



CARE ON THE WARD

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Food rating	<ul style="list-style-type: none"> <li>Review of Catering Services to in-patients</li> </ul>	<ul style="list-style-type: none"> <li>Reminder communique to HCA manager to offer sandwiches at 8pm during tea round.</li> <li>Reminder/retraining of catering staff to ensure long-term patients are offered additional choice at mealtimes.</li> <li>Set up regular tasting sessions with kitchen staff of new meal suggestions.</li> <li>Review and revise the current patient meal surveys to ensure menu offerings are suitable for the current patient demographic.</li> </ul>	<ul style="list-style-type: none"> <li>Increase service user satisfaction.</li> </ul>	December 2022
Someone to talk to about worries or fears.	<ul style="list-style-type: none"> <li>Re-introduction of Patient Liaison Officer (PLO) in the MUH, email to hospital, business cards and update information of Visiting Advice leaflet.</li> <li>Re-introduction of Patient Feedback forms at key location.</li> <li>Update contact details of PLO.</li> <li>Re-introduction of Friends of the Mercy Volunteer Service.</li> <li>PLO participation in the SAFE Huddle in ED.</li> </ul>	<ul style="list-style-type: none"> <li>Meet each CNM2 and Deputy Manager individually.</li> <li>Provide each one with a list of services provided by the PLO so there is clarity as to where and how to access assistance.</li> <li>Presentation to Heads of Department (HOD).</li> <li>Advertise the post and services in the HOD briefing document.</li> </ul>	<ul style="list-style-type: none"> <li>Increased awareness of PLO services.</li> </ul>	December 2022



DISCHARGE OR TRANSFER

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Information - family members.	<ul style="list-style-type: none"> <li>Revise and update Patient Discharge Plan.</li> </ul>	<ul style="list-style-type: none"> <li>Revision and implementation of updated Patient Discharge Plan by the Discharge Sub-Committee.</li> </ul>	<ul style="list-style-type: none"> <li>Improve quality of information being given to patients and family members.</li> </ul>	December 2022