

OVERALL CARE

AREA FOR IMPROVEMENT: Patient feedback and complaints

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Thinking about your overall care, if you wanted to give feedback or make a complaint, did you know how and where to do so.	<ul style="list-style-type: none"> • Display clear and accessible information on how service users can give feedback or make a complaint in all clinical areas in maternity services. • Inform Women that 'Your Service, Your Say' programme is offered in multiple languages and digital resources. • Display QR code on all bedside lockers on laminated sticker. Code will link to 'Your Service, Your Say' submit comment/complaint/compliment webpage. • Have hard copies of patient feedback survey/comment cards available in each of the clinical areas. • Introduce a system for the feedback forms to be given to all patients on admission to inpatient ward. • Educate staff on proactively informing women of their rights and the complaints, feedback process. • Ensure that patient feedback, complaints and compliments are discussed at ward and department meetings so staff are fully aware of patient experiences so changes and improvements can be generated. • Advertise the 'Maternity Voices Forum' so women are aware of the scheduled meeting time and venue. 	<ul style="list-style-type: none"> • Women will easily access an online method of providing comments, complaints and compliments. These will be processed by PALS and Consumer Services as appropriate and fed back to the relevant staff. Feedback will continue to be analysed and presented on a monthly basis. • Women will have the opportunity to provided anonymous feedback and return the completed forms in the return box situated at the ward exit. Responses will be analysed and reported by PALS. • The results of feedback surveys and profile of complaints will be presented to staff and the Patient and Family Forum to identify possible areas of improvement. This will improve the culture of partnership with the woman and her family. 	Q1 2026

CARE WHILE YOU WERE PREGNANT (ANTENATAL CARE)

AREA FOR IMPROVEMENT: Information on diet and nutrition in pregnancy

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Thinking about the care you received during your pregnancy, did you receive enough information about nutrition during pregnancy?	<ul style="list-style-type: none"> • Look at the most current and up to date evidence based information around pregnancy and nutrition and compare with current information given. • Consult with dietitians on recommended websites/sources for patients. • Create posters and leaflets with up to date information, linking to trusted nutrition resources for pregnancy. • Display information posters in all waiting areas. • Include patient information leaflets for antenatal and postnatal education bundles for women. Have this information available in soft and hard copies. • Patients at combined diabetes-antenatal clinic and those with specialist dietary requirements, will be given the opportunity to speak with a dietitian. • Develop and deliver training and education sessions for Maternity staff in relation to nutrition in pregnancy. • The use of Making every contact count training to help staff have a conversation around diet and nutrition with each woman. • A number of healthy breakfast options will be displayed at the bedside to aid in women's choice. 	<ul style="list-style-type: none"> • Improved access to reliable, evidence-based information on diet and nutrition for pregnant women. • Increased awareness and confidence in pregnant women regarding healthy diet choices in pregnancy. • Enhanced outcomes for those with complex nutritional needs through specialist dietetic support i.e. reduced rates of anaemia and healthier weight gain in pregnancy. 	Q2 2026

LABOUR AND BIRTH

AREA FOR IMPROVEMENT: Labour and birth

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Shortly after your baby was born, did you have the opportunity to ask the midwives or doctors questions about your labour and the birth?	<ul style="list-style-type: none"> • Ensure every women has scheduled time during antenatal visits to discuss especially in the 3rd trimester, birth preference, pain relief options and possible interventions. This will be supported with written information. • Encourage all women to document a birth plan to discuss with Midwives and Obstetricians in the antenatal period. • Develop and implement a structured post-birth reflection conversation for all women before discharge from the postnatal service. • Provide staff training in shared decision making, communication skills and cultural competence • Develop a structured birth reflections tool/template which includes debrief prompts in postnatal discharge check list for all women. • Support Midwives and obstetricians to undertake Birth reflections training • Provide staff education how to lead on birth reflections/debriefs. 	<ul style="list-style-type: none"> • Women have an opportunities to ask questions about their birth. • Women will have a better understanding of events around their labour and birth. Being informed about what happened helps women feel more in control and respected. • Women's trust and rapport with healthcare providers will improve. • Women can learn what might have contributed to unexpected outcomes and how to prevent them in future pregnancies. • Women can process and make sense of their birth discussing fears complications or unexpected interventions can alleviate stress related to birth experience. • Encourages good open communication between the MDT and the women. 	Q3 2026