

COMMUNICATING EFFECTIVELY WITH PATIENTS AND FAMILIES

Benenden Hospital

Jane Wesely, Ophthalmic Sister

Lucy Marsh, Ophthalmic Staff Nurse

Benenden Hospital

Introduction of pre and post-operative cataract information films

Benenden Hospital



Why?



PATIENT
SATISFACTION



Conclusion

- Reduction in telephone calls
- Consistent information
- Familiarity/Trust
- Improved Patient Experience

Any Questions?