



CARE ON THE WARD

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Dissatisfaction with food.	<ul style="list-style-type: none"> Improve food options and nutritional value for patients/service users, including out of hours options. 	<ul style="list-style-type: none"> Introduction of a coffee shop. Comprehensive review required of available menu options. This will include examination of nutritional content of all menu options as well as a review of menu choice availability in line with current standards. Make toaster/tea making facilities available to staff on the surgical wards. 	<ul style="list-style-type: none"> Menu updated and nutritional content defined. Light meal option readily available to post operative patients. 	Q3 2023



DISCHARGE OR TRANSFER

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Reported insufficient provided to family and someone close regarding information needed to assist in care.	<ul style="list-style-type: none"> Review of patient information material provided to patients during their journey at NOHC. Reintroduction of Pre-Assessment Joint Education School for Hip & Knees patients. 	<ul style="list-style-type: none"> Review of all patient letters, patient information booklets, discharge information provided to patients or made available on hospital website. Reintroduce onsite joint school for hip and knee patients. 	<ul style="list-style-type: none"> Improved information material made available to patients/family members. 	Q2 2023



OTHER ASPECTS OF CARE

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Insufficient opportunity for family member/someone close provided to talk with doctor.	<ul style="list-style-type: none"> Improved opportunities for family member or someone close to talk to doctor. 	<ul style="list-style-type: none"> Reintroduction of visiting arrangements. Reintroduction of face to face family meetings, as required. 	<ul style="list-style-type: none"> Improved opportunities for patient's family to meet with healthcare team. 	Q4 2022