



**PATIENT FEEDBACK**

**Area for improvement:** Increase knowledge and empower patients to provide feedback or complaints about their care.

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Develop and implement a campaign aimed at patients and staff to promote: <ul style="list-style-type: none"> <li>• How to provide feedback;</li> <li>• How to make a complaint.</li> </ul>	<ul style="list-style-type: none"> <li>• Raise awareness of feedback and complaints process throughout the hospital through information resources; posters/leaflets/social media/website/TV screens in waiting areas.</li> <li>• Implementation of a University Hospital Kerry feedback form/comment card for all inpatient areas.</li> <li>• Patient Information Folder given to all patients presenting to UHK ED/Admission that includes 'Your Service Your Say' Leaflet.</li> </ul>	<ul style="list-style-type: none"> <li>• Improved information provided to the patient.</li> <li>• Improved understanding and knowledge of the feedback/complaints pathway.</li> <li>• Patients empowered to provide feedback on their treatment, care and Hospital facilities.</li> <li>• Increased visibility of 'Your Service Your Say' and feedback pathways.</li> </ul>	Q2 2025



**OTHER (DISCHARGE AND TRANSFERS)**

**Area for improvement:** Communication and information provided to patients with a Heart Condition on Discharge regarding danger signals.

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Improve our discharge information for patients admitted for heart related issues. The information will aim to address both medication issues as well as informing patients of the danger signals to watch out for at home.	<ul style="list-style-type: none"> <li>• Co-ordination of a patient focus group to identify the fears and worries of Heart Condition patients. Collate learnings to identify information needed by Heart Condition patients.</li> <li>• Following the focus group, develop with patients and members of the cardiology team a process for patients receiving the appropriate information on discharge.</li> <li>• Collate all patient information leaflets, discharge information available and evaluate with patients.</li> </ul>	<ul style="list-style-type: none"> <li>• Improved and streamlined discharged process for Heart Condition patients.</li> <li>• Improved quality of patient safety and patient care.</li> <li>• Improved information available for patients at discharge on danger signals and medications.</li> <li>• Reduced medication errors.</li> <li>• Empowered patients.</li> <li>• Increased patient satisfaction.</li> <li>• Increased patient safety.</li> </ul>	Q2 2025