



CARE ON THE WARD

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Choice of food.	<ul style="list-style-type: none"> To ensure all patients are offered nutritious meals they like. 	<ul style="list-style-type: none"> Review of existing menus by Catering Manager. PALS to discuss with staff and patients. 	<ul style="list-style-type: none"> Additional food choices will be provided to patients. 	Completion end of Q1 2023.



DISCHARGE OR TRANSFER

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Written information on discharge including medications.	<ul style="list-style-type: none"> Ensure safe transition from hospital to home. Ensure patient has a reference sheet at home if they are worried. 	<ul style="list-style-type: none"> Pharmacy to develop discharge sheets on medications. Condition specific information leaflets on discharge. Ensure copies of information sheets or leaflets available in all areas. 	<ul style="list-style-type: none"> Information available for patient to refer to post-discharge. 	Completion end of Q1 2023.



OTHER ASPECTS OF CARE

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Empower patients to provide feedback or complaints about their care.	<ul style="list-style-type: none"> Implementation of Patient feedback forms. PALS Officer available to patients. Patient feedback presented to staff for local action in real time. Analysis of 'Stage 1' complaints. 	<ul style="list-style-type: none"> PALS officer recruited. Second PALS officer post being processed. Design of Patient feedback forms underway and suggestion boxes being put on wards. Analysis of 'Stage 1' complaints and information will be presented at QPS monthly for quality improvement. Re-establishment of Health Literacy Committee. 	<ul style="list-style-type: none"> Service Users will be empowered to participate in the care they receive. Service users will be offered the opportunity to feedback. Service users will receive opportunities to discuss their care with staff. 	Completion end of Q1 2023.