

OVERALL CARE

AREA FOR IMPROVEMENT: Patient feedback and complaints

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
<p>Improve visibility of how to raise concerns or compliments in all maternity areas.</p> <p>Promote staff confidence in supporting women who wish to make a complaint or raise a concern.</p>	<ul style="list-style-type: none"> • Display clear and accessible information on how to give feedback or make a complaint. Areas to include antenatal clinic, ultrasound rooms, and all inpatient areas, 'Your Service, Your Say' programme is offered in multiple languages and digital resources. • Review current mechanisms to capture feedback in the unit. • Train maternity staff to proactively inform women of their rights and the complaints, feedback process. • Create patient support pack to include information on 'Your Service, Your Say', Patient Advocacy, Your Health Your Voice. • Introduce a comments cards feedback system to the maternity service. • Continue quarterly 'Maternity Voices Forum'. This forum provides an opportunity for women in the postnatal period to return to the maternity unit and share their experience as a service user. • Strengthen the process for reviewing and analysing patient feedback and complaints in to the management forums to spot trends, benchmark performance, and identify systemic issues. 	<ul style="list-style-type: none"> • Enhance an environment where women and partners can easily access information on providing feedback and reporting their complaints. • Empower women with the knowledge and confidence on how to address complaints. • Having a systematic complaints process in place can identify areas and patterns for improvement which will benefit women's experience. • This will increase the level of engagement from the service with patient feedback and experience to drive quality and service improvements. 	Q1 2026

LABOUR AND BIRTH

AREA FOR IMPROVEMENT: Labour and birth

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
<p>Shortly after your baby was born, did you have the opportunity to ask the midwives or doctors questions about your labour and the birth?</p>	<ul style="list-style-type: none"> • Ensure every woman 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. • In the early postnatal period Midwives will facilitate a brief, supportive discussion reviewing key aspects of labour and birth, addressing any questions or concerns. • Develop a structured birth reflections tool/template which includes debrief prompts in postnatal discharge check list for all women. • Progress the development of enhanced postnatal care with the introduction of Postnatal hubs. • Support Midwives and obstetricians to undertake Birth reflections training and debriefing. 	<ul style="list-style-type: none"> • Women have an opportunity 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. • Maternity staff will develop improved skills with debriefing women post-delivery. 	Q2 2026