

## 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"> <li>• 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 You Say programme is offered in multiple languages and digital resources.</li> <li>• Review current departmental feedback options and translated versions offered. Links to online platform through website or QR code.</li> <li>• Redesign comment cards to focus on key domains such as safety, communication and consent and are visually engaging and easy to complete.</li> <li>• Train maternity staff to proactively inform women of their rights and the complaints, feedback process.</li> <li>• Introduce a system for the feedback forms to be given to all patients on admission to inpatient ward.</li> <li>• Ensure that patient feedback, complaints and compliments are discussed at ward and department meetings so staff are fully aware of patient experiences.</li> <li>• Continue '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.</li> </ul>	<ul style="list-style-type: none"> <li>• Enhance an environment where women and partners can easily access information on providing feedback and reporting their complaints.</li> <li>• Empowering women with the knowledge and confidence on how to address complaints.</li> <li>• Present the results feedback surveys and profile of complaints to staff and the Patient and Family Forum and identify possible areas of improvement. Hence fostering a culture of partnership with the woman and her family in quality improvement in the service.</li> <li>• Staff will have greater awareness of patients experience and will be better placed to plan future service delivery.</li> <li>• The 'Maternity Voices Forum' is an opportunity to hear direct feedback on women's experiences which will improve communication and information sharing between the service and service users.</li> </ul>	Q1 2026

## CARE WHILE YOU WERE PREGNANT (ANTENATAL CARE)

### AREA FOR IMPROVEMENT: Nutrition advice and support during 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"> <li>• Look at the most current and up to date evidence based information around pregnancy and nutrition and compare with current information given.</li> <li>• Consult with dietitians on recommended websites/ sources for patients.</li> <li>• Create posters and leaflets with up to date information, linking to trusted nutrition resources for pregnancy. With language options available.</li> <li>• Display information posters in all waiting areas.</li> <li>• Include patient information leaflets antenatal and postnatal education bundles for women. Have this information available in soft and hard copies.</li> <li>• Develop and deliver training and education sessions for Maternity staff in relation to nutrition in pregnancy.</li> <li>• Maximise the use of MECC training to help staff have a conversation around diet and nutrition with each woman.</li> <li>• Undertake quarterly audit on women's healthcare records for compliance with policy.</li> </ul>	<ul style="list-style-type: none"> <li>• Women will have improved access to reliable, evidence-based information on diet, nutrition and wellbeing for pregnant women.</li> <li>• Pregnant Women will have increased awareness and confidence in relation to healthy diet choices in pregnancy.</li> <li>• Increased staff awareness for health promotion during pregnancy.</li> <li>• Enhanced outcomes for pregnant women with complex nutritional needs through specialist dietetic support i.e. reduced rates of anaemia and healthier weight gain in pregnancy.</li> <li>• Empowering women to make good health choices for pregnancy and beyond.</li> </ul>	Q2 2026