



PATIENT FEEDBACK

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
<ul style="list-style-type: none"> • Increase awareness of reporting of complaints. • Increase awareness of staff on management of complaints. 	<ul style="list-style-type: none"> • More signage in waiting areas and Inpatient wards on how to make a complaint or give positive feedback. • Monitor response rate after implementation. Compare data in Q3 and Q4 of 2024 Vs data of Q1 2025. • Staff trainings on management of complaints, compliance to be 100%. 	<ul style="list-style-type: none"> • More feedback from patients to improve our services. 	Q1 2025



OTHER

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
<ul style="list-style-type: none"> • Increase patients feedback on food services. 	<ul style="list-style-type: none"> • Provide feedback forms, specific to food and food services in the inpatient wards. • Inform and encourage patients to fill in the feedback forms. • Train kitchen staff on feedback management. 	<ul style="list-style-type: none"> • Improve on the feedback rate. • Implement received feedback to improve on kitchen services where possible. 	Q1 2025