

## OVERALL CARE

## AREA FOR IMPROVEMENT: Patient feedback and complaints

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Increased awareness of local and national complaints process.	<ul style="list-style-type: none"> <li>• Patient information leaflets on complaints including national 'Your Service, Your Say' information (in different languages) included in QR codes given at booking appointments and postnatal discharge.</li> <li>• Provide ongoing education/update sessions for all staff on feedback and complaints process.</li> <li>• Pulldown banner from National Patient Advocacy Service displayed throughout the hospital and on live TV display screen.</li> <li>• Continual complaints advocacy awareness sessions locally and online with hospital group.</li> <li>• Annual audit measuring compliance against YSYS policy.</li> </ul>	<ul style="list-style-type: none"> <li>• Increased awareness of the feedback/ complaints process with both service users and staff.</li> <li>• Improved patient experience.</li> <li>• Standardised knowledge around feedback/ complaints from national 'Your Service, Your Say' office (in different languages).</li> </ul>	Q1 2026

## SPECIALISED CARE

## AREA FOR IMPROVEMENT: To Improve the emotional support offered to women during their newborns's admission to the neonatal unit

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
To Improve the emotional support offered to women during their newborns's admission to the neonatal unit.	<ul style="list-style-type: none"> <li>• To decorate the parent's breakroom with soft lighting, provide a watercooler, and light refreshments.</li> <li>• To encourage parents to use the facilities for rest breaks during their visits to NICU.</li> <li>• Once a week, a nominated staff member will host an informal Coffee morning with parents. Discussion will be parent driven.</li> <li>• Promote the use of VCREATE, a secure media portal, especially designed for parents to receive recordings and up to date information on their new-born.</li> <li>• Encourage parents to interact with their newborns through the Talk, Read and Sing to your Baby Scheme. Books are available on the ward in a choice of languages.</li> <li>• Facilitate parents to record a message/story/for their baby on the TONIE BOX. The recordings are played when parents are away from the NICU area.</li> <li>• Encourage rooming in for all parents prior to discharge home.</li> </ul>	<ul style="list-style-type: none"> <li>• To encourage a home from home atmosphere in the neonatal unit.</li> <li>• To encourage parents to meet with other parents to share experience, and prompt peer support. Parents have expressed they find it difficult to start conversations with others in the NICU area.</li> <li>• Encourage open conversation to reduce anxiety and stress within the NICU unit.</li> <li>• When parents are away from the neonatal area, VCREATE can help parents feel connected to their baby. Keeps families connected with meaningful and reassuring updates.</li> <li>• Reading offers significant benefits for both the baby and parents, fostering crucial parent-child bonding, promoting the baby's brain and language development, and providing a sense of normality for stressed parents.</li> <li>• Helps parents to become more comfortable with feeding, changing, and other care routines, making the transition from home smoother and reducing anxiety about bringing their baby home.</li> </ul>	Q1 2026

## CARE IN THE HOME AFTER BIRTH

## AREA FOR IMPROVEMENT: Postnatal period

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
To develop a hybrid postnatal multidisciplinary hub in the community that provides access to healthcare professionals for mother's & babies during the first six weeks after birth.	<ul style="list-style-type: none"> <li>Plan: To create an integrated multidisciplinary group with key stakeholders including PHN's and GPs, and develop a clinical guideline to access the postnatal multidisciplinary hub.</li> <li>Evidence: An available guideline to assess the postnatal multidisciplinary hub.</li> <li>Plan: To secure premises and equipment/consumables.</li> <li>Plan: To secure a multidisciplinary team of staff including midwives, physiotherapist and clerical staff.</li> <li>Plan: To offer all postnatal women a 'face-to-face' postnatal appointment in the community at 3 weeks for individualised support.</li> <li>Plan: To offer a telehealth call 1 week postnatal allowing for choice and circumstances driven by the women's needs.</li> <li>Plan: To provide women with contact details for the postnatal hub to allow women to contact postnatal multidisciplinary team as required.</li> <li>Plan: To provide appropriate signposting to specialty clinics for ongoing treatment and support.</li> </ul>	<ul style="list-style-type: none"> <li>Will improve pathways to access a healthcare professional and support in the postnatal period, as required by women.</li> <li>Will improve communication in providing contact details for the postnatal hub to facilitate women to contact a healthcare professional in the postnatal period such as a midwife or physiotherapist.</li> <li>Will improve provision of information by signposting to specialty clinics for ongoing treatment and support.</li> <li>Will improve choice for women by providing a hybrid of both telehealth and 'face-to-face' appointments in the postnatal period.</li> <li>Will improve patient experience by providing an opportunity to ask questions regarding their birth experience and postnatal period.</li> <li>Will improve patient experience in the postnatal period by providing additional care.</li> <li>Will provide appropriate signposting to specialty clinics for ongoing treatment and support.</li> </ul>	Commence Q4 2025 Metrics recorded quarterly and shared with NWIHP 2026