PATIENT FEEDBACK

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Improving awareness and accessibility on giving feedback and/or making a complaint.	• Develop a QR code sticker for MMUH electronic feedback form. • Ensure meets Infection Prevention Control (IPC) requirements. • Pilot. • To place QR sticker on every patient bedside table and locker (1000 stickers to be manually put in place). • Electronic Feedback Form translates into other languages using the SPEAK accessibility tool. The tool can also read aloud pages, supporting patients who cannot read or with vision impairment.	• Increase visibility & awareness on how to provide feedback/make a complaint. • Improved accessibility for patients. • Increase reporting of positive feedback into existing quarterly reporting. • Increased reporting of locally resolved feedback.	Q1 2025

PATIENTS WITH A DISABILITY OR LONG-TERM CONDITION

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Access information: Way finding Accessibility.	• Build on Ophthalmology way finding project which included a revision of location names, signage and patient letters and maps. The project was conducted on the basis of patient feedback to improve accessibility of services. • Neurology service to review and improve patient letters and maps. Outpatient clinics in the Neurology service include Parkinson's, Epilepsy, Multiple Sclerosis and Stroke and has recently moved to a new location.	• Standardise and improve access information to patients, in partnership with patients.	Expand to all areas on a phased basis by Q4 2025.

OTHER (CARE ON THE WARD)

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Food outside set meal times.	• Submit business case for provision of evening food service. • Nutrition Steering Committee to oversee the introduction of evening food service. • Oncology Services to pilot provision of additional snack.	• All patients will be offered an evening food service which is in addition to current meals provided.	To expand to all areas on a phased basis.