

## OVERALL CARE

## AREA FOR IMPROVEMENT: Patient feedback and complaints

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Develop a Patient Experience Survey (using QR Code) for Maternity Ward, Antenatal Clinics and SCBU (Special Care Baby Unit) in addition to the placement of Your Service Your Say feedback boxes in prominent areas within the service.	<ul style="list-style-type: none"> <li>Experience Survey with questions specific to Ante-Natal Care, Care in the Maternity Ward and Care in the Special Care Baby Unit will be agreed.</li> <li>Develop QR code.</li> </ul>	<ul style="list-style-type: none"> <li>Feedback will be in real-time enabling Maternity Services to monitor women's experiences of care in a timely and responsive manner which will facilitate opportunity for further quality improvement and learning from women's feedback.</li> </ul>	Q1 2026

## CARE WHILE YOU WERE PREGNANT (ANTENATAL CARE)

## AREA FOR IMPROVEMENT: Facilitating opportunity for women make informed decisions, to ask questions and to be provided with information

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Review the Obstetric-Led Ante-Natal Care Pathway	<ul style="list-style-type: none"> <li>In collaboration with Consultant Clinical Lead and Midwifery Management Team, review the Antenatal Care Pathway, in line with the National Maternity Strategy.               <ul style="list-style-type: none"> <li>Antenatal Booking Visits will be scheduled 2 days per week and Antenatal Recall Visits will be scheduled 3 days per week. Both clinics will be Multi-disciplinary Team (MDT) Consultant Led.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>It is envisaged that women's experience of care will be improved as:               <ul style="list-style-type: none"> <li>at each visit to meet with the MDT during one episode of care rather than seeing multiple individual Healthcare Professionals at each visit</li> <li>there will be a reduction in waiting times</li> <li>in collaboration with the MDT, women will be offered choice and enabled to make an informed decision about the most appropriate ante-natal care for their needs</li> <li>women will have an opportunity to ask questions and receive information about their care</li> <li>women will be provided with the opportunity throughout their pregnancy to discuss their mental health and be directed to mental health supports.</li> </ul> </li> </ul>	Q4 2025
	<ul style="list-style-type: none"> <li>Appointment of a Clinical Midwife Specialist for Peri-natal Mental Health. The CMS will work in collaboration with the Consultant Peri-Natal Psychiatrist to meet mental health needs of women attending Maternity Services at MRHP</li> </ul>	<ul style="list-style-type: none"> <li>Women who require specialist mental health support will be referred to the CMS for Peri-Natal Mental Health to enable timely and prompt management of their mental health needs. This will enable the Consultant in Peri-Natal Mental Health to meet with women with more complex peri-natal mental health needs.</li> </ul>	
Commencement of Registered Advanced Midwifery Practitioner Antenatal Midwifery-Led Clinics in line with Supported Care Pathway.	<ul style="list-style-type: none"> <li>Commencing Registered Advanced Midwifery Practitioner (RAMP) Ante-Natal Midwifery-Led Clinics in January, 2026.</li> </ul>	<ul style="list-style-type: none"> <li>The Midwifery-Led Clinics will offer more choice for women regarding the types of maternity care available to them.</li> <li>This service will be in addition to the three Midwifery-Led Clinics which are already well-established in the Community.</li> <li>This will result in greater choices in ante-natal care available at the hospital, i.e. Obstetric-Led Clinics; Midwifery-Led Clinics in the Community; Midwifery-Led Clinics in the Hospital and Homebirth Options.</li> </ul>	Q1 2026
	<ul style="list-style-type: none"> <li>Develop a Patient Information Leaflet to signpost women to the types of maternity care available at MRHP.</li> </ul>	<ul style="list-style-type: none"> <li>Women will be aware of the different ante-natal care pathways available to them at MRHP.</li> </ul>	Q1 2026

## CARE IN THE HOSPITAL AFTER BIRTH

AREA FOR IMPROVEMENT: Facilitating opportunity for women to ask questions and to be provided with information

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Introduce a specific Post Natal Clinic and introduce a dedicated Miscarriage Clinic.	<ul style="list-style-type: none"> <li>As a result of the change in the ante-natal care pathway there will be capacity to:               <ul style="list-style-type: none"> <li>introduce a specific Consultant-Led Postnatal Clinic once per month.</li> <li>Introduce a dedicated Miscarriage Clinic once per month for women who have experienced pregnancy loss.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>It is envisaged that women's experience of care will be improved as:               <ul style="list-style-type: none"> <li>Women will be provided with an opportunity to discuss their experience of birth using a birth reflections type approach. It is envisaged that this quality improvement will provide women with opportunity to ask questions about their labour/birth experience.</li> <li>women will have an opportunity to ask questions and receive information about their care. Further follow-up post-natal care will be facilitated, if required.</li> <li>In line with the National Maternity Bereavement Standards, women who have experienced pregnancy loss will return to this clinic as opposed to returning to a Gynaecology Clinic.</li> </ul> </li> </ul>	Q4 2025
	<ul style="list-style-type: none"> <li>Appointment of a Clinical Midwife Specialist for Peri-Natal Mental Health. The CMS will work in collaboration with the Consultant Peri-Natal Psychiatrist to meet mental health needs of women attending Maternity Services at MRHP.</li> </ul>	<ul style="list-style-type: none"> <li>women will be provided with a continuity of care pertaining to their mental health in the post-natal period..</li> </ul>	