



CARE ON THE WARD

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Patient dissatisfaction with Hospital Food Choice.	<ul style="list-style-type: none"> <li>To develop and implement a menu for regular diet to be rolled out to all wards. Improve quality in vegetarian options on the menu. To provide patients with written information on food and hydration on admission to hospital.</li> </ul>	<ul style="list-style-type: none"> <li>Design a regular hospital menu with catering and relevant colleagues.</li> <li>Review and improve vegetarian options currently available.</li> <li>Design a satisfaction survey questionnaire for the vegetarian cohort of patients. Finalise and print a new hospital menu.</li> <li>Implement new menu across the hospital.</li> </ul>	<ul style="list-style-type: none"> <li>Patients will receive an updated menu with more choice and improved vegetarian options.</li> </ul>	Q4 2022



DISCHARGE OR TRANSFER

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Patient dissatisfaction with information provided to them by staff on discharge.	<ul style="list-style-type: none"> <li>Improving provision of information to patients on discharge.</li> </ul>	<ul style="list-style-type: none"> <li>Review current leaflet in conjunction with relevant staff members.</li> <li>Develop a new version of discharge planning leaflet.</li> </ul>	<ul style="list-style-type: none"> <li>Patients will be provided with information about important aspect of care to support full recovery at home.</li> </ul>	Q4 2022
Patient Dissatisfaction with information provided by hospital staff to family members.	<ul style="list-style-type: none"> <li>Improve communication process with patient's DCP in response to the lack of communication between the MDT and patient's families.</li> </ul>	<ul style="list-style-type: none"> <li>CNM to identify patients' family members who need to be contacted everyday during ward huddles.</li> <li>This is recorded by ward clerk.</li> <li>Nurse communicates with DCP within 24-hours of admission informing them of patient's plan.</li> <li>Creation of a Communication Log as tool in conjunction with Nurse Practice Development. This log is to become part of the nursing notes.</li> <li>Regular education/ reminders among healthcare staff at every opportunity.</li> </ul>	<ul style="list-style-type: none"> <li>Communication Tool in place for nursing notes. Regular education/ training to staff regarding communication with patients' families.</li> </ul>	Q3 2023