

## If I am invited to be a member what can I expect to happen ?

**The Forum will meet approximately 4 times a year.**



### Who will attend the meeting ?

- About 6—8 patients / service users
- The Chief Executive and the Director of Quality & Patient Safety will attend the meeting.

### Where will the meeting be held ?

Socially distanced meetings will take place in Beaumont Hospital. During the COVID 19 Pandemic, video or teleconferencing will also be used.

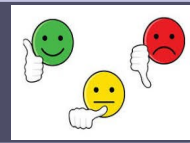
Don't worry, you will be helped to connect to a meeting.

### Agenda for the meeting:

An agenda will be sent to you before a meeting and will include items such as:

- ◆ The results of and quality improvement projects arising from the National Patient Experience Survey.
- ◆ Any other future improvement projects

## Tell us about your experience



The hospital is committed to providing the best possible service and welcomes feedback from patients, their families and visitors.

The forum will not discuss individual concerns and issues.

These will be responded to outside the forum through the appropriate channels.

The Patient Advice and Liaison Service (PALS) are happy to receive all feedback.

### PALS can be contacted by phone or email:



**01 809 3234 / 2427**



**pals@beaumont.ie**

# Patient Experience Forum



## PATIENT EXPERIENCE FORUM INFORMATION



Patient Experience Forum  
Date Approved: xxxxxxx  
Version No. DRAFT 1  
Date for Review: XXXXX  
Approved by: XXXXX



**Beaumont Hospital**  
Beaumont Road, Dublin 9  
(01) 809 3000

## What is a Patient Experience Forum ?

Beaumont Hospital is a University Teaching Hospital with a mission to deliver the best quality care to patients.



A Patient Experience Forum

partners patients and families with healthcare staff to work together on how to improve the patient and family experience.

Beaumont Hospital is an active participant in the National Patient Experience Survey, where patients tell us about their experience and areas for improvement are identified.

## What is the role of the Patient Experience Forum ?

- To support the delivery of the best possible patient experience through collaborative working.

- To provide a patient perspective on a wide range of issues and make recommendations for improvement.



- To identify existing good practices and explore ways of replicating these across the hospital.

- To act as a resource to clinical services; seeking advice and feedback on current or future initiatives.

- To build partnerships with health care professionals based on mutual respect, open communication and information sharing.

## What is expected of a member of the Patient Experience Forum ?

A member of the Forum is someone who has been a patient or a relative/carer of a patient of Beaumont Hospital, St. Josephs Hospital, Raheny or the Raheny Community Nursing Unit.

A member should be :

- ⇒ Comfortable speaking in a group and interacting with others
- ⇒ A good listener
- ⇒ Able to use their personal experience constructively
- ⇒ Able to see beyond their own experience
- ⇒ Willing to contribute and participate in bringing about meaningful change and improvement.

## Who can be a member and how can I join if I am interested ?

We would like to hear from you if you are interested in joining the Forum.

We invite people to join who -

- have been patients of Beaumont Hospital within the past 2 years

**or**

- attend Beaumont Hospital with family members on a regular basis

**or**

- are relatives of residents of the Raheny Community Nursing Unit



If you are interested in joining the Patient Experience Forum please contact:

**Sharon Dwyer,**

**Director of Quality & Patient Safety**



**01 8093921**



**sharondwyer@beaumont.ie**