

 **ADMISSION TO HOSPITAL**

| AREA FOR IMPROVEMENT | SPECIFIC QIP | QIP ACTIONS | WHAT WILL IMPROVE? | TIMELINE |
|---|--|--|--|----------|
| Patients reported they would appreciate more time with their healthcare provider. | <ul style="list-style-type: none"> Increase awareness among nursing and medical staff of the importance of providing time to allow patients to clarify any queries or concerns. | <ul style="list-style-type: none"> Feedback from the National Inpatient Experience Survey to be presented to hospital staff with an increased focus on the importance of providing time for feedback, queries and comments from patients/ carers and relatives. Post attendance survey planned for October to assess the impact of the improved communication pathway. | <ul style="list-style-type: none"> Increase in the percentage of patients satisfied with the information and time for queries being provided. | Q4 2022 |

 **CARE ON THE WARD**

| AREA FOR IMPROVEMENT | SPECIFIC QIP | QIP ACTIONS | WHAT WILL IMPROVE? | TIMELINE |
|--|--|---|--|----------|
| Choice of food not available to in patients. | <ul style="list-style-type: none"> Staff to ensure to communicate with patients on the choice of foods available from the menu and discuss options provided by the Catering Department. | <ul style="list-style-type: none"> Posters to be placed in all in patient areas detailing menu options and availability of a replacement meal. Pre-admission information to be reworded to explain menu options and choices provided for in patients. Post discharge summary to be developed following admission to assess patient experience of meals provided. | <ul style="list-style-type: none"> Increase in the percentage of patients who are aware of the adequate choice of food. | Q4 2022 |

 **EXAMINATION, DIAGNOSIS & TREATMENT**

| AREA FOR IMPROVEMENT | SPECIFIC QIP | QIP ACTIONS | WHAT WILL IMPROVE? | TIMELINE |
|---|---|--|---|----------|
| Patients reported they would like more information prior to coming to hospital. | <ul style="list-style-type: none"> Review of all information sent in advance to patients to be undertaken to ensure patient information needs are addressed. | <ul style="list-style-type: none"> Each department to review information being provided to patients. Relevant information about the patient journey to be uploaded to the website. Evaluation of the patients experience of telehealth planned. | <ul style="list-style-type: none"> Increase in the percentage of patients satisfied with the information being provided. | Q4 2022 |