



PATIENT FEEDBACK

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Supporting patients in giving feedback or making complaints.	<ul style="list-style-type: none"> • Increase the 'Your Service Your Say' Information stands in all clinical areas, throughout the hospital. • Refer to the HSE website for information on how to make a comment or a complaint. 	<ul style="list-style-type: none"> • A clear visible information stand will help signpost patients on how to provide feedback or make a complaint. 	Q4 2024



PATIENTS WITH A DISABILITY OR LONG-TERM CONDITION

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Taking into account the patients' home situation in preparing discharge.	<ul style="list-style-type: none"> • Develop a new hospital and Public Health referral form for patients. 	<ul style="list-style-type: none"> • A more structured process for gathering relevant patient information. • This information is passed on to the Public Health Team to streamline services for the patient on discharge. • Improve communication between the hospital and community. 	Q4 2024



OTHER (DISCHARGE OR TRANSFER)

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Provision of written information to patients at discharge.	<ul style="list-style-type: none"> • Develop a new multi-disciplinary discharge leaflet/booklet. • The discharge booklet will contain information on what patients should or should not do when they leave hospital. • The discharge booklet will contain useful numbers that the patients can use to contact the hospital if a problem arises. 	<ul style="list-style-type: none"> • Patients will receive clear instructions on what to do when they leave hospital. • If patients have any concerns following discharge, the information booklet will explain what they should do and who they should contact. 	Q4 2025