



**PATIENT FEEDBACK**

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
<ul style="list-style-type: none"> <li>Installation of 2 Digital screens in OPD to provide up to date and relevant Patient Information</li> </ul>	<ul style="list-style-type: none"> <li>Installation of Digital screens x 2 in the main Outpatients waiting areas.</li> <li>Consultation with Patient Partners regarding actual content to be displayed.</li> <li>Visual content including both written information and images will assist the hearing impaired patient process information.</li> <li>Digital screens content will include tailored information about specific health conditions to Outpatients.</li> <li>Displayed content will be updated on a regular basis.</li> <li>This visual information will complement existing written Patient information displayed in OPD.</li> </ul>	<ul style="list-style-type: none"> <li>All patients attending the Outpatients Dept. will have both visual and audio access to information on a wide range of topics including PALS, Your service, Your say, VTE, Sepsis.</li> <li>Through increased signposting of Patient Advocacy services, patients and their families will know how to make a complaint.</li> <li>Efficient dissemination of targeted information will enhance their overall patient experience.</li> <li>Promotes preventative healthcare (the promotion of Flu &amp; COVID-19 vaccines).</li> </ul>	Q1 2025



**PATIENTS WITH A DISABILITY OR LONG-TERM CONDITION**

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
<ul style="list-style-type: none"> <li>'Making Mealtimes Matter' initiative.</li> <li>Review of the current ordering system.</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder involvement including Dietetics', QPS Dept., CNMs, Support services.</li> <li>To introduce the 'Making Mealtimes Matter' pilot initiative in a Medical &amp; Surgical ward initially, with a view to rolling it out across MRHT.</li> <li>Create a Business case for a Digital Menu Ordering System which will standardise menus and ordering systems &amp; replace an outdated paper - system.</li> <li>Formulation of a 'Making Mealtimes Matter' PPPG, as a reference point for all Healthcare Professionals in MRHT and to ensure standardisation of practice.</li> </ul>	<ul style="list-style-type: none"> <li>Patient's nutrition and hydration will be prioritised while they are in hospital.</li> <li>Protection of Patients mealtimes.</li> <li>The assistance for all patients with additional needs, enabling them to make informed choices regarding choosing their meals. Eg. The use of pictures for hearing impaired patients, voice overs for the visually impaired patients.</li> <li>Promotes the safe ordering of individualised meals, therapeutic diets, improved choice, reduced cost and waste, &amp; enhanced patient satisfaction.</li> <li>Improving compliance with EU legislation regarding Food Allergens, thus improving Patient Safety.</li> <li>As good nutrition is an integral part of patient care, it will provide substantial physical benefits (better outcomes, improved recovery times) &amp; the provision of psychological comfort.</li> </ul>	Q2 2025



## OTHER

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
<ul style="list-style-type: none"> <li>Provision of written information for Surgical/ Orthopaedic Patients on discharge.</li> </ul>	<ul style="list-style-type: none"> <li>Revise current and create new surgery-specific information leaflets for all Surgical/ Orthopaedic Patients in conjunction with Practice Development Dept.</li> <li>Leaflets to be formulated in user-friendly language &amp; will include images as a visual aid, where possible.</li> <li>Content will include answers to frequently asked questions.</li> <li>Leaflets to be given and explained prior to discharge, to patients and where possible- their families, by the Discharging Nurse.</li> <li>Same to be documented in the Discharge planning section of Nursing Notes.</li> </ul>	<ul style="list-style-type: none"> <li>Empowerment of the Patient&amp; their families through information, education.</li> <li>The reinforcement of verbal instructions and advice during the Discharge planning phase.</li> <li>Early and timely recognition of adverse events such as VTE, Wound infections &amp; Sepsis.</li> </ul>	Q1 2025