



Service Priorities and Programmes
Electronic Presentations

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Submitting author: Mr Eric WONG

Post title: Senior Nursing Officer, Our Lady of Maryknoll Hospital, KWC

Patient Focus Group

Wong EWY(1), Wong TK(1), Yeung GSP(1), Tsue SK(1)

(1) Our Lady of Maryknoll Hospital

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Introduction

Objectives

Formation of a Patient Focus Group to collect patient's feedback

Methodology

In addition to clients' feedbacks collected from various communication means including hospital-wide patient satisfactory survey, Patient Relations Officer, hospital staff and patient suggestion box, a new patient focus group was set up to collect patient's feedback was formed in June 2012. The first meeting of the patient focus group was organized on 2nd August 2012. 12 patient representatives from all clinical specialties including Medical, Geriatrics, Palliative Care, Surgical and Out-patient department were invited to share their experiences in using hospital services or facilities and to identify improvement areas with Hospital Chief Executive and senior managers directly.

Result

The first patient focus group sharing was conducted in August 2012. Client's feedback on hospital staff caring attitudes, hospital facilities, communication channels and diet provision were noted. Improvements on concrete plan for reopening of canteen, repair on automatic sensor water tap at E1 ward, new calling system for nurses and update on patient admission sheet were completed as at 31 Dec 2012.