



CARE ON THE WARD

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Hospital Food.	<ul style="list-style-type: none"> All patients will receive their food choice and be happy with quality of same. 	<ul style="list-style-type: none"> Review of replacement meal service by the nutrition and hydration committee. Review of how patients choices are reflected and communicated to all relevant members of the MDT. 	<ul style="list-style-type: none"> Patients satisfaction level. 	1st review Q4 2022, with final completion March 2023.



EXAMINATION, DIAGNOSIS & TREATMENT

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Lack of information pre and post procedure/operation.	<ul style="list-style-type: none"> All patients will receive adequate information pre and post procedure. 	<ul style="list-style-type: none"> Review all information leaflets to ensure that all procedures/operations are covered. All staff involved pre procedure/pre operative and post procedure/post operative care will discuss patients concerns with him/her/they and will answer any and all questions. A checklist will be established to support these conversations. Staff are completing the national communication module. 	<ul style="list-style-type: none"> All patients will have their questions answered, through both written and verbal communication. 	1st review Q4 2022, with final completion March 2023.



DISCHARGE OR TRANSFER

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Lack of information on discharge.	<ul style="list-style-type: none"> Ensure that patients had all relevant information on discharge to aid their recovery and next steps. 	<ul style="list-style-type: none"> Staff Training. Patient Information Booklet update. Medication information leaflet to be updated. Staff will discuss discharge needs with patients more effectively: verbal information reinforced by written information. Staff are completing the national communication module. 	<ul style="list-style-type: none"> Patients and relatives will be engaged with regarding discharge information. Booklet will be updated. 	1st review Q4 2022, with final completion March 2023.