



PATIENT FEEDBACK

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Improving patient awareness on the complaint/feedback process.	<ul style="list-style-type: none"> Review & update patient information on the complaint/feedback process on the website. 	<ul style="list-style-type: none"> Ensure patient information on the complaint/feedback process on The National Orthopedic Hospital, Cappagh website is accurate, clear, easily located, easy to read and understand etc. 	Q1 2025
	<ul style="list-style-type: none"> Introduce complaint/feedback posting stations throughout the hospital. 	<ul style="list-style-type: none"> Improve service user awareness and makes it easier for service users to provide feedback/make a complaint. 	Q1 2025
	<ul style="list-style-type: none"> Introduce further patient feedback walkarounds into the Hospital's Quality & Safety Walkarounds which are performed on a monthly basis by the Senior Management Team and the Quality Safety & Risk Team. 	<ul style="list-style-type: none"> Improve service user awareness and makes it easier for service users to provide feedback verbally. 	Q1 2025
	<ul style="list-style-type: none"> Promote HSE Complaint management Training for National Orthopaedic Hospital Cappagh staff. 	<ul style="list-style-type: none"> Increase staff awareness on the complaint/ feedback process which will facilitate staff to support service users to provide feedback while in hospital. 	Q1 2025
	<ul style="list-style-type: none"> Develop & introduce an ongoing Patient Experience Survey on patient discharge. Analyse results, implement action plans and share findings with staff and patients. 	<ul style="list-style-type: none"> Increase in feedback provided by patients other than during National Inpatient Experience Survey. 	Q1 2025



PATIENTS WITH A DISABILITY OR LONG-TERM CONDITION

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Improve availability of meals outside of set meal times for all The National Orthopedic Hospital, Cappagh patients including patients with a disability or long-term conditions.	<ul style="list-style-type: none"> If a patient returns to the ward after 3pm i.e. returning from theatre or an appointment/consultation external to The National Orthopedic Hospital, Cappagh and misses the normal main meal distribution, they will be offered a light meal consisting of salad/sandwich/soup with tea/coffee & snacks. The catering department will facilitate hot food orders to the kitchen up to and including 14.30 daily (previously orders taken in the morning) and this arrangement allows those patients who miss routine hot lunch service to avail of a hot/cooked evening meal. Nursing staff contact the main kitchen directly with amended evening meal orders taking into consideration any immediate requirements. In addition to current hot meal provision services patients are offered snack rounds which include tea/coffee/milk with a choice of brown bread/crackers & cheese/fruit/ biscuits at 10.30, 14.30 & 19.30 daily. Individual requests for additional snacks from patients are also facilitated at local level in ward based kitchens where household staff have access to tea & toast making facilities as well as above mentioned snack options throughout the course of the evening. 	<ul style="list-style-type: none"> Improve the availability and choice of meal options for patients who miss routine hot lunch service to avail of a hot/cooked evening meal. 	Q4 2024