

GALWAY HOSPICE PATIENT ENGAGEMENT STRATEGY

Introduction

Galway Hospice Foundation’s mission is to provide specialist palliative care services to patients in our catchment area who have advanced life-limiting illness, and to provide support for their relatives/those close to them. We have developed a patient charter which details our commitment to providing patient centred services – Appendix 1

Galway Hospice aims to promote a culture where participation from patients, families, members of the public, staff and volunteers forms part of the day-to-day planning and has a role in the development and delivery of patient centred services.

This Strategy sets out how we will ensure that patients, families, the public, staff and volunteers will continue to have a voice. Systems and processes which support patient participation are outlined and provide a framework to support a consistent approach in continuing to embed patient participation activities within the development of all Hospice services. Participation from patients, families, the public and Hospice staff and volunteers will also help us to plan, develop and deliver our organisation-wide strategy.

Opportunities for Engagement

There are a multitude of opportunities for Patient and Family members to make a meaningful contribution to the work of Galway Hospice. We have detailed below the current activities that that the Foundation has in place to engage with patients, family members and the general public.

We have used the Participation Tool Kit outlined by the Scottish Health Council to categorise these activities. The categories are as follows:

- Inform - giving information eg leaflets,
- Engage - getting information eg surveys, focus groups
- Involve\Consult - ongoing engagement and dialogue
- Empower - working in partnership
- Evaluate - review processes and outcomes to drive improvement

CURRENT ENGAGEMENT ACTIVITIES

	Category of Engagement					Current Activity
	Inform	Engage	Involve/ Consult	Empower	Evaluate	
Information Leaflets	*					Available for Homecare, daycare, inpatient and allied health services
Family Meetings	*	*	*	*		Family meetings with patient and key family members held to discuss plan of care
Comment Cards		*			*	Available in four places in the hospice building. Thank you letters reviewed and shared with staff
Patient Charter	*	*				Patient Charter displayed in patient areas

Patient Stories		*			*	For newsletter, Facebook Videos Interviews for Radiothon
Display & Exhibition	*	*			*	Open day held in September 2016 Presentation to GP's Oct 17
Research			*	*	*	Bereaved family members interviewed and feedback sought as part of bereaved children's research project
Management of Complaints		*	*	*	*	Information on how to make complaints included on patient leaflets, website and also displayed on the inpatient unit. Complaints investigated and feedback provided to patient and family as appropriate
Support Groups		*	*	*	*	CSNAT Tool used to establish carers needs Carers support group established Spouse and Children's bereavement support groups
Survey		*	*		*	Annual patient survey sent to all active patients
Focus Group		*	*			Initial focus group held in November 2016
Evaluations	*	*	*			Evaluation forms are completed where feasible (remembrance evenings, support groups, FAB clinic etc)

Key Aims of this Strategy

The aims of this strategy document are to build on the activities outlined above to further improve engagement with patients and families. Our aim is to:

- improve the patient experience by encouraging active participation in the planning and delivery of their care
- provide feedback to people on decisions made and how their views have been taken in to account
- keep users of the service informed and involved in developing and improving services
- continue to improve communication with patients, families and carers who use all Hospice services
- identify people who may be affected by proposed service developments or changes and provide information to support this change
- ensure effective action is taken to improve services
- ensure that all staff and volunteers in the organisation embed patient focus and patient involvement in their daily work
- ensure Hospice systems and processes support participation in the planning, development and delivery of services

Seeking Feedback

Seeking feedback is central to service improvement and a key element in delivering this strategy. The Hospice recognises the importance of feedback from patients and their families in relation to their care experience and the positive impact this has in the development of future provision of care.

We have developed the following action plan to build on and improve on our current engagement activities

Action Plan

Objective 1: Listen to what our patients tell us by routinely gathering their feedback in order to use this to improve services

Action	Timeline	Responsibility
A. Provide ongoing education for our nurses, physicians and other frontline staff on involving patients as equal partners in their care	Ongoing	SDPCO
B. Consult with patients to review information currently being provided to ensure it is accurate, timely and ultimately what our service users need and would like.	Q2 2018	IPU, Daycare & Homecare Managers
C. Publish the patient charter on the Galway Hospice Website	November 17	Fundraising
D. Develop a process that communicates to the public how feedback has been used to improve quality e.g. use the 'You said.... We did' posters.	Dec 19	Executive
E. Develop a have your say section on the Galway Hospice website to encourage feedback from patients and families and members of the public	November 17	Fundraising & Comms
F. Explore the possibility of using a validated tool for the annual patient survey	June 2019	Clinical Director
G. Continue to engage with Patients and Family members to encourage them to share their experiences at Galway Hospice	Ongoing	Executive
H. Investigate the feasibility of establishing a patient \ family council to provide guidance on how we can further improve the patient and family experience at Galway Hospice.	Sept 19	Executive
I. Continue to develop and introduce the PCOC outcome tool across all areas to monitor the effectiveness of the care provided.	Ongoing	Executive
J. Establish a bereavement support volunteer program to train volunteers to provide bereavement support in their community using the grant funding awarded by Pobal	Quarter 4 2018	Principal Social worker

