

## INFORMATION

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<b>ACCESS TO INFORMATION:</b> Access to Information: Facilitate timely access to information and parent education classes at relevant stage in pregnancy.	<ul style="list-style-type: none"> <li>Rotunda Maternity &amp; Neonatal Information app - Rotundapp, (first of its kind in Irish maternity setting) and focuses on all aspects of pregnancy care.</li> </ul>	Launched in 2019
	<ul style="list-style-type: none"> <li>Irish Medicines in Pregnancy Service provided by the Rotunda provides information on the safe use of all medications during pregnancy.</li> </ul>	Launched in December 2019
	<ul style="list-style-type: none"> <li>Rotunda's Virtual Maternity Open Week - women can submit questions via the website and our team of experts will record answers, which will be posted on our social media channels.</li> </ul>	September 27 - October 3
	<ul style="list-style-type: none"> <li>Learning hub has been created on the Rotunda website where women can access additional resources. It includes information on parent education, nutrition in pregnancy, breastfeeding and physiotherapy.</li> </ul>	Quarter 1 - 2020
	<ul style="list-style-type: none"> <li>Parent education classes were video recorded and uploaded to the website: <a href="http://www.rotunda.ie/parent-education/resources">www.rotunda.ie/parent-education/resources</a></li> </ul>	Quarter 2 - 2020
	<ul style="list-style-type: none"> <li>Interactive live Zoom sessions are held daily on pre-selected topics, which are gestation specific.</li> </ul>	Quarter 2 - 2020
	<ul style="list-style-type: none"> <li>New interactive refresher antenatal class introduced.</li> </ul>	Quarter 2 - 2020
	<b>WHAT THIS MEANS FOR WOMEN</b>	
	<ul style="list-style-type: none"> <li>Pregnancy related information is accessible to all women and their partners, which is relevant to their stage in pregnancy.</li> <li>Women have greater choice and can avail of the parent education classes at a time of their choosing.</li> <li>Class content is complemented with the information provided by other media:               <ul style="list-style-type: none"> <li>Rotunda Maternity &amp; Neonatal Information app: Rotundapp;</li> <li>Rotunda's Maternity Information Pack is provided to all women at their booking visit.</li> </ul> </li> </ul>	

## APPOINTMENT SCHEDULING

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<b>ANTENATAL APPOINTMENTS:</b> Women identified that the length of time waiting for review in the antenatal clinics was too long.	<ul style="list-style-type: none"> <li>Use of telemedicine for completion of booking visit history taking and some specialist maternity clinics introduced.</li> </ul>	Quarter 2 - 2020
	<ul style="list-style-type: none"> <li>Restructure of subsequent antenatal clinic appointments over the extended working day.</li> </ul>	Quarter 2 - 2020
	<ul style="list-style-type: none"> <li>Implement an electronic queue and appointment scheduling system in Outpatients.</li> </ul>	Quarter 1 - 2021
	<ul style="list-style-type: none"> <li>Increase the provision of outreach community midwifery clinics based in Primary Care Centres.</li> </ul>	Ongoing
	<b>WHAT THIS MEANS FOR WOMEN</b>	
	<ul style="list-style-type: none"> <li>Women will receive individual appointment times, which reduces the length of time they are waiting for review by the midwife and/or doctor.</li> <li>Improved patient experience with reduced waiting times and a more efficient service.</li> <li>Increased access to care close to home in community settings.</li> </ul>	

