



PATIENT FEEDBACK

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Thinking about your overall care, if you wanted to give feedback or make a complaint, did you know how and where to do so?	<ul style="list-style-type: none"> <li>Publicise PALs Patient Information Leaflet – via hospital magazine and Communication Digital Screens.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that all patients and their families are aware that there is a robust feedback service here in Tallaght University Hospital and ensure they are aware that there is a dedicated department which they can access by:                             <ul style="list-style-type: none"> <li>E-Mail</li> <li>Written Communication</li> <li>Telephone</li> <li>Drop in Service</li> </ul> </li> </ul>	Q1 2025
	<ul style="list-style-type: none"> <li>Promotional Stand for staff on the usage of the Patient Information Booklet to be scheduled twice in 2025 by Key Stakeholders &amp; PALs staff.</li> </ul>		Q2 2025
	<ul style="list-style-type: none"> <li>Ward staff will continuously signpost patients, families carers to relevant information on the Quality Boards on each ward.</li> </ul>		Throughout Q1, 2, 3 & 4 2025
	<ul style="list-style-type: none"> <li>PALs to provide education for all staff on the feedback process at Corporate/Nursing Induction.</li> </ul>		Monthly in 2025
	<ul style="list-style-type: none"> <li>Develop TUH version of HSE My health, My Voice leaflet which will include QR code access to PALs on Website advising how to provide feedback and access to TUH local surveys.</li> </ul>	<ul style="list-style-type: none"> <li>Additional method for patients and their families to provide feedback.</li> </ul>	Q2 2025



PATIENTS WITH A DISABILITY OR LONG-TERM CONDITION

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Supporting patients on the ward.	Deafness or serious hearing impairment 1. Pathway for serious hearing impairment & deafness: Bi-monthly Staff education on pathway at daily NCHD handovers and nursing huddles. Scheduled 6 times in 2025 by consultant and senior nursing. <ul style="list-style-type: none"> <li>Patient alert at point of registration.</li> <li>Nurse alerted, patient moved to the sub wait area.</li> <li>The Irish Sign Language Service is contacted for translation service.</li> <li>Virtual translation service provided for patient.</li> </ul>	<ul style="list-style-type: none"> <li>Improve experience in the Emergency Department for Deaf Persons and Hard of Hearing Persons.</li> </ul>	Q1 2025
	2. Additional voice amplifiers for hard of hearing patient will be purchased.	<ul style="list-style-type: none"> <li>Improve experience in the Emergency Department for Deaf Persons and Hard of Hearing Persons.</li> </ul>	Q2 2025
	Intellectual Disability/Difficulty in learning, remembering or concentrating 1. Developing a programme of change, pioneering efforts to address the challenges of navigating the high stress environment of an ED for neurodivergent individuals. Education for staff on use of sensory room scheduled 6 times in 2025 by consultant and senior nursing.	<ul style="list-style-type: none"> <li>Improve experience in the Emergency Department for neurodiverse patients and their family/carers.</li> </ul>	Q1 2025
	2. Active engagement with Acute Intellectual Disability Nurse Specialist.	<ul style="list-style-type: none"> <li>For those with a lived experience of intellectual disability, the Emergency Department can be an environment that is hard to predict, and can lead to worry and anxiety.</li> </ul>	Q1 Scheduled monthly meetings throughout 2025
	3. A triage Booklet will be introduced in an Easy Read Format.	<ul style="list-style-type: none"> <li>This booklet aims to improve the experience in the Emergency Department for people with intellectual disability, their families and carers by outlining the processes involved while in Triage.</li> </ul>	Q4 2024



## OTHER (EMERGENCY DEPARTMENT)

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Following arrival at the hospital, how long did you wait before being admitted to a ward?	<p>Patient flow is an ongoing challenge in all hospitals. The following QIPs aim to focus on the patient experience whilst awaiting admission in the hospital.</p> <ul style="list-style-type: none"> <li>Introduce additional huddles at 2:00pm and 11:00pm daily.</li> </ul>	<p>This QIP aims to focus on the patient experience whilst awaiting admission in the hospital.</p> <ul style="list-style-type: none"> <li>Earlier identification and access for the sicker patient.</li> </ul>	Q4 2024
	<ul style="list-style-type: none"> <li>Re-triaging patients who are identified by nursing staff and PLO's who are identified as being a long time waiting and possibly deteriorating.</li> </ul>	<ul style="list-style-type: none"> <li>Earlier identification and access for the sicker patient.</li> </ul>	Q4 2024
	<ul style="list-style-type: none"> <li>Emergency Department to provide food and beverages to patients, their families and carers while waiting in ED.</li> </ul>	<ul style="list-style-type: none"> <li>Make patients more comfortable whilst waiting.</li> </ul>	Q4 2024
	<ul style="list-style-type: none"> <li>Patient Liaison Officers (PLO) rosters 6 days a week/12 hours a day.</li> </ul>	<ul style="list-style-type: none"> <li>Help to provide continuous support /communication for patients, their families and carers whilst waiting.</li> </ul>	Q4 2024
	<ul style="list-style-type: none"> <li>Purchase PLO's one iPADS which will be configured to Symphony ED system which will enable the PLOs to carry out regular roll calls in the waiting room and update electronic information in real time.</li> </ul>	<ul style="list-style-type: none"> <li>Accurate record updates of current patients awaiting treatment and care. Efficiency of the information should improve waiting times.</li> </ul>	Q2 2025
	<ul style="list-style-type: none"> <li>Purchasing vending machines to ensure the availability of healthy food options for patients, their families and carers who are experiencing long waiting times in the ED.</li> </ul>	<ul style="list-style-type: none"> <li>Make patients more comfortable whilst waiting.</li> </ul>	Q3 2025