



PATIENT FEEDBACK

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Promote a culture of patient engagement.	<ul style="list-style-type: none"> <li>Develop a patient feedback tool (with a QR code) to facilitate real-time, ongoing feedback and complaints about all areas within the hospital (i.e. in-patients; out-patients; Emergency Department and diagnostic departments/services). This tool will capture patients' level of satisfaction with services on an ongoing basis.</li> </ul>	<ul style="list-style-type: none"> <li>Quicker access to real-time feedback allowing investigation and action.</li> </ul>	Q1 2025



OTHER

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Communication with patients & families.	<ul style="list-style-type: none"> <li>Actively promote the importance of good communication skills amongst all staff grades through:                             <ol style="list-style-type: none"> <li>the promotion of the National Healthcare Communication Programme (NHCP) <i>and</i></li> <li>providing feedback (re the results of the NIES with regarding to the provision of information and communication) to the Quality &amp; Safety Specialty Committees.</li> </ol> </li> <li>Facilitate NHCP training at Grand Rounds.</li> <li>Prioritise NHCP training for areas for which feedback/complaints have been received.</li> <li>Agree a hospital Key Performance Indicator to measure uptake/attendance at the training.</li> <li>Report/provide feedback re compliance with the KPI at the Quality &amp; Safety Executive Committee (quarterly) meeting and the Senior Management Team meetings.</li> </ul>	<ul style="list-style-type: none"> <li>Improved communication with families and patients and their families resulting in:                             <ul style="list-style-type: none"> <li>improve knowledge for patients/families regarding medical condition; treatment plan and outcomes</li> <li>reduced anxiety for patients/relatives</li> <li>empowerment of patients/relatives to make decisions</li> <li>improved patient satisfaction</li> <li>fewer complaints</li> </ul> </li> </ul>	Q1 - Q4 2025
	<ul style="list-style-type: none"> <li>Publish a Hospital Information Booklet to provide patients and relatives with information before and during admission and after discharge from hospital.</li> </ul>		Q1 2025