



PATIENT FEEDBACK

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Access for Service Users to provide feedback.	<ul style="list-style-type: none"> The hospital Complaints staff will open a public complaints clinic in a central area of the hospital where patients, families and members of the public can give real-time feedback to staff. The aim is to facilitate direct face-to-face access with Complaints Officers for our Service Users. Complaints Officers will try to troubleshoot and seek resolution to concerns that service users raise in real time. The Complaints Clinic will be promoted on the website and in the hospital through banners and at internal meetings. The Complaints Clinic will be held once per week initially. This will be expanded during 2025 and will be resource dependent. 	<ul style="list-style-type: none"> Service Users will feel that their concerns are being managed efficiently. Staff will know how to signpost service users appropriately. Service Users will feel listened to and their concerns acknowledged in real time. 	Pilot Q1 2025
Advocating for service user communication – Patient Forum.	<ul style="list-style-type: none"> The Clinical Risk & Patient Safety Manager will lead out on the establishment of the hospital's first Patient Forum. Service users, their families and members of the public will be invited to participate in this forum. The forum will meet both in-person and virtually to facilitate a variety of access needs. The forum will provide a platform for service users to have their say and meaningful input about the hospital services that they use. The forum will be promoted through the hospital website and by signage in the hospital. 	<ul style="list-style-type: none"> Service users will have an opportunity to impact on real change in services at the hospital. The forum will improve service user engagement with hospital staff. The forum will provide an advocacy platform for all service users, including the more vulnerable attending our services. 	Q1 2025



OTHER

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Improving communication and information with service users on discharge: This will be piloted on the Orthopaedic wards, following an initial review of feedback.	<ul style="list-style-type: none"> Design educational program with staff to ensure it meets their needs. Deliver educational program to relevant staff. Promotion of written documentation i.e. Patient Information Leaflets (PILs) etc. Embed the process with staff. Audit of patients on day of discharge to measure intervention. Report and feedback to staff & hospital in order to plan next steps i.e. organisation wide rollout. Leadership rounds, where our CNM3 undertake regular rounds, liaising with patients & families about their hospital experiences during their stay. 	<ul style="list-style-type: none"> Senior staff visibility to patients and their families. Communication with vulnerable and elderly patients. The provision of information to patients and their families on discharge. The leadership rounds provide an opportunity for to identify, manage and resolve in real time concerns raised by patients and their families. 	Q1 2025