



Creating a Communication Open Door

Robinson Memorial Hospital
Northern Health and Social Care Trust

SUMMARY:

Developing new and enhanced means of communicating with families, staff and professional colleagues to support delivery of person centred care on a Covid unit

PURPOSE:

To ensure communication was effective and compassionate

For more information visit:
www.communityhospitals.org.uk

FAMILY BENEFITS:

Families up to date with clinical care, involved in decision making and supported at end of life

STAFF BENEFITS:

Enhanced communication skills
Improved palliative care
Positive wellbeing

SYSTEM BENEFITS:

- Improved partnership working and collaboration
- Enhanced clinical care skills and knowledge within Robinson Memorial Hospital

KEY MESSAGE:

"We could not change the outcome for patients but the thing we could change was our communication with the families as this was what was going to make the biggest difference to the perception of care."

Dr Shauna Fannin