



PATIENT FEEDBACK

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Raise awareness of how to give feedback/make a complaint.	<ul style="list-style-type: none"> • Display bedside general information poster which includes details on complaint procedure, 'Your Service Your Say', comment cards etc. (QR code links). • Review current departmental feedback options. • Educate staff on complaint/feedback management – Information sessions, promotion of hseland.ie modules. • Arrange information day for staff, patients and the public – information stands in key areas and visits to departments. • Create patient support pack to include 'Your Service Your Say', Patient Advocacy, 'Your Health Your Voice' leaflets etc. • Update current Sligo University Hospital Comment Card – to include content, distribution, QR code links etc. • Display board at main entrance and waiting areas. 	<ul style="list-style-type: none"> • Create an environment where patients, care givers and visitors can easily access information on providing feedback and reporting their complaints. • Empower staff with the knowledge and confidence on how to deal with complaints and advise on procedures. • Increase level of engagement to drive quality improvements. • Ensure methods of gathering communication is varied and inclusive. 	Q2 2025



PATIENTS WITH A DISABILITY OR LONG-TERM CONDITION

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
<ul style="list-style-type: none"> • Long Term Condition Dementia – Improve discharge information and communication. • Patients experiencing difficulties with learning, remembering and concentrating returned low scores. 	<ul style="list-style-type: none"> • Focus on improving written information provided to patients with dementia, their families and care givers. • Focus on improving communication of danger signals for patients with dementia, their families and care givers to watch for. • Creation of dementia bespoke discharge pack. Pack will contain existing leaflets from HSE and Alzheimer's Society. They will be customised to the specific concerns of the person with dementia. • Produce discharge information leaflet for dementia patients and their caregivers, Leaflet will include general information on: • Reviewing medications and providing instructions on how to take them. • Arranging follow up appointments. • Discussing supports available to patents when they go home. • Education sessions for staff on discharge process for patients with dementia. • Further promote education sessions on the delivery of person-cantered care to people experiencing non-cognitive symptoms of dementia. Plan to increase attendance to 90% for staff working in medical and perioperative wards. 	<ul style="list-style-type: none"> • Improved patient access to discharge information, including what danger signals to watch for. • Increased support for family members caring for relatives with dementia, • Enhanced staff education on the discharge process for patients with dementia. • Enhanced support for patients prior to discharge and when they go home. Provision of information on medication management, daily routines, safety at home, eating and drinking, cognitive stimulation, social interaction and home supports available. 	Q2 2025