The Impact of a Simple Introduction to the Patient Experience
Samantha Cross (Adult), Claire Jones (Adult), Dawn Morgan (Adult), Julie Espley (Adult), Kanulia Kendrick (Mental Health) and Trudi Richards (Adult). All first year nursing students at Glyndŵr University.

Context and Problem

As first year nursing students on clinical placement, we observed that patients addressed everyone in uniform, especially female staff as ‘nurse’.

Upon reflection on our clinical placement experience and university simulation sessions, we recognised the confusion of roles which may arise with service users in the absence of a proper introduction.

Strategy for Change

Greeting patients with a smile and introducing yourself is a simple idea, but it could impact immensely on the patient’s experience.

Effects of Changes

We are optimistic that adopting this strategy will impact positively on how relaxed patients feel in our care and thus promote healing. We are hopeful that it will help build better working relationships in which the patient feels well supported and empowered to achieve their goals. All these will contribute to the achievement of the best practice targets set out in the Fundamentals of Care document published by the Welsh Assembly Government (2003).

The Outcome

We have not used an improvement tool yet but we could use a PDSA cycle (1000 Lives Plus, 2012) to measure the outcome and patient satisfaction. Starting with a small number of patients.

References:

All photographs from Google images.

For further details please contact Sam Cross at: sammy28068@aol.com