

OVERALL CARE

AREA FOR IMPROVEMENT: Patient feedback and complaints

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Improve staff training of the complaints process.	<ul style="list-style-type: none"> New initiative 'Safety Stand Up' developed by the Quality, Risk and Patient Safety team. Each month a comprehensive overview of patient feedback, complaints recorded and themes will be discussed at local level with different departments across the hospital. 	<ul style="list-style-type: none"> Staff awareness of the complaints process and how to signpost patients to provide feedback. 	Q3 2025 – ongoing
	<ul style="list-style-type: none"> Face-to-face training for newly appointed Clinical Manager's regarding complaints handling (including listening and signposting patients). Continue to monitor patient feedback via NMH monthly patient experience survey (including awareness of how to make a complaint and advocacy services currently available in the NMH). Continue to monitor and update patient information screens, patient appointment letters and NMH website regarding the complaints process. 	<ul style="list-style-type: none"> Staff more confident to resolve issues locally and listen to patients' concerns. Team will be able to monitor patients' awareness of the NMH Patient Advocacy Service and how to provide feedback regarding the care they received. Will improve patients' awareness and accessibility to provide feedback on the care they received whether positive or negative. 	Q4 2025

FEEDING YOUR BABY

AREA FOR IMPROVEMENT: Infant feeding support including breastfeeding, bottle-feeding, or mixed feeding as chosen by the mother/parent

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
To improve the consistency, accessibility, and effectiveness of feeding support for new mothers from antenatal education through to postnatal discharge into the community, ensuring optimal maternal confidence, satisfaction, and infant feeding outcomes (breastfeeding, bottle-feeding, or mixed feeding as chosen by the mother/parent).	Improved antenatal education around feeding choices: <ul style="list-style-type: none"> Currently updating existing module on infant feeding on the elearning hub to be more user friendly. Video's on how to make bottle feeds to be added to elearning hub. Infant feeding is discussed in all antenatal classes (in person and online). Parents are encouraged to review material on elearning hub in advance to facilitate discussion in the class, which includes a class dedicated to 'preparing to breastfeed'. Parents signposted to safe feeding resources 'Feeding My Baby at Home – The Early Days'. This is an online information session for parents with the baby dietician, lactation consultant and speech and language therapist. 	<ul style="list-style-type: none"> Improved information for parents on how to feed their baby whether choosing breast, bottle or mixed feeding. In keeping with the National Antenatal Education guidelines the class content as is guided by what women/couples want. 	Q1 2026 – ongoing
	Breastfeeding support in postnatal units <ul style="list-style-type: none"> Access to specialised lactation support. A 'Traffic Light' referrals system is currently being piloted to establish which mothers and babies require support from lactation consultants in the postnatal setting. Referral types have been categorised and colour coded depending on urgency: <ul style="list-style-type: none"> Green referrals: Require midwifery support on the ward and are referred to ward based group breastfeeding class (Mon, Wed, Fri). Orange referrals: Require midwifery support and one-to-one lactation consultation but are NOT URGENT. Red referrals: Require midwifery support and urgent one-to-one consultation with lactation team. 	<ul style="list-style-type: none"> All parents can access this Q&A session with specialists who cover topics such as responsive feeding, establishing breastfeeding, managing feeding issues, supplements and growth. 	Q1 2025 – ongoing
		<ul style="list-style-type: none"> Will provide more timely assistance from the lactation consultant for mothers experiencing breastfeeding challenges. Midwives on the postnatal wards will continue to provide assistance with common early breastfeeding challenges - <i>difficulty positioning and attaching baby to the breast, sore nipples and maternal questions and reassurance.</i> 	Q3 2025 – ongoing

FEEDING YOUR BABY (Continued)

AREA FOR IMPROVEMENT: Infant feeding support including breastfeeding, bottle-feeding, or mixed feeding as chosen by the mother/parent

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
To improve the consistency, accessibility, and effectiveness of feeding support for new mothers from antenatal education through to postnatal discharge into the community, ensuring optimal maternal confidence, satisfaction, and infant feeding outcomes (breastfeeding, bottle-feeding, or mixed feeding as chosen by the mother/parent).	Reintroduce face to face parentcraft <ul style="list-style-type: none"> Structured parent craft classes to commence on the postnatal wards, focusing on practical new born care (specifically preparing infant bottle feeds, baby bathing and safe sleeping) Delivered twice a week in the afternoons, led by a trained member of staff or maternity support worker. Provide a short facilitator guide and checklist to standardise teaching. Attendees to complete a short feedback form after the session. After 8 weeks of full implementation team to review attendance, patient feedback, and impact to determine next steps or scaling. 	<ul style="list-style-type: none"> Will support parent confidence and competence in new born care. Responding to patient feedback following discontinuation of parent craft sessions and indicating a gap in practical support in postnatal setting. Enhances patient experience and satisfaction scores. Attendance and feedback to be monitored monthly to assess uptake and satisfaction. 	Q4 2025
	Care following discharge <ul style="list-style-type: none"> Postnatal hubs are a new service currently being developed amongst the 3 Dublin Maternity Hospitals. This is a new initiative devised by the HSE and NWIHP. Designed to provide new mothers, their partners, and newborns with compassionate care, practical guidance, and essential resources during the critical first six weeks after birth. Hubs will be available Mon-Fri in a variety of community settings. Women can attend any postnatal hub regardless of which maternity hospital they gave birth in. Staffed by midwives with a physio linked to the hub. 	<ul style="list-style-type: none"> The primary goal of each hub is to ensure that both mother and baby are nurtured and supported, physically, emotionally, and socially through the early postnatal period. The hubs will help families navigate this transformative time with confidence and connection. The care will be evaluated through Metrics. 	Q4 2025