



“What Matters to You” – Patient/ Relative Information

We recognise that being in hospital can be a stressful experience for patients and their families. We want to try to reduce that stress, as much as possible and we have found that we can do that better when we get to know you as a person and are aware of “What matters to You” when you are in hospital. The “What Matters to You” initiative involves us asking you to tell us what matters to you and capturing some of that information at your bedside.

Q: What type of information will be displayed?

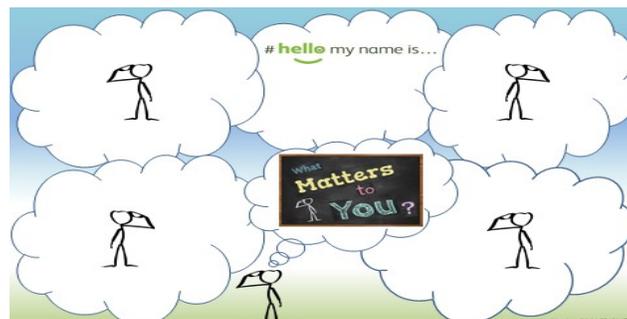
A: The type of information displayed is up to you. Some examples of information patients like us to know include:

- Likes and dislikes – i.e. food and drink, how you like to be addressed
- People, pets, places or hobbies – eg. Family and friends, hobbies, favourite holiday destinations.
- Routines –getting up and going to bed, things you like to do on a regular basis.

Knowing a bit about you will allow us to get to know you as a person and provides us with the opportunity to discuss more than just your illness and/or reason for admission. Having information about your personal routines allows us to adapt our care to permit you to continue these routines, in as much as possible, while you are in hospital.

Q: What if I do not want to take part?

A: This is entirely up to you however we will display a non-participation board, which alerts staff that you do not want to participate and will ensure you will not be repeatedly asked to complete a “What Matters to You”.



Q: What if I want to give the information but don't want it displayed above my bed?

A: If you don't want the information displayed above your bed we can place it in your wardrobe or at the end of your bed as you prefer.

Q: Can I change the information on the board once I have completed it?

A: Yes we recognise that what matters to you may change while you are in hospital. An example would be if you have been admitted for an operation, it may be important to you that you are not in pain. However as you recover this may no longer be important. You are welcome to add or remove information at anytime.

Here is an example of the kind of things people like to write, you can write as little or as much as you like. One of the clouds will contain the logo "Hello my name is....." We also want to ensure staff introduce themselves to you and tell you their role in your care.

