

Name

Address

Tel No.

Date

Ward/Dept.

Name one good thing about your experience/or the service you received?

Name one thing we could improve on?

Name one thing that should always happen every time you or others use this service?

When completed please cut out and place in the Comment Box provided.



Contact

The Patient Liaison Officer
Monday to Thursday 8.30-5.00
Friday 8.30-1.00

Via Reception Desk

In writing

Josephine Griffin
Patient Liaison Officer
Mercy University Hospital
Cork City

By Email:

jgriffin@muh.ie

Telephone/Text:

021 493 5622
086 467 9656

Comment Boxes located outside
Main Lifts on 2nd 3rd and
4th floors, A/E, O.P.D., X Ray,
Polar Unit and Urgent
Care Centre.



PATIENT EXPERIENCE

Get involved in your Health Service



The Patient Experience

The Mercy University Hospital is committed to providing excellent patient care in the most efficient way and in keeping with the Mercy Values. The experiences of our patients can help us in making a difference to our services.

We welcome all your feedback and listen to your ideas and comments to help improve the service.

If you want to give us feed back please fill in the back of this form and put it in one of the Comment Boxes located throughout the hospital or use one of the Comment Cards situated throughout the hospital.

The Patient Liaison Officer can help action your suggestions for improvements in our hospital.

The functions of the Patient Liaison Officer are

- Be identifiable and accessible to patients, their carers, friends and families.
- Provide on the spot help with the power to negotiate immediate solutions or speedy resolution of problems
- Act as a catalyst for change and improvement by providing the hospital with information and feedback on problems arising and gaps in services.
- Undertaking ward and department observations that help in identifying best practices and areas for further improvement.
- Meeting patients throughout the hospital and listening to them regarding their patient journey.
- Act as Access Officer under the Disability Legislation Act of 2005

Patient Advice and Liaison

The Patient Liaison Officer provides a liaison service for patients, carers and visitors.

If you have a health problem or concern you should talk to your doctor, nurse or a member of staff in the clinic, ward or department first. They are the best people to explain your medical condition, treatment or clinical procedure.

However if you do not feel comfortable in asking the relevant people to address your concerns, then you can contact The Patient Liaison Officer.

Should you need to make a formal complaint The Patient Liaison Officer can guide you as well as explaining the formal complaints processes to you.

We are increasingly working to ensure that our patients receive the best care and we would like to further extend the relationship we have with you and encourage you to let us know your views on the service we provide.

