



PATIENT FEEDBACK

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
<p>Improve process for patient/family/staff to provide feedback or complaint.</p>	<p>Enhance patient/family/staff awareness how to provide feedback and make a complaint when necessary.</p> <p>Action 1 – This can be achieved by:</p> <ul style="list-style-type: none"> • Introduction of QR Code for Feedback, Complaints and Compliments (FCC). Set up a process system respond in a timely manner to FCC including all actions recorded live system. • All FCC submitted electronically checked at defined intervals, actioned, and recorded. • FCC comment card stations provided throughout the campus for written submission of FCC. • Complaint response times in line with HSE policy. • Actions resulting from feedback/complaints provided to patient/family/staff. • Management of feedback stations(this is managed by Patient Liaison Officer and QRMD). • Develop Posters advertising the QR code for FCC for wards and all public areas. • Improve staff awareness of how patients can provide feedback or make a complaint, through on-line staff information sessions. 	<p>Patients/family/staff in all department and wards across the campus will have immediate accessibility to the FCC process in electronic or written format.</p> <p>Information on the multiple methods available to make complaint/provide feedback making the system accessible to all through.</p> <ul style="list-style-type: none"> • QR Code for Feedback/Compliments/ Complaint • Information on MUH website www.muh.ie • FCC feedback stations • QR Code on Patient appointment letters. 	<p>Q4 2024</p>
	<p>Action 2 – Review and update current non-electronic FCC comment cards to include section where patients can describe their experience and provide direction on how to make a complaint.</p>	<ul style="list-style-type: none"> • Raise awareness with staff of all the feedback facilities available so they can provide this information to our patients. • Updating of hospital website currently in progress. 	<p>Q2 2025</p>
	<p>Action 3 – Update information available on our website on how to access our FCC processes either electronic or written.</p>	<ul style="list-style-type: none"> • Raise awareness with staff of all the feedback facilities available so they can provide this information to our patients. • Updating of hospital website currently in progress. 	<p>Q4 2025</p>
	<p>Action 4 – Inpatient survey to assess patients' awareness of how to submit Feedback or Complaints:</p> <ul style="list-style-type: none"> • Survey completed over 2-month period. • All in-patients being discharged from 8 different wards to be surveyed. • FCC form to be adjusted to collate information including question about patients' knowledge of how to provide feedback or make a complaint to the hospital. • Hard copy of form provided to patient, available in multiple languages. • Forms collected weekly. • Findings to be submitted to Executive Manage and Clinical Directorships. 	<ul style="list-style-type: none"> • Raise awareness with staff of all the feedback facilities available so they can provide this information to our patients. • Updating of hospital website currently in progress. 	<p>Q2 2025</p>



PATIENTS WITH A DISABILITY OR LONG-TERM CONDITION

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
<p>Supporting patients with a long-term condition – e.g. Diabetes.</p>	<ul style="list-style-type: none"> • Enhance nutrition availability in ED Waiting Rooms for e.g. diabetic patients. • Collaboration between ED Management, Nutrition & Hydration Committee with Diabetic specific dietician support, and Catering department. • Identify most suited nutrition options. • Identify times of provision/availability and monitoring. • Increase meal options available from ED kitchen for out-of-hours requirement. • Audit patient response. 	<ul style="list-style-type: none"> • Improved patient experience in our ED Waiting Rooms not only for our patient with long-term conditions but all patients waiting over extended periods. 	<p>Q4 2024</p>