



PATIENT FEEDBACK

Area for improvement: We actively encourage patient feedback and will work towards making this an easier process for patients/families and staff.

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Thinking about your overall care, if you wanted to give feedback or make a complaint, did you know how and where to do so?	<ul style="list-style-type: none"> • Patient feedback forms to be made available on all Wards and waiting rooms and presented to staff for local action in real time. • Logging and analysis of Stage 1 'Your service Your Say' (YSYS) complaints/ Feedback. Quarterly review and feedback for learning and quality improvement. • Training to staff on how to manage Stage 1 complaints/feedback at induction and provided annually. 	<ul style="list-style-type: none"> • Service users will be offered the opportunity to feedback. • Service users will receive opportunity to discuss with staff. 	Q1 2025



OTHER (DISCHARGE AND TRANSFER)

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
The survey has identified that patients attending Bantry General Hospital require our support in managing their medications post discharge. Support is also needed in areas such as watching out for danger signs and who to contact post discharge should something go wrong.	<ul style="list-style-type: none"> • Communication with staff regarding the availability of Medication Patient Information Leaflets HSE 'Know, Check, Ask' Programme available via Pharmacy and QPS Departments. • Staff to advise patients/families to also read the leaflets that accompanies medications when issued by the Community Pharmacy and that concerns around medications can be discussed with the Community Pharmacist following discharge. • Education sessions on Medication Safety will continue to be provided by the Pharmacist to all staff. This will ensure staff are better informed when speaking with patients/families. • Staff to be supported by the Pharmacy department to give relevant information on danger signals to watch for following discharge. • Results of the NIES will be shared with staff to encourage them to provide more information on discharge • Patient Information Leaflets to be provided, where available e.g. Endoscopy Department. Staff to be encouraged to develop further PILs to be held on Q-Pulse • General Information will be included in a planned Patient and Visitor Information Booklet. 	<ul style="list-style-type: none"> • Improved communication on discharge between staff and patients. • Written information available to patients following discharge. • Patients/families empowered to ask questions prior to discharge. 	Q1 2025