



PATIENT FEEDBACK

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Increase service user awareness of process for submitting Complaints and Feedback of healthcare received	<ul style="list-style-type: none"> All departments, wards and main corridor areas have been restocked with 'Your Service Your Say' (YSYS), posters and leaflets. 	<ul style="list-style-type: none"> Patients are experts in their own care journey, unless we receive and act upon feedback how can we truly say that we are providing patient centred care. 	Q3 2024
	<ul style="list-style-type: none"> A web link is on the hospital website and on the hospital electronic boards in OPD and main concourse. Should a verbal complaint be escalated this can be done through the ward manager. All staff are aware of stage 1 verbal complaints, these are resolved at ward level within 24 hours. YSYS leaflets and posters are available on every ward. 		Q3 2024
	<ul style="list-style-type: none"> Patients with visual issues be offered the form by staff taking care of them and assistance given to complete, before they are discharged home. 		Q3 2024



PATIENTS WITH A DISABILITY OR LONG-TERM CONDITION

Area for improvement: Improving communication between the acute hospital and residential services to ensure information is timely and current to that episode of care.

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Did a member of staff tell you about any danger signals you should watch for after you went home?	<ul style="list-style-type: none"> An accident and emergency easy read grab sheet has been developed to help efficient handover in an emergency situation for patients with a cognitive impairment. The grab sheet: <ul style="list-style-type: none"> aids communication between the hospital and the residential houses which access the healthcare services of St. Luke's general Hospital Carlow/Kilkenny. is designed to capture the clinical condition requiring treatment when the patient is admitted to the emergency department. contains a summary of the clinical need of the patient for that episode of care in the ED department and is kept up to date by the care provider, keyworker, family member or other appropriate person in the emergency department and is placed at the front of the patient's healthcare record along with the patient's healthcare passport. This information follows the patient throughout their care in the hospital. 	<ul style="list-style-type: none"> Improved handover communication between the hospital and residential centres on admission and discharge. 	Q3 2024
Did a member of staff tell you about any danger signals you should watch for after you went home?	<ul style="list-style-type: none"> Med Matters is a new publication monthly newsletter distributed by the Pharmacy department. It is a monthly description of medication incidences reported in St. Luke's Hospital. It will be distributed to all healthcare staff and it will be on display in the front foyer of the hospital for service users to observe what safety measures are taken by the pharmacy department to identify and prevent future medication errors. 	<ul style="list-style-type: none"> Increase staff awareness of medication errors and medication adverse effects and the importance or relaying this information to patients. 	Q3 2024
	<ul style="list-style-type: none"> Computer tablets will be provided in the clinical areas which will have access to the necessary clinical resources such as: <ul style="list-style-type: none"> Pharmacy MEG app Drug administration Guidelines CliniBee Tox Base Medicines Complete eBNF UptoDate Hospital Clinical Guidelines 	<ul style="list-style-type: none"> Providing increased access to clinical staff in the hospital of Medicines Clinical Information. 	Q1 2025



OTHER (HOSPITAL FOOD)

Area for improvement: To provide additional choice and variety of food and drinks available to patients outside of main meal times especially in the evening.

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Where you able to get hospital food outside of set meal times	<ul style="list-style-type: none"> The catering department will provide an additional evening tea trolley round for softer foods. If a patient is unavailable at main meal times they will be offered an alternative meal when they return to their bedside. 	<ul style="list-style-type: none"> Increased calorific intake for patients. 	Q4 2025
	<ul style="list-style-type: none"> Snack trolley to be operated by catering staff to offer snacks to patients between 6:30 and 8:00pm each evening. A trolley round by the shop on the hospital grounds is facilitated in person once a day. 		Q4 2025
	<ul style="list-style-type: none"> A website and QR code is available for patients to order a selection of items from the hospital shop. This service is provided by an external contractor. The Patient's purchase can be delivered to the bed side. The hospital catering department provide a drinks round every evening to patients and biscuits are offered. 		Q4 2025
	<ul style="list-style-type: none"> A list of all available snacks will be made available for patients to choose from the previous evening. The snack choice will include a specific emphasis on softer foods for patients who have difficulty swallowing. This list will be held in the pantry of each kitchenette of each ward and will serve as a multidisciplinary communication aid between the dieticians, nursing and catering staff. Snacks will be made available to patients each evening. A verbal choice is currently offered once a day for all meals, this menu is offered to patients the previous evening. It is proposed that a menu card will be implemented in the near future with visual pictures of meals and snacks to help patients make their choice. 	<ul style="list-style-type: none"> Increased choice for patients. An increase in daily calories and protein intake. Improved communication between nursing staff and service users encouraging collaboration. 	Q4 2025