

OVERALL CARE

AREA FOR IMPROVEMENT: Patient feedback and complaints

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Active Participation of Women on giving feedback or making a complaint on their journey through the Maternity, Gynaecology and Neonatal Services in The Coombe.	<ul style="list-style-type: none"> • Collaborative engagement of the women, families and healthcare providers. • Effective Information Sharing – clear, accessible and understandable information – utilise Websites & QR codes for patient feedback. • Enhance Education & Resources – website, videos. • Effective and clear communication – use of plain language verbal and written, provision of information material in multiple languages, patient portal technology – reminders and appointments. • Utilise suggestion boxes and social media listening for feedback. 	<ul style="list-style-type: none"> • Create an environment where the women feel empowered, informed and supported throughout their journey. • Enhanced patient engagement- actively participate in their care, better understanding of their care. • Enhanced Patient Satisfaction and Quality Outcomes. • Meet value-based care objectives. • Greater understanding of the pathways in pregnancy and outcomes – i.e., Induction of Labour, Caesarean Section, Spontaneous Vaginal Delivery, Postpartum Haemorrhage. 	Q3 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
Post-natal Pain Relief	<ul style="list-style-type: none"> • In collaboration with the Clinical Lead in Anaesthetics, Midwifery Management Team-Assistant Director of Midwifery & Clinical Midwife Manager 2 & 3, Quality & Risk Management Team and the Pharmacy Lead. <ul style="list-style-type: none"> – Pain Management Education for women and staff in the antenatal and post-natal period. – Pain Score. – Individualised Care for women in the post-natal period including non-pharmacological and medication Management. – Education support for women through The Coombe Hospital Website. 	<ul style="list-style-type: none"> • Ensuring effective pain relief, combining medication, non- pharmacological pain relief strategies and supportive care tailored to individual recovery after vaginal, instrumental or caesarean birth while also considering the safety of breast feeding. • Identify common types of pain: <ul style="list-style-type: none"> – Perineal, uterine cramping, c-section incision, breast engorgement, back, abdominal and muscle discomfort. – Identify the non-pharmacological pain relief strategies: <ul style="list-style-type: none"> – Cold & warm therapy, comfort positioning and support, breast care, hygiene and wound care • Identify Pharmacological Pain Relief: <ul style="list-style-type: none"> – Medications – paracetamol, non-steroidal anti-inflammatories, opioids, combination therapy • Specific Considerations & Practical Tips: <ul style="list-style-type: none"> – Monitoring pain - pain scale – Manage pain regularly – Signs to seek medical attention – With careful pain management, women can experience a smoother postpartum recovery, maintain comfort while caring for their newborn and prevent complications such as Deep Vein Thrombosis, infection & engorgement. 	Q1 2026