



PATIENT FEEDBACK

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
To increase Patients awareness and confidence in how to provide feedback or make a complaint.	<ul style="list-style-type: none"> We will engage with our Service User group to get ideas how best to ensure patients know how to provide feedback or make a complaint. 	Patients and Service Users will be knowledgeable and confident in how to raise concerns, provide feedback or make a complaint.	Q4 2024
	<ul style="list-style-type: none"> We will update our Posters/Leaflets and include QR codes for different languages to advise patients how provide feedback or make a complaint verbally or in written format. 		Q4 2024
	<ul style="list-style-type: none"> We will review the number and usage of electronic screens to include information on how to provide feedback or make a complaint. 		Q1 2025
	<ul style="list-style-type: none"> We will update our website to include easy to follow information and links. 		Q1 2025
	<ul style="list-style-type: none"> We will conduct quarterly ward-based electronic surveys to check if patients know how to give feedback or make a complaint. This will allow us to measure for improvement. 		Q1 2025



PATIENTS WITH A DISABILITY OR LONG-TERM CONDITION

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
To improve the experience of Patients who require additional support while in hospital.	<ul style="list-style-type: none"> We will set up a working group consisting of Service Users, Ward Managers, Doctors and other key stakeholders to agree the processes around increasing family involvement for those who require additional support while in hospital. 	<ul style="list-style-type: none"> Patients who require additional support while in hospital (such as help with communicating, eating, drinking, dressing, moving and personal hygiene) will be supported to access the help they need from family (or someone close to them). 	Q4 2024
	<ul style="list-style-type: none"> The working group will develop an action plan with target dates for specific actions such as trialling new ways of working to improve how we involve families in caring for their loved ones while in hospital. Specific actions and target dates will be set following consultation with key stakeholders. 		Q1 2025
	<ul style="list-style-type: none"> We will progress with Dementia Training for all staff including full implementation of the 'Personal Passports for people living with Dementia'. 'Personal Passports' encompass five core components; person-centeredness, communication, family/carer involvement, education and leadership, all of which are fundamental in terms of improving the patient experience. 	<ul style="list-style-type: none"> Dementia training will enhance the skills of our staff in identifying and supporting persons with Dementia (and our ageing population in general). 	Q4 2025
	<ul style="list-style-type: none"> We will continue to progress the work arising from the Irish National Dementia-Friendly Environmental Audit such as: <ul style="list-style-type: none"> – Improved signage and ward layout – Suitable level flooring – Accessible toilet and bathing facilities – Promoting independence 	<ul style="list-style-type: none"> Our patients will be cared for in a person-centred environment with improved signage and access for people with Dementia and/or additional needs. 	Q1 2025