliver benefits to our patients, families and our community.



*Chief Director of Nursing and  
Midwifery - commenced Sept 2020*

### **Chief Director of Nursing and Midwifery – commenced Sept 2020**

It is widely acknowledged across health services around the world that patients who are actively involved and engaged in decisions around their care have improved outcomes. I know that much has been achieved in recent years to drive the involvement of patients and their families and help create a culture of listening to and working in partnership with our patients. They are our key partners that support us in the design and delivery of healthcare that ensures the highest standards are met. I want to acknowledge the work of my predecessor Jean Kelly in the development of this important Strategy and I look forward to working with each of our hospitals and communities in its implementation to ensure that a strong culture of patient engagement and involvement is further embedded across the Saolta Group.

### Appendix 1:

Membership of Patient Engagement Steering Group:

- Jean Kelly – Chief Director of Nursing and Midwifery, Saolta University Health Care Group.
- Jo Shortt – Portfolio Manager, Saolta University Health Care Group.
- Marie Corbett – Assistant Director of Nursing, Saolta University Health Care Group.
- Siobhan Canny – Group Director of Nursing and Midwifery, Saolta University Health Care.
- Goda Faherty -Project Management Officer, Saolta University Health Care group
- Irene Roberts – Patient Representative, Galway University Hospital Patient Council.
- George Craig – Patient Representative, Mayo University Patient Engagement Forum.
- Grainne Mc Cann – General Manager, Sligo University Hospital
- Marion Ryder, Director of Nursing, Sligo University Hospital.
- Patricia Lee - Service Manager, Sligo University Hospital.
- Ursula Morgan - Director of Nursing, Roscommon University Hospital. -
- James Geoghan - Clinical Nurse Manager 2, Galway University Hospital.
- Michelle Fallon – Patient Advice and Liason Service, Portiuncula University Hospital.
- Michelle Redmond – Clinical Nurse Manager2, Mayo University Hospital.
- Mary Lynch – Clinical Nurse Midwife Manager Letterkenny University Hospital.

Appendix 2: Balanced Score Card :-

Key Performance Measure	NPES Score RAG Status	Target 2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Corrective Action & Lead Owner.

Based on 100 % Target – Need to recalculate if Target less than 100 %





*Saolta Patient Engagement World Café Event May 2019.*





*"People will forget what you said, people will forget what you did, but people will never forget how you made them feel". Maya Angelou*



## PATIENT AND PUBLIC ENGAGEMENT STRATEGY 2020-2023