



PATIENT FEEDBACK

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Promotion of a culture of patient engagement, ensuring patients who want to, are aware of how to provide feedback or complaints: Promote the National Process of 'Your Service Your Say' throughout the hospital.	<ul style="list-style-type: none"> <li>• Display 'Your Service Your Say' posters throughout the hospital.</li> <li>• Engage with staff on knowledge regarding 'Your Service Your Say'.</li> <li>• Communicate with wards on availability of 'Your Service Your Say' information to service users.</li> <li>• Assess availability and knowledge on prompt local oral resolutions to issues raised by patients to staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Establishing culture of openness for receiving feedback.</li> <li>• Promoting knowledge across the hospital on 'Your Service Your Say' for both staff and service users.</li> <li>• Empowering the patient to feel capable in raising and documenting feedback.</li> </ul>	Q2 2025



PATIENTS WITH A DISABILITY OR LONG-TERM CONDITION

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Assist patient with long term condition/disability by developing sticker on patient file identifying additional needs.	<ul style="list-style-type: none"> <li>• Collaborate with necessary stakeholders to develop sticker.</li> </ul>	<ul style="list-style-type: none"> <li>• Increased trust, communication and equitable access to health system for people with disabilities.</li> <li>• Decreased stress for patients with disabilities.</li> <li>• Reinforcing awareness amongst staff resulting in improving staff attitudes and behaviours towards patients with disabilities.</li> </ul>	Q3 2025
Appointments to be offered in alternative forms – via text message or otherwise.	<ul style="list-style-type: none"> <li>• Work with necessary stakeholders to develop alternative forms of appointments.</li> </ul>		Q4 2025
Explore current status of patients with a disability at discharge from the hospital	<ul style="list-style-type: none"> <li>• Liaise with necessary stakeholders to identify current procedure in discharging patients living with a disability.</li> </ul>		



OTHER

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Promote the National Healthcare Communication Programme to all staff involved in patient care.	<ul style="list-style-type: none"> <li>• Develop a local learning pathway to all staff involved in patient care. Focus will be on learning pathway of communication for staff with service users.</li> <li>• Promote the roles of the Chaplaincy, Patient Advocacy Liaison Service and Patient Experience Coordinator as supportive communication to service users.</li> <li>• Reach out to University College Cork (UCC) to assess current status of communication topic in modules and discuss potential presentations on topic of communication between patients/hospital staff with applicable undergraduates in Schools of Medicine and Nursing.</li> </ul>	<ul style="list-style-type: none"> <li>• Empathetic, kind, open communication with the service user.</li> <li>• Improved communication with the health care setting between patients and staff.</li> <li>• Empowering the patient to feel safe, valued and participative in discussing health issues/experiences with staff and making informed decisions.</li> <li>• Educate both staff and patients on support services available in the hospital.</li> </ul>	Q4 2025