



CARE ON THE WARD

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Lack of replacement meal.	<ul style="list-style-type: none"> <li>Improve patients mealtime experience.</li> </ul>	<ul style="list-style-type: none"> <li>Audit mealtimes at present.</li> <li>Update &amp; Revise Protected Mealtimes Policy.</li> <li>Awareness campaign in relation to protected mealtimes.</li> <li>Develop agreed method of requesting replacement meals.</li> <li>Identify champions to support rollout of campaign relaunch.</li> </ul>	<ul style="list-style-type: none"> <li>Patients will not be disturbed at mealtimes.</li> <li>Patients will be aware of the snack and replacement meal options</li> <li>Staff will be aware of the snack and meal replacement options.</li> </ul>	Q4 2022
Assistance given during meal times.	<ul style="list-style-type: none"> <li>Improve patients mealtime experience.</li> </ul>	<ul style="list-style-type: none"> <li>Assistance with eating is available to all patients who require it.</li> <li>Meal time delivery staggered if necessary to ensure that food is hot when assistance is provided.</li> <li>Greater emphasis on identification of patients requiring assistance and on delivering assistance during all mealtimes.</li> <li>Provision of adapted utensils to support patient independence.</li> </ul>	<ul style="list-style-type: none"> <li>Assistance will be offered to every patient who requires it during all mealtimes.</li> <li>Adapted utensils to be available.</li> <li>Highlighting system so that all members of staff are aware of patients who need assistance.</li> </ul>	Q1 2023



DISCHARGE OR TRANSFER

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Lack of information on medication changes, side effects, dangers signals, purpose of medications.	<ul style="list-style-type: none"> <li>Improvements in the discharge process to enhance communication and information sharing between clinical staff and patients.</li> </ul>	<ul style="list-style-type: none"> <li>Identify possible locations for discharge lounge and plan reinstatement of same (space &amp; staffing dependant).</li> <li>Run pilot project on 'Know, Check, Ask' leaflets on a medical ward &amp; posters distributed.</li> <li>Discharge leaflet distributed to all patients. Upload 'Managing your Medications on Discharge from Hospital' video to WGH website &amp; display on OPD &amp; ED information screens.</li> </ul>	<ul style="list-style-type: none"> <li>Discharge Lounge reinstated, 'Know, Check, Ask' forms completed by patients.</li> <li>Develop promotional literature for '4 questions'.</li> <li>Provide medication safety information on WGH website and hospital information screens.</li> </ul>	Q1 2023