

## OVERALL CARE

## AREA FOR IMPROVEMENT: Patient feedback and complaints

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Improve visibility of how to raise concerns or compliments in all maternity areas.	<ul style="list-style-type: none"> <li>Promote staff confidence in supporting women who wish to make a complaint or raise a concern.</li> <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 mechanisms to capture feedback in the unit.</li> <li>Train maternity staff to proactively inform women of their rights and the complaints, feedback process.</li> <li>Create patient support pack to include information on 'Your Service, Your Say', Patient Advocacy, Your Health Your Voice.</li> <li>Update current Sligo University Hospital Comment Card - to include content, distribution, QR code links etc.</li> <li>Continue two monthly '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> <li>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.</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>Empower women with the knowledge and confidence on how to address complaints.</li> <li>Promotes a culture of women centred care.</li> <li>Systematic complaints process can identify areas and patterns for improvement which will benefit women's experience.</li> <li>Increase level of engagement with patient feedback and complaints to drive quality and service improvements.</li> <li>Ensure methods of gathering communication is varied and inclusive.</li> </ul>	Q4 2025

## CARE WHILE YOU WERE PREGNANT (ANTENATAL CARE)

## AREA FOR IMPROVEMENT: Nutrition 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>Create posters and leaflets with up-to-date information, linking to trusted nutrition resources for pregnancy.</li> <li>Display posters and leaflets 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>Include facilitated discussions and small-group work on nutrition in all antenatal education sessions. Use visual aids and practical examples.</li> <li>Use Making every contact count (MECC) training to help staff have a conversation around diet and nutrition with each woman.</li> <li>Develop a business plan to increase the Dietician workforce to strengthen the services provided to women with specialist dietary requirements in pregnancy. (e.g., gestational diabetes, obesity, eating disorders).</li> </ul>	<ul style="list-style-type: none"> <li>Improved access to reliable, evidence-based information on diet and nutrition for pregnant women.</li> <li>Increased awareness and confidence in pregnant women regarding healthy diet choices in pregnancy</li> <li>Enhanced outcomes for those with complex nutritional needs through specialist dietetic support i.e., reduced rates of anaemia and healthier weight gain in pregnancy.</li> </ul>	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"> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>Women have an opportunity to ask questions about their birth.</li> </ul>	Q2 2026
	<ul style="list-style-type: none"> <li>Encourage all women to document a birth plan to discuss with Midwives and Obstetricians in the antenatal period.</li> <li>In the early postnatal period Midwives will facilitate a brief, supportive discussion reviewing key aspects of labour and birth, addressing any questions or concerns. This will be documented in the postnatal notes and noted on discharge to the postnatal hub team, Public Health Nurse and General Practitioner to ensure continuity of care.</li> <li>Develop a structured birth reflections tool/template which includes debrief prompts in postnatal discharge check list for all women.</li> <li>Support Midwives and obstetricians to undertake Birth reflections training.</li> </ul>	<ul style="list-style-type: none"> <li>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.</li> <li>Women's trust and rapport with healthcare providers will improve.</li> </ul>	
	<ul style="list-style-type: none"> <li>Provide staff education how to lead on birth reflections/debriefs.</li> <li>Develop a consultant-led postnatal clinic where women can discuss their labour and birth in detail, especially if they experienced complications, interventions, or distress. These clinics will operate 6 weekly or available by referral from the postnatal ward or from Postnatal Hub.</li> </ul>	<ul style="list-style-type: none"> <li>Women can learn what might have contributed to unexpected outcomes and how to prevent them in future pregnancies.</li> <li>Women can process and make sense of their birth discussing fears complications or unexpected interventions can alleviate stress related to birth experience.</li> </ul>	