

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"> All departments within the Maternity services are restocked with 'Your Service, Your Say' (YSYS), posters and leaflets. A web link/QR CODE is on the hospital website and on the hospital electronic boards in OPD and main concourse. Should a verbal complaint be escalated this can be done through the ward manager. YSYS leaflets and posters are available in all sub departments ie. Obstetric Assessment Unit, Labour ward, Cara Suite. Looking at the age group that scored lowest in this category develop a QR Code for this feedback process. On discharge, leaflet on YSYS are included in the discharge pack. 	<ul style="list-style-type: none"> Leaflets /QR CODES are available at all contact points for the service user. Service users are experts in their own care journey, unless we receive and act upon feedback how can we truly say that we are providing patient centred care. Compliments also are fed back to staff at the front line. 	Q4 2025 - Q1 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"> Use of debrief form to become mandatory for all caesarean births, Instrumental births. On the day one post-natal check midwives\ CMM2 check in with patient regarding the opportunity /need to have a debrief/reflection. Train staff on communication skills to encourage open, non-judgmental discussion. Additional National HSE Communication workshops to be held in 2026 and an additional communication skills sessions to be incorporated throughout the year in maternity multidisciplinary meetings. Month of November as a focus for Birth Reflections/Open Disclosure. 	<ul style="list-style-type: none"> Insights from reflective debriefs can highlight systemic issues or gaps in protocols, leading to better policies and processes. Number of staff working in maternity having communication training and thus communication skill set. Fosters a culture of safety, learning, and support, which ultimately leads to better care for mothers and babies. 	Q4 2026
	<ul style="list-style-type: none"> From the first contact with the service, women are encouraged to seek clarity if unsure of a process or clinical decision. 	<ul style="list-style-type: none"> Reflecting on patient feedback and experiences helps tailor care to meet individual needs and improve overall patient satisfaction. 	Q4 2025
	<ul style="list-style-type: none"> Regular Review feedback and implement changes based on recurring concerns- item agenda every quarter on Maternity Governance. 		Q1 2026