



PATIENT FEEDBACK

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
<p>The Colour Code Campaign supports the hospitals' goal of improving communication within the hospital and promoting awareness among service users of the pathways for submitting feedback or making a complaint and the 'Your Service Your Say' policy.</p>	<ul style="list-style-type: none"> <li>• Establish a programme of communication via posters and high impact visual digital displays to assist service users to identify different healthcare professionals.</li> <li>• Encourage good communication by designing a Colour Coded Poster (also in digital format) indicating the different coloured uniforms worn by nursing and Allied Healthcare Professionals (AHP's). The Colour Code Campaign is a drive to improve communication by clearly identifying who the different healthcare professionals are and direct service users and their families towards who to speak to when they need information, e.g. on medication etc.</li> <li>• Indicate on the Poster the Grade of each nurse. This will help to identify the nurse in charge.</li> <li>• Indicate on the Poster the colour of uniform worn by AHPs.</li> <li>• Highlight on the Poster the 'Your Service Your Say' Policy.</li> <li>• Advertise feedback platform feedback. <a href="mailto:naas@hse.ie">naas@hse.ie</a></li> <li>• Promote the 'Hello My Name is' Policy.</li> <li>• Promote Patient Advocacy Service <a href="mailto:info@patientadvocacyservice.ie">info@patientadvocacyservice.ie</a></li> <li>• Gather feedback from service users and ward staff on the effectiveness of the Colour Code Campaign. Design a feedback survey to assess response to the Colour Code Campaign.</li> <li>• Assess any upward trends in the receipt of feedback in Q1 2025 in comparison to Q1 2024.</li> <li>• Collaborate with the Quality Department and nursing management and the Communication officer to promote the campaign.</li> </ul>	<ul style="list-style-type: none"> <li>• Better Understanding of 'Who is Who'.                         <ul style="list-style-type: none"> <li>– Better Understanding of who to address concerns to</li> <li>– Better Understanding of who is communicating with you</li> <li>– Better knowledge of the Complaints process</li> <li>– More confidence to give feedback/make a complaint</li> <li>– Increase in percentage of Service Users who know where and how to give feedback/make a complaint.</li> </ul> </li> </ul>	<p>Implement in Q4 2024</p> <p>Assess in Q2 2025.</p>



PATIENTS WITH A DISABILITY OR LONG-TERM CONDITION

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
<p>Launch John's Campaign to allow carers to stay with patients with disabilities outside of routine visiting hours.</p>	<ul style="list-style-type: none"> <li>• Recognise carers as essential partners in patient care by providing them with the resources and access needed to support their loved one throughout the hospital stay.</li> <li>• Clearly communicate the role and rights of carers within the hospital, aligning with John's Campaign principles to ensure they feel valued and empowered in their role.</li> <li>• Create a policy that allows carers to stay with patients with disabilities.</li> <li>• Develop guidelines for involving carers as essential partners in care.</li> <li>• Deliver training sessions for staff focused on the value of John's Campaign.</li> <li>• Provide written material and digital resources outlining John's Campaign.</li> <li>• Pilot John's Campaign with selected patients.</li> <li>• Utilise 'This is Me' passport, this is designed to capture essential information about each patient's needs, preferences and communication style. The tool helps staff understand the patient's unique requirements, their signs of stress or anxiety and create their care plan accordingly.</li> <li>• Distribute blank 'This is Me' passports in the ED waiting room and reception areas, make them readily available for carers to complete.</li> <li>• ED Triage process to include 'This is Me'</li> <li>• Partner with local nursing homes and care facilities to encourage use of the passport for patients admitted to hospital to ensure seamless transfer of personalised care information.</li> <li>• Display information about 'This is Me' passports on the digital screens in the waiting and communal areas.</li> <li>• Track the completion rate of 'This is Me' passports.</li> <li>• Gather feedback via a discussion forum from families/ carers and ward staff on the effectiveness of carer integration, focusing on patient comfort, feeding success and overall calmness.</li> <li>• Ensure these profiles are available to all staff who interact with the patient to promote understanding and reduce anxiety.</li> <li>• Create a designated sensory-friendly area in the ED waiting room with features like, dim lighting, noise reduction, and comfortable seating. This space will provide a calm less stimulating environment for patients with sensory issues, reducing stress during hospital visits.</li> </ul>	<ul style="list-style-type: none"> <li>• Improved patient inclusivity.</li> <li>• Patient-centered care.</li> <li>• Creates a more supportive, compassionate environment for patients with disabilities and their carers.</li> <li>• Improved communication and personalised care.</li> <li>• Improve staff awareness.</li> </ul>	<p>Implement in Q4 2024 Assess in Q2 2025.</p>