

OVERALL CARE

AREA FOR IMPROVEMENT: Patient feedback and complaints

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Promotion of a culture of patient engagement, ensuring patients who want to, are aware of how to provide feedback or complaints.	<ul style="list-style-type: none"> Review current materials on feedback and complaints. Print and distribute additional posters in public areas on feedback and complaints. Heighten staff awareness on encouraging patients to provide feedback. Encourage frontline staff to host a record of positive and locally resolved feedback. Include details for stakeholders to provide feedback in Hospital Laboratory Primary Sample Manuel which is also distributed to all GP's. Management to advise all staff to complete HSE LanD module on 'HSE Effective Complaints Handling'. Seek support from TippUH Patient Representative Service Users Forum to promote a culture of patient engagement, and assist with distribution of information on how to provide feedback or complaint. Continue current process of distribution of information regarding how patients can provide feedback within 'TippUH Patient & Visitor information booklet'. Oversight of feedback reviewed at Obstetric & Gynaecology Governance group. 	<ul style="list-style-type: none"> Improve awareness for women, partners and family members on how to provide feedback & make a complaint. Better Understanding of how patient feedback is used to improve patient experience. Improve timeliness of communications with women, partners and family members regarding issues identified. Greater involvement of all stakeholders in promotion of culture of patient engagement. Improved governance and review of feedback. 	Q4 2025

CARE WHILE YOU WERE PREGNANT (ANTENATAL CARE)

AREA FOR IMPROVEMENT: Promotion of additional health & wellbeing during the antenatal period

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Promotion of additional health & wellbeing during the antenatal period.	<ul style="list-style-type: none"> Provision of face-to-face antenatal education classes for women and support persons in a more flexible and comfortable space with easy parking with tea and coffee making facilities. Multidisciplinary team approach incorporating: Perinatal Mental Health Midwife, Infant Feeding Specialist, Dietician and Physiotherapist. Antenatal Education sessions include bespoke information for attendees on Physical changes to the body, Practical Nutritional advice, Mental Health, Decision making in pregnancy, Pain relief options during labour pharmacological/non pharmacological, induction of labour process to include assisted deliver or emergency/elective caesarean section. Advice given supported by verbal and written information. Online classes also available for women to join 13-20 weeks gestation. Community mothers attend to outline the voluntary post-natal support available including home visits coffee mornings and follow up contact with consent. Classes provided by specialist trained and certified antenatal midwife educators. Ongoing promotion of classes at booking, antenatal clinic appointments and display posters. Attendance monitored and discussed at Obstetric & Gynaecology Governance Committee meetings. 	<ul style="list-style-type: none"> Women will be in an environment more conducive to learning where comfort for women and their partners is encouraged, no additional parking cost for women and partners to attend classes. Consistent approach, consistent facilitators, standardised topics interactive approach encouraged. Classes bespoke for TippUH. Women attending Cork or Waterford for their deliveries are also facilitated at antenatal classes hosted by TippUH. Ease of access also as classes available on line. Environment welcome relaxed with ease of access. Supportive documentation for women to refer to subsequent to classes. Overall monitoring of attendance to ensure best available options and Multi-Disciplinary Team members for providing classes monthly by Governance Group. 	Q4 2025

LABOUR AND BIRTH

AREA FOR IMPROVEMENT: Labour and birth

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Promotion of awareness in Maternity Unit of the impact of an unplanned caesarean birth on the woman and her support person within the Multi- Disciplinary Team.	<ul style="list-style-type: none"> Initial debrief and open disclosure by team caring for woman following unplanned caesarean birth. Additional alert on handover sheet relating to women's understanding of unplanned caesarean birth and completion of debrief. Additional debrief to facilitate the opportunity to ask questions about unplanned caesarean birth and discuss worries and fears pre discharge. Alert recorded on midwifery and NCHD discharge paper work regarding women's understanding of her birth and delivery. Signposting to additional support services if required. 6 Week follow up OPD appointment scheduled. Ensure all staff completed the mandatory training required for Open Disclosure. 	<ul style="list-style-type: none"> Immediate concerns and misconceptions that women may have post-delivery can be addressed at the earliest possible time. Timely debriefing will empower staff. Opportunity for women and their partners to ask questions at many stages during their care. Awareness for staff and women to increase opportunity to discuss their fears and worries. Early signposting to additional supports will facilitate support at timely interventions and give women the reassurance that the service is actively seeking critique and promoting a reflective culture. Comfort and time for women to reflect after their delivery giving the opportunity for one to one meeting to explore their expectations and outcomes. Team to provide feedback to improve the person centered care delivered at Tipperary University Hospital. 	Q1 2026