



CARE ON THE WARD

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Talking about worries and fears	<ul style="list-style-type: none"> Encourage patients to have conversations with staff. 	<ul style="list-style-type: none"> Staff to encourage patients to raise any concerns/fears regarding COVID-19 and provide additional information as required. All staff are patient advocates within their roles. IPC Team available speak to patient/family to address concerns if requested." 	<ul style="list-style-type: none"> Patients and visitors are encouraged to speak to hospital/ward staff regarding any concerns including fears regarding COVID-19. 	December 2022
Food	<ul style="list-style-type: none"> Improve food choices. 	<ul style="list-style-type: none"> Nurses ensure special dietary requirements are documented in the patients record and are communicated to catering staff. Nursing staff liaise with catering staff daily to provide patients with a choice of quality nutritious meals. Printed vegan menu available when requested. 	<ul style="list-style-type: none"> While acknowledging that we are an elective surgical hospital and many patients spend most of their stay fasting or recovering for surgery, our goal is to ensure patients with special dietary requirements, including vegan, are offered appropriate food choices according to their preferences. 	December 2022



DISCHARGE OR TRANSFER

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Written information	<ul style="list-style-type: none"> Additional information provided at discharge or transfer. 	<ul style="list-style-type: none"> Nursing staff to ask patient/family if they have all the information they need prior to discharge and document same in the Healthcare Record. Prior to discharge, patients/family already receive information leaflets with details of contact phone numbers/ departments in case of any concerns following their procedure. 	<ul style="list-style-type: none"> Patients/Family receive all the information they need for their care prior to discharge/transfer. 	December 2022