## COMMUNICATION

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p><b>DEBRIEFING:</b> Women said that they would like the opportunity to discuss their labour and birth experience</p> <p><b>INTERACTIONS WITH STAFF:</b> Women said that we could communicate better with them and involve them more in decision making about their care.</p>	<ul style="list-style-type: none"> <li>The Rotunda Hospital is committed to open disclosure and to informing and supporting patients when things go wrong. We will continue to provide training on open disclosure to all staff.</li> </ul>	Ongoing
	<ul style="list-style-type: none"> <li>All feedback is acknowledged, reviewed, responded to in a timely manner and learning derived from this feedback informs our quality improvement programmes.</li> </ul>	Ongoing
	<ul style="list-style-type: none"> <li>Introduce a specialist postnatal service for women who have had a complicated labour, birth and postnatal experience. Women are seen at 2 weeks to assess their physical wellbeing and also to review the care provided and address any concerns they may have.</li> </ul>	Quarter 1 - 2020
	<ul style="list-style-type: none"> <li>Develop a birth reflections service - a listening service that aims to explore and explain pregnancy and birth events in a safe environment with the woman and her partner.</li> </ul>	Quarter 4 - 2020
	<ul style="list-style-type: none"> <li>The Rotunda Hospital recognises the importance of a good patient/staff relationship and is committed to working in partnership with women during their pregnancy journey.</li> </ul>	Ongoing
	<ul style="list-style-type: none"> <li>Implement the National Healthcare Communications Programme to promote best practice in communication skills and improve the experience of women availing of our services.</li> </ul>	Ongoing
	<p><b>WHAT THIS MEANS FOR WOMEN</b></p> <ul style="list-style-type: none"> <li>Women will have an opportunity to discuss their labour and birth experience in a timely manner in a supported and safe environment.</li> <li>Women will have better interactions with staff as they will have received training on using a skilled, sensitive and patient-centred approach to all conversations with women and their partners.</li> <li>Women will be supported, encouraged and empowered to be more involved in the decision making about their care.</li> </ul>	

## STAFFING LEVELS

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p><b>STAFFING:</b> Insufficient midwifery staff, especially on Delivery Suite and Postnatal Wards.</p>	<p>The Rotunda Hospital is committed to ensuring that there are sufficient staff available at the right time, with the right skills to deliver safe, high quality care.</p>	
	<ul style="list-style-type: none"> <li>We will continue to engage with the RCSI Hospital Group/HSE and the National Women and Infants Health Programme to review and improve staffing levels, in accordance with internationally recognised frameworks.</li> </ul>	Ongoing
	<ul style="list-style-type: none"> <li>Aim to increase access to Early Transfer Home and community midwifery services.</li> </ul>	Ongoing
	<ul style="list-style-type: none"> <li>Introduction of ERAS to enable early discharge home for women after caesarean section with community midwifery follow up.</li> </ul>	Quarter 4 - 2020
	<p><b>WHAT THIS MEANS FOR WOMEN</b></p> <ul style="list-style-type: none"> <li>Each woman will receive one-to-one care for the duration of labour and birth.</li> <li>Women will receive the care, advice and support required during their stay on the postnatal ward.</li> <li>More community midwifery services enabling early discharge for women and newborns.</li> </ul>	

## MENTAL HEALTH SUPPORT

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p><b>MENTAL HEALTH:</b> Women said that they did not receive adequate information on the impact of pregnancy and motherhood on their mental health.</p>	<p>In 2020, the Rotunda Hospital developed a hub and spoke service within RCSI Hospital Group in accordance with the Perinatal Mental Health Programme.</p>	
	<ul style="list-style-type: none"> <li>Introduce a mental health promotion support group for pregnant women.</li> </ul>	Quarter 4 - 2020
	<ul style="list-style-type: none"> <li>Develop an 8 video series around mental health for new mothers - 'From Me to Mum'.</li> </ul>	Quarter 4 - 2020
	<ul style="list-style-type: none"> <li>Undertake a longitudinal audit of self reported prevalence of traumatic birth at the Rotunda Hospital.</li> </ul>	Quarter 1 - 2021
	<ul style="list-style-type: none"> <li>Develop a traumatic birth support service for antenatal and postnatal women at high risk of trauma and PTSD.</li> </ul>	Quarter 4 - 2020
	<ul style="list-style-type: none"> <li>Develop a postnatal depression partner support service - linked to the Finglas clinic.</li> </ul>	Quarter 4 - 2020
	<ul style="list-style-type: none"> <li>Develop a therapeutic postnatal depression group with HSE, Tusla, Barnardos and Better Finglas.</li> </ul>	Quarter 1 - 2020
	<p><b>WHAT THIS MEANS FOR WOMEN</b></p> <ul style="list-style-type: none"> <li>Women will have an opportunity to discuss their labour and birth experience in a timely manner in a supported and safe environment.</li> <li>Women can avail of the services of the multidisciplinary mental health support time during the antenatal and postnatal period.</li> <li>All women receive information at their booking visit and postnatally prior to discharge on how to access the mental health support service.</li> </ul>	

