

Galway and Roscommon University Hospitals Group



**Nothing About You,
Without You.**

**Strategic Plan for Public and
Patient Involvement 2013-2015**



We at the Galway Roscommon University Hospital Group (GRUHG) believe that public and patient involvement leads to better health outcomes and better quality of care. We aim to ensure that the patient is at the centre in the delivery of care and all individuals and families are supported and encouraged to be involved in the management of their own health.

Public and patient involvement improves service quality by utilising patient feedback and focusing on what matters most to patients.

One of our main aims is to allow the public and patients influence decision-making. Information provided by you will be utilised either as feedback on the service quality, or as prompts for possible further action relating to user needs.

‘You have the right, and duty, to participate individually and collectively in the planning and implementation of your health care’.

Levels of Involvement

Our public and patient involvement process will use a number of tools and techniques, called 'levels of involvement'. Each level represents a different extent and type of patient involvement.

The four different levels are outlined:

Level 1: Communicating- Inform and Educate

Level 2: Listening- Gathering Information

Level 3: Engaging- Work to Involve

Level 4: Partnering- Develop Together



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Level 1: Communication- Inform and Educate

We will communicate information about the services available to you through printed media and audio/visual multimedia.

- **Printed Media**

Printed information provides understanding and comfort to patients who feel anxious about entering the world of healthcare. The printed media provides information about treatment or treatment choices.

- **Audio/ Visual Multimedia**

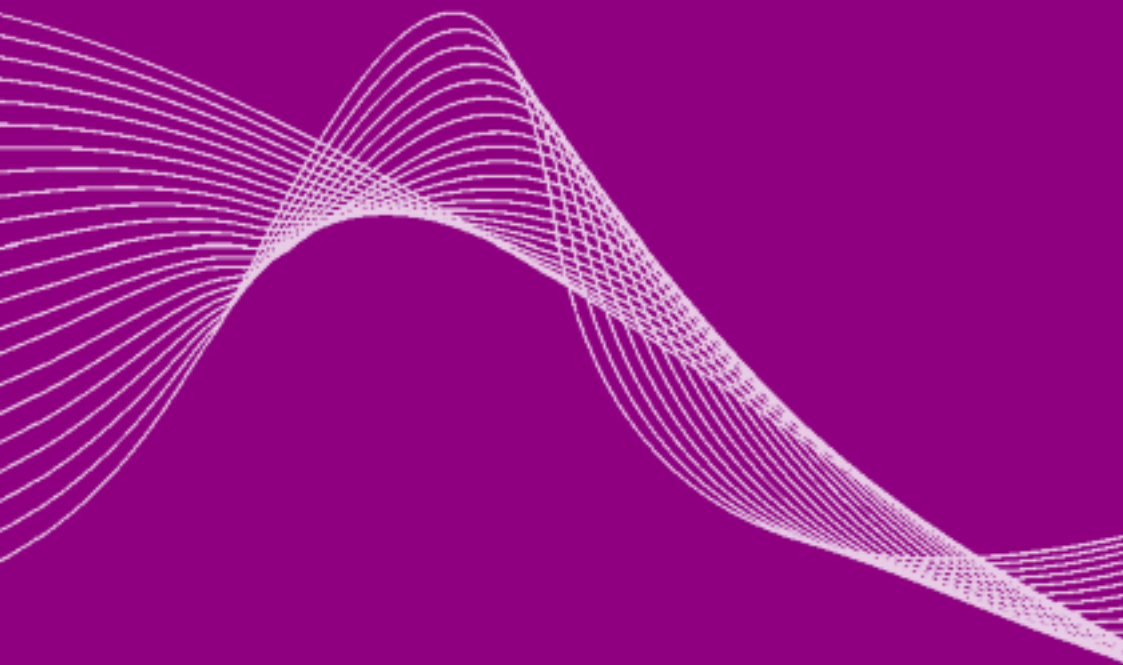
Video's and DVD's will be beneficial to those who are visually impaired or hard of hearing, to help them understand. The needs of all individuals, including those with special needs will also be considered.

- **Website**

A user friendly website will communicate health promotions and patient feedback. The website will provide forms allowing the patients and the public to input feedback on the services. The website will provide patient education through video and practical tools.

- **Promotion Campaigns**

Promotion Campaigns will help increase people's awareness and understanding of a particular health topic or set of issues.



Level: 2 Listening-Gathering Information

We aim to obtain information from you through a feedback and complaint system, telephone hotlines and comment cards. Patient shadowing, patient diaries and surveys will also be used for gathering information.

- **Feedback and Complaint System**

A user friendly approach to complaints will capture both positive and negative feedback providing a speedy and personal response.

- **Telephone Hotline**

A free hotline will allow the public and patient comment; make suggestions and complaints about the services provided in a simple manner.

- **Comment Cards**

Comment cards will provide a sounding board for patients. The staff will allow patients and visitor's time to complete a comment card.

- **Patient Shadowing**

A member of staff or volunteer will accompany a patient or carer through the health system recording details, such as environment, waiting times and perceptions of the service.

- **Patient Diaries**

Patients will record the events that occur, their experiences and personal thoughts, during their healthcare journey.

- **Surveys**

We will receive feedback on healthcare services through face-to-face and telephone interviews. Questionnaires will be available online and sent through the mail.

- **Patient Reported Outcome Measures (PROMs)**

PROMs will measure the effectiveness of care from the patient's own perspective. Both pre-operative and post-operative patient surveys will be conducted to assess the health gain attained by the patient through treatment.

Level 3: Engaging- Work to Involve

We commit that professionals will interact with the public and patients on an individual basis (i.e. one-to-one with patients) or through, for example, focus groups. The Group will provide Patient Advocacy and Liaison Services, patient commitment statements and Patient Councils in the involvement process.

- **One-to-One Patient Interaction**

The professionals will discuss with patients about the side effects of treatment and offer advice on what they can do for themselves.

- **Focus Groups**

The Focus Groups will allow participants state their views about a particular topic and explain to group members the reason why they hold these views. The moderators will be motivated to listen and learn from the participants.

- **Patient Advice and Liaison Service (PALS)**

PALS will provide general information to patients, their carers and families and help them resolve problems and concerns quickly. PALS will inform people of the complaints procedure and support available. PALS help to ensure that the patient's voice is heard.

- **Patient Commitment Statements**

Patients will measure the care and services provided against the standards published. This will empower patients by making them aware of their entitlements as individuals.

- **Patient Council**

The Patient Council will advise the hospital on service development and aspects relating specifically to patient care. The aim of the Group Patient Council is to improve the quality of services provided.



Level 4: Partnering – Develop Together

We promise to work with the public and patients to maximise the mutual benefits. Methods for achieving this will include the “Expert Patient” and public and patient representation on groups.

- **Expert Patients**

An Expert Patient is an individual who has experience of a condition or illness and who is prepared to share it in order to convey knowledge about living with it to others. Expert Patients enable other people to develop skills.

- **Patient and Public Representatives**

The Patient or Public Representative will act as a representative of a larger group of service users and provide a consumer perspective.

- **Community Forums**

Community Forums will hear the experiences and ideas of the community involving a large group of patients and a small number of staff. The hospital will organise meetings at which the public and staff discuss matters of shared concern.

- **Community Partnership**

The hospital will come together with various community groups to implement or develop a specific initiative. These partnerships aim to combine resources to help tackle specific problems.

Your input in this strategy is welcomed. Please let us know your thoughts by contacting the group director of nursing at: colette.cowan@hse.ie

