

Introduction

- A mechanism for improving inpatient communication with patients and their families was desired.
- 'What Matters to Me' meetings are a patient-centred approach to discuss the CGA, including rehabilitation needs, medications, Advanced Care Planning, and discharge planning.
- They involve the patient, their NOK, medical, nursing and therapy teams.

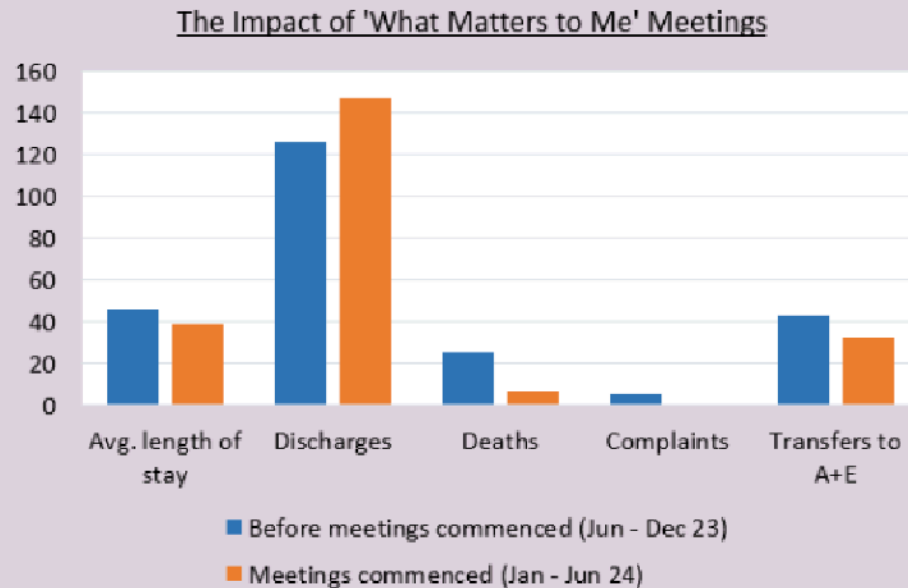
Methods

- Patients and their families were invited to a 'What Matters to Me' meeting within a few weeks of transfer
- Given a leaflet beforehand with information of what can be discussed. Given 30-minute timeslot
- First 6 months after implementation of this approach was analysed

The Impact of Introducing 'What Matters to Me' Meetings in a Community Hospital Setting

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Results



Discussion

- Falls, Pressure sores and inpatient mortality were reduced.
- Measurement of impact on patient outcome is ongoing
- Feedback from relatives and patients has been positive, **"It was beneficial and quite good."** **"The meeting was a two-way conversation where I could talk through my views."** **"Able to identify staff so can trust their judgement and care".**

Recommendations

- The study highlights the importance of 'What matters to me' conversations in Patient centred care
- 83 patients had meetings, will aim to increase this

