



PATIENT FEEDBACK

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
To allow for easier and more visible information for service users on providing any feedback from their visit to Wexford General Hospital.	<ul style="list-style-type: none"> Improved signage around the hospital with posters and pull up banners with feedback information. Development of QR codes with direct link to Wexford General Hospital service user email address. 	<ul style="list-style-type: none"> Service users will find it easier to give feedback on their experience in Wexford General Hospital and any concerns will be addressed and investigated promptly. 	End Q4 2024
	<ul style="list-style-type: none"> Welcome leaflet with information on how to feedback to be developed and implemented. 		Q1 2025



PATIENTS WITH A DISABILITY OR LONG-TERM CONDITION

Area for improvement: Overall improve the experience of service users with neurological deficits

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Supporting patients in accessing food outside of meal times.	<ul style="list-style-type: none"> Set up a subgroup to relaunch snack menu. Simplifying the snack menu to make it more patient friendly. Advertise the availability of snacks in between meals by providing information on meal tray flyers with snack menu. 	<ul style="list-style-type: none"> Service users can avail of the varied snack menu available in Wexford General Hospital easier and be more aware of what is available to them. 	Q2 2025
Provision of written information to patients at the time of discharge.	<ul style="list-style-type: none"> Information for patients – in the form of booklets and information leaflets. 	<ul style="list-style-type: none"> Service users will feel more informed and more empowered in their health journey when equipped with the correct information. 	Q1 2025
	<ul style="list-style-type: none"> A pilot of Wexford General Hospital packs (to include discharge information) will be commenced on our Stroke patients initially and then rolled out hospital wide. 		Q2 2025
Dedicated patient partnership.	<ul style="list-style-type: none"> Explore the development for a patient partnership group, in relation to disabled service users. 	<ul style="list-style-type: none"> Overall improve patient experience to service users that are physically impaired. 	Q4 2025



OTHER (DISCHARGE OF TRANSFER)

Area for improvement: Improve service user's knowledge and confidence on discharge from hospital.

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Improve service user's knowledge and confidence on discharge from hospital.	<ul style="list-style-type: none"> A pilot of Wexford General Hospital packs (to include discharge information) will be commenced on our Stroke patients initially and then rolled out hospital wide. Once pilot introduction is complete, a hospital roll out will commence. 	<ul style="list-style-type: none"> Improve service user's knowledge and confidence on discharge from hospital. 	Q2 2025
	<ul style="list-style-type: none"> Set up a discharge planning working group/committee to look at all processes around discharge. 		Q1 2025