



**PATIENT FEEDBACK**

**Area for improvement:** Within Nenagh Hospital patients can be unsure/lack information on how to provide feedback and how to make a complaint. There is a missed learning opportunity to improve services as a result.

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Increase awareness among patients on how to provide feedback (complaints/compliments/comments) on the health service they are receiving in HSE Mid West.	<ul style="list-style-type: none"> <li>• Increase the number of Feedback Boxes throughout the Hospital.</li> <li>• Place posters beside the boxes clearly stating that feedback is welcome and how to provide feedback, including complaints.</li> <li>• Place leaflets and Your Service Your Say (YSYS) forms that can be completed in hard copy format beside the boxes and also have them available on all wards and in different languages.</li> <li>• Provide the link for on-line submission</li> <li>• Provide QR Code to access YSYS Feedback Form.</li> </ul>	<ul style="list-style-type: none"> <li>• Patients will be better informed on the process for providing feedback and making complaints.</li> <li>• Patients will be able to provide timely feedback on their hospital experience.</li> <li>• Patient experience will inform service delivery.</li> </ul>	Q4 2024
	<ul style="list-style-type: none"> <li>• Ensure staff are familiar with the YSYS process and can support patients to provide feedback as requested.</li> <li>• Ensure YSYS information is included in the Patient Booklet.</li> <li>• Ensure all wards/Departments have a patient satisfaction tree on display.</li> </ul>	<ul style="list-style-type: none"> <li>• Increased knowledge among staff of the YSYS process.</li> </ul>	Q1 2025
	<ul style="list-style-type: none"> <li>• Increase the number of staff in Nenagh hospital trained on Complaints management training.</li> </ul>		Q2 2025



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

**Area for improvement:** Provision of additional supports to patients with a long-term condition or disability to ensure they have equitable access to Mid West Region services.

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Provide additional supports to patients with long term conditions and disabilities.	<ul style="list-style-type: none"> <li>• On each admission to our hospital staff caring for service user must develop personalised care plans outlining individualised care taking the service User's specific condition, preferences, and goals into consideration &amp; Involve them in decision-making.</li> </ul>	<ul style="list-style-type: none"> <li>• An improved patient experience for people with long term conditions &amp; disabilities.</li> <li>• Patient centred/individualised service being provided to these patients.</li> <li>• Greater awareness among staff of the need for individualised care and supports.</li> <li>• Pathways of care being developed and formalised based on current practices being implemented.</li> </ul>	Q4 2024
	<ul style="list-style-type: none"> <li>• Multidisciplinary team approach each morning at Red to Green update, discussing the service user's progress and changing needs.</li> </ul>		Q4 2024



**PATIENTS WITH A DISABILITY OR LONG-TERM CONDITION** *(Continued)*

**Area for improvement:** Provision of additional supports to patients with a long-term condition or disability to ensure they have equitable access to Mid West Region services.

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Provide additional supports to patients with long term conditions and disabilities.	<ul style="list-style-type: none"> <li>Carer’s passport: Our Carer Passport Pilot Initiative aims to identify a family member or friend who is eligible to support an inpatient, whilst they are in hospital to support their care.</li> </ul>	<ul style="list-style-type: none"> <li>An improved patient experience for people with long term conditions &amp; disabilities.</li> <li>Patient centred/individualised service being provided to these patients.</li> <li>Greater awareness among staff of the need for individualised care and supports.</li> <li>Pathways of care being developed and formalised based on current practices being implemented.</li> </ul>	Q1 2025
	<ul style="list-style-type: none"> <li>Physical accessibility: Ensure that hospital parking spaces are accessible to all patients, including those with mobility issues for both Inpatient &amp; OPD appointments. This includes wheelchair access, ramps, handrails, and appropriately designed &amp; identifiable bathrooms.</li> </ul>		Q4 2024
	<ul style="list-style-type: none"> <li>For our visually impaired service users using our ophthalmology services provide large-print materials on patient information leaflet and clear signage.</li> </ul>		Q4 2024
	<ul style="list-style-type: none"> <li>To develop a mobile sensory area to support our Autistic &amp; Intellectual Disability service user cohort that present for treatment to our LIU, SDW &amp; theatre.</li> </ul>		Q1 2025
	<ul style="list-style-type: none"> <li>To encourage patients to let the Hospital know in advance their specific additional supports to support their admission.</li> </ul>		Q4 2024



**OTHER (SUPPORTING SAFER DISCHARGES THROUGH AN INCREASED USE OF DISCHARGE NOTES TO PATIENTS AND GP)**

**Area for improvement:** Within Nenagh Hospital all Patients need to be provided prior to discharge with clear communication & details of their follow up discharge plan for management of their medical condition.

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Discharge information sheet to be provided for each patient on Discharge with relevant information pertaining to the management of their condition post their discharge from hospital.	<ul style="list-style-type: none"> <li>Link with Clinical Nurse Specialised &amp; prepare a suite or repository of written printed information specific to various medical conditions which staff can share with the relevant patients on their discharge.</li> </ul>	<ul style="list-style-type: none"> <li>Improved safer patient care.</li> <li>Patients will have better knowledge on how to self-manage and specifically on the now and the next.</li> <li>Patients will be better informed and have a knowledge of continuity with integrated care service provision.</li> <li>Increased confidence by patients with the care they are receiving.</li> <li>Improved patient satisfaction.</li> </ul>	Q2 2025
	<ul style="list-style-type: none"> <li>Provide Patients with a written discharge information sheet of the danger signals to watch out for following discharge.</li> <li>Provision of relevant contact details for patients that they can activate if worried about their condition after discharge.</li> </ul>		Q2 2025
	<ul style="list-style-type: none"> <li>Create an awareness for patients of how to access relevant support services on their discharge.</li> </ul>		Q2 2025