

Let's Talk About Liaison

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Introduction

**Introduced
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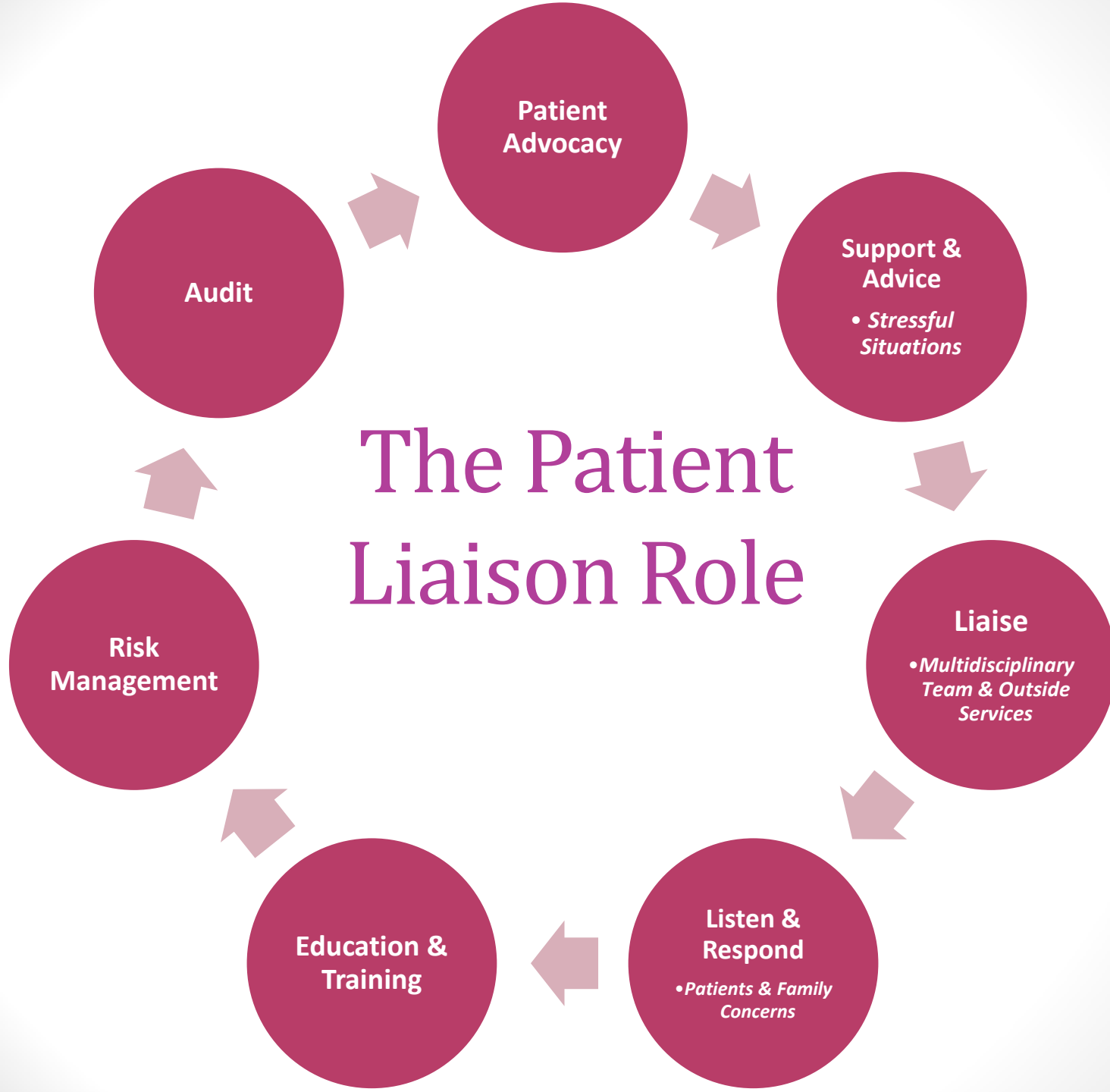
- Delays:**
- Increased activity levels
 - Acute bed shortages
 - Staff Shortages

**Difficulties in
keeping
patients
informed &
updated**

**3 Patient
Liaison
Officers
appointed,
with
extensive ED
experience**

**Prime Objective:
To achieve
excellent
communication
with patients &
relatives**

The Patient Liaison Role



On-going Projects

Patient Information Booklet

- Practical information for patients on what to expect when attending the ED.
- Information on the Services the ED provides.

ED Poster

- Providing useful information to patients throughout their journey in the ED.

Information Board

- Installed an Information Board in the waiting room on outside services for patients.

Refurbishing

- Ongoing refurbishment of the relatives room.

Conclusion

- The Patient Liaison Officer plays a key role in the ED in supporting the service users and their relatives.
- This has led to increased patient satisfaction.
- Since the introduction of the role there has been also a significant decrease in patient complaints to the ED.
- The success of the Patient Liaison Officers role has highlighted the need for continuous communication with patients in relation to their treatment plan.
- Based on the success of the initiative to date it is envisaged that the service will become operational 24/7, thus becoming an integral part of service by the ED to service users.