



## PATIENT FEEDBACK

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
<ul style="list-style-type: none"> <li>Increase awareness of how to make complaint or give feedback amongst younger age group: Less than 50% of patients under the age of 50 said that they did not know how and where to give feedback or make a complaint.</li> </ul>	<p>In addition to the current, verbal and written forms of promoting &amp; receiving feedback:</p> <ul style="list-style-type: none"> <li>Create a QR code that can be scanned by mobile devices which brings patients and relatives to the Patient Experience Office information on the SJH website. <a href="http://www.stjames.ie/services/qsid/">www.stjames.ie/services/qsid/</a></li> <li>Include QR Code on posters displayed throughout the hospital.</li> <li>Implement the use of Comment Cards in the Patient Flow Lounge.</li> </ul>	<ul style="list-style-type: none"> <li>The QR code will enable patients and their relatives to find complaint and feedback information on their mobile devices.</li> <li>Many patients spend time in the Patient Flow Lounge prior to their discharge from hospital. While waiting there, they will have the opportunity to provide written or electronic feedback.</li> </ul>	Q1 2025



## PATIENTS WITH A DISABILITY OR LONG-TERM CONDITION

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
<ul style="list-style-type: none"> <li>Improve the experience of patients with an intellectual disability when attending the hospital: Patients with an intellectual disability reported a less good experience of care.</li> </ul>	<ul style="list-style-type: none"> <li>Enable all patients with an intellectual disability attending the hospital to be referred to the Intellectual Disability Nurse Service for support.</li> <li>Raise awareness of the Intellectual Disability Nurse Service amongst nurses, doctors and allied health care professionals through participation in education &amp; training and sharing of information through the hospital's internal communication systems.</li> <li>Develop and promote an electronic referral system to refer patients with an intellectual disability from OPD to Intellectual Disability Nurse Service.</li> </ul>	<ul style="list-style-type: none"> <li>The Intellectual Disability Nurse Service supports and enables patients with an intellectual disability when communicating with staff, receiving information, discussing treatment and care, being involved in decisions about treatment and care, being involved in decisions about discharge, and the provision of written or printed information.</li> <li>The post holder ensures that the patient with an intellectual disability has someone to talk to, advocates for their individual needs, liaise between services and the hospital and community</li> <li>Each patient will have a named contact person following discharge from hospital.</li> </ul>	Commence Q4 2024 & continue throughout 2025



## OTHER (DISCHARGE OR TRANSFER)

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
<p>Develop a patient information leaflet. 'Hip Fracture. A Guide to Your Hospital Journey': Overall, patients were given written or printed information about what they should and should not do after leaving hospital. Patients with an Orthopaedic Condition reported a less good experience of care on these aspects.</p>	<ul style="list-style-type: none"> <li>Develop a hip fracture patient information leaflet in partnership with patients and service users.</li> <li>Make the patient information leaflet available in the Emergency Department, Orthopaedic Ward and St James's Hospital website.</li> <li>Create a QR code to access the patient information leaflet.</li> </ul>	<ul style="list-style-type: none"> <li>Patients and their relatives will have printed and digital information to support the verbal information provided by health care staff.</li> <li>Printed &amp; digital material will provide information about all stages of the patient journey, from admission to the Emergency Department to discharge home.</li> </ul>	Q2 2025