Objective 2 : Ensure that patients and families have the opportunity to participate in their care and or development of services if they wish

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| A. Consult with patients and families to provide feedback on the design of the new hospice at Merlin Park | February 2018 | CEO |
| B. Seek patient and families feedback in the development of the new strategy for Galway Hospice (2019 -2023) | December 2018 | CEO |



GALWAY HOSPICE FOUNDATION PATIENTS CHARTER

PI-CS-8 Rev. 1 Active Date 06/04/19

Access to Safe and Effective Services

We will provide access to appropriate and timely care in a safe environment, delivered by competent, skilled, and trusted professionals. Patient safety and infection prevention and control are paramount and are at the centre of our patient care.

Dignity and Respect

You have the right to be treated in a courteous manner, with dignity, respect and compassion by every member of the hospice staff. We respect diversity of culture, beliefs, values including your spiritual beliefs and other characteristics such as age, gender, sexual orientation, faith, disability, in line with clinical decision making. End of life care is delivered in a caring, respectful and compassionate environment.

Positive and Negative Comments

We welcome your complaints and feedback about our care and services. We will work to address any concerns that you may have. You have the right to complain about any aspect of the hospice service, to have the complaint investigated and to be informed of the outcome as soon as possible.

Complaints can be made to any staff member, and will be handled as per our Complaints Policy. You are also invited to complete our ongoing Comment Form which records positive or negative comments on your experiences at the hospice. This information helps us to continually improve our quality standards.

Communication and participation concerning your care and treatment

You have the right to be informed of the name of the staff responsible for your care. You have the right to be informed of the nature of your illness or condition in a language that you can fully understand.

You have the right to seek a second opinion, and our staff will endeavour to facilitate your request within the medical resources available.

We encourage you to participate in your care, to ask questions and seek clarity and understanding. When necessary, interpretative services are available. At various times throughout the year we have supernumerary students on supervised placement from local Universities.

We involve families and carers in shared decision making about patient care and treatment. We will ensure that pain and other symptoms will be assessed and managed appropriately. Our staff and Consultants respect the rights of patients (and in some circumstances the right of the patient's family) to have the prerogative to determine what information regarding their care would be provided to family and others, and under what circumstances.

You have a right on your discharge from hospice to have yourself and your family doctor informed of the nature of your condition, the treatment you received while in the hospice and the medication required by you.

Visiting Arrangements

There is no limit on visiting hours, subject to you being willing and well enough to accept visitors. You have the right to receive visits from your relatives and friends and to decline visitors in line with hospice policy. All visitors are required to check in at the Reception Desk, so that staff can assess if a visit is suitable at that time for you.

Privacy and Confidentiality

You have the right to have your privacy respected, especially when the nature of your clinical condition is being discussed with you, and or, your relatives by hospice staff. You have a right to total confidentiality in respect of your medical records. Confidentiality will be upheld during quality assurance audits. You have the right to request the hospice to make details of your relevant medical records available to you. Your medical record or personal information will not be released to any external organisation without your permission (except in the event of your referral or transfer to another hospital/healthcare professional or as a requirement of statutory obligations). Limits to confidentiality apply if there was a concern about you or someone's safety

Consent to Treatment

Generally, treatment should only be given to a patient with his or her informed consent. Informed consent is sought prior to medical and /or invasive investigations or treatments following a discussion of options, alternatives, risks, benefits and expected outcomes. You may request the presence of a person(s) of your choosing during the consent process.

In an emergency situation, the doctor may determine that urgent treatment should proceed without informed consent. You have the right to refuse or discontinue treatment. If you refuse or discontinue treatment, your doctor will inform you about the possible consequences and the responsibilities of your decision.

Quality of Care

We want to offer people who are living with a life limiting illness the highest quality of care and support. We wish to help you live as well as you can, for as long as you can. Therefore, if and when you want us to, we will:

- Listen to your wishes about the remainder of your life, including your final days and hours, answer as best we can any questions that you have and provide you with the information that you feel you need.
- Help you think ahead so as to identify the choices that you may face, assist you to record your decisions and do our best to ensure that your wishes are fulfilled, wherever possible, by all those who offer you care and support.
- Talk with you and the people who are important to you about your future needs. We will do this as often as you feel the need, so that you can all understand and prepare for everything that is likely to happen.

- Endeavour to provide factual and up to date information of your needs and wishes to those who offer you care and support.
- Do our utmost to ensure that your remaining days and nights are as comfortable as possible, and that you receive all the particular specialist care and emotional and spiritual support that you need.
- Do all we can to help you preserve your independence, dignity and sense of personal control throughout the course of your illness.
- Support the people who are important to you, both as you approach the end of your life and during their bereavement. We also invite your ideas and suggestions as to how we can improve the care and support that we deliver to you, the people who are important to you and others in similar situations.