## PHYSICAL INFRASTRUCTURE

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p><b>DELAYED ACCESS:</b> Delayed access to Delivery Suite room.</p> <p><b>EMERGENCY &amp; ASSESSMENT UNIT:</b> Facilities for women experiencing early pregnancy problems.</p>	<p>The Rotunda Hospital is cognizant of the limitations of its current infrastructure with some inpatient areas dating back to 1757. We continue to work with the HSE, Department of Health and other key stakeholders to seek funding and approval to progress plans to develop a Critical Care Wing on the Parnell Square site. The long term plan is to relocate the Rotunda to the Connolly Hospital campus.</p>	
	<ul style="list-style-type: none"> <li>The three storey extension includes a revamp of the existing delivery rooms.</li> </ul>	Completion in July 2021
	<ul style="list-style-type: none"> <li>The 5 bed annexe will be converted into two additional delivery rooms - total of 11 room.</li> </ul>	Completion in July 2021
	<ul style="list-style-type: none"> <li>The Emergency &amp; Assessment Unit will be redeveloped as part of the three storey extension. This will included a designated waiting and clinical review area for women experiencing early pregnancy problems (separate to the EPAU Monday - Friday).</li> </ul>	Completion in July 2021
<p><b>WHAT THIS MEANS FOR WOMEN</b></p> <ul style="list-style-type: none"> <li>Care can be provided in an appropriate clinical setting, which affords privacy and maintains the dignity of the woman.</li> <li>Women will have access to a Delivery Suite room more promptly, which will facilitate more timely access to an epidural, if required.</li> <li>Women experiencing early pregnancy problems awaiting review in the Emergency &amp; Assessment Unit will have a designated waiting area.</li> </ul>		



## SUPPORT WITH FEEDING AFTER BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p><b>FEEDING:</b> Women said that they require more support and help with breastfeeding.</p>	<p>The Rotunda Hospital is accredited as a 'Breastfeeding Friendly' Hospital. We recommend breastfeeding because it is the best start in life for babies. We provide care which is research based and recognised as best practice, so that pregnant women and new mothers receive the support they need to breastfeed successfully. We support informed decision making for women and we support mothers whatever decision they make about feeding their baby.</p>	
	<ul style="list-style-type: none"> <li>All midwifery staff undertake the 20 hour Breastfeeding Course and regular refresher training.</li> </ul>	Ongoing
	<ul style="list-style-type: none"> <li>All obstetric and neonatal NCHDs and maternity care assistants receive training on protecting, promoting and supporting breastfeeding.</li> </ul>	Ongoing
	<ul style="list-style-type: none"> <li>We aim to provide at least 60 minutes of uninterrupted skin to skin contact immediately after birth.</li> </ul>	Ongoing
	<ul style="list-style-type: none"> <li>Antenatal harvesting of colostrum is facilitated from 38 weeks' gestation.</li> </ul>	Ongoing
	<ul style="list-style-type: none"> <li>Antenatal breastfeeding workshops and postnatal support service for mothers following discharge are provided.</li> </ul>	Ongoing
	<ul style="list-style-type: none"> <li>The complement of Lactation Consultants was increased to 2 WTEs.</li> </ul>	Quarter 1 - 2020
	<ul style="list-style-type: none"> <li>Introduce breastfeeding staff huddles on the postnatal wards.</li> </ul>	Quarter 2 - 2020
	<ul style="list-style-type: none"> <li>Optimise staffing on the postnatal wards to allow support and care for women who choose to breastfeed.</li> </ul>	Ongoing
	<ul style="list-style-type: none"> <li>Introduce new telehealth interactive antenatal breastfeeding workshops, which will include participation of partners.</li> </ul>	Quarter 3 - 2020
	<ul style="list-style-type: none"> <li>Record informative videos on expressing breast milk to support mothers of babies in the Neonatal Unit.</li> </ul>	Quarter 4 - 2020
	<ul style="list-style-type: none"> <li>Midwifery students have an elective placement with Lactation Consultants x 1 week.</li> </ul>	Quarter 3 - 2020
		<p><b>WHAT THIS MEANS FOR WOMEN</b></p>
	<ul style="list-style-type: none"> <li>All staff support and actively promote breastfeeding.</li> <li>The Lactation Consultants are available to assist women who require additional support and advice.</li> <li>Breastfeeding information is provided to women across various forums.</li> <li>Information is provided on national and local breastfeeding support groups.</li> </ul>	