



PATIENT FEEDBACK

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Improve awareness and promotion of mechanisms for patient feedback	<ul style="list-style-type: none"> The Patient Council in the Hospital will be re-established. 	<ul style="list-style-type: none"> The Patient Council will provide a forum for patients to voice concerns, contribute to Quality Improvement initiatives and ensure that patient perspectives are incorporated into the development of hospital policies and procedures. 	Q4 2024
	<ul style="list-style-type: none"> The Quality & Safety Patient Liaison Officer will provide scheduled training sessions to managers in the local level resolution of complaints. 	<ul style="list-style-type: none"> Empower staff with knowledge on the complaints management process in order to facilitate information sharing with patients and resolution of issues raised in real time wherever possible. 	Q1 2025
	<ul style="list-style-type: none"> Complaints Officers in Connolly to increase by 100% (from 4 to 8) by Q2 2025; Local leads to be identified and undertake complaints management training on HSeLand. 	<ul style="list-style-type: none"> Increased awareness of complaints management procedures and facilitation of local level resolution for patient feedback/complaints. 	Q2 2025
	<ul style="list-style-type: none"> The Assistant Director(s) of Nursing will ensure that there is visible information available for patients on giving feedback at all ward/departmental levels through Quality & Safety Walkarounds. The Walkaround checklist will assess availability of signage for patient feedback and prompt staff to ensure that they are aware of the processes. 	<ul style="list-style-type: none"> Assurance that adequate, up to date information is on display for patients/visitors in all areas and also available on the hospital webpage. 	Q4 2024



PATIENTS WITH A DISABILITY OR LONG-TERM CONDITION

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Management of care needs for patients living with disabilities/long term conditions: Improving accessibility for patients.	<ul style="list-style-type: none"> The Access Officers in Connolly Hospital, in collaboration with Patient Council members, will develop a local survey to establish the experience of Connolly Hospital patients living with long term conditions and disabilities. 	<ul style="list-style-type: none"> The role of the Access Officer is to evaluate the accessibility of the hospital site and make recommendations on identified areas for improvement. By undertaking this survey, Connolly Hospital will gather a greater understanding of the experiences of patients living with long term chronic conditions and disabilities and gather feedback to target areas of improvement. 	Q3 2025



OTHER (ACCESS TO FOOD OUTSIDE OF DEDICATED MEAL TIMES)

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Ward Catering; improving access to food for patients outside of set meal times.	<ul style="list-style-type: none"> An audit of 'Missed Meals' will be undertaken by the General Services Team. 	<ul style="list-style-type: none"> Establish the frequency/volume of patients who are out of the wards during meal times. Action plan to be developed based on findings and plan for repeat audit post implementation of identified actions. 	Q4 2024
	<ul style="list-style-type: none"> Commence use of ward kitchen white boards as a communication tool to enhance communication between Catering and Nursing staff for occasions that patients may have cause to miss meal times so that alternative arrangements can be made. 	<ul style="list-style-type: none"> Enhanced communication pathways between Catering and Nursing Teams at ward level. 	Q1 2025
	<ul style="list-style-type: none"> Information to be placed in each inpatientroom about meal times and how to access food outside of these times. 	<ul style="list-style-type: none"> Provision of relevant information for patients on accessing food outside of set meal times. 	Q1 2025