

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"> Develop a Maternity Specific campaign to ensure all women attending <ul style="list-style-type: none"> Ante-natal care Care during labour and Birth are provided information on UHK Feedback and Complaints process through the following steps; Oversee focus points for availability of 'Your Service, Your Say' Posters/Digi screen with QR Codes to online platforms/leaflets and post boxes, in all Ante-natal clinics and all Maternity areas including outreach community services. Provide bedside information on admission to include 'Your Service, Your Say' pathways. Coordinate face to face engagement by Senior Midwife/Nurse Manager with patients prior to discharge utilising the verbal compliments and complaints/feedback log. Provide a link to the UHK feedback online platform on the University Hospital Kerry Maternity Website. 	<ul style="list-style-type: none"> Improve information availability to provide understanding and knowledge of feedback and complaint process for Maternity Services. Increase availability and visibility of 'Your Service, Your Say' information and pathways available to provide feedback and complaints. Enhance the confidence and trust of women, to the continued commitment of Maternity Services in enhancing engagement and feedback. 	Q4 2025

CARE WHILE YOU WERE PREGNANT (ANTENATAL CARE)

AREA FOR IMPROVEMENT: Enhance information on physical changes 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 physical changes in your body?	<ul style="list-style-type: none"> Develop an Information pack with a QR code to inform women of the 'My Pregnancy' online resources provided to all women presenting at book-in. Evaluate the bespoke information pack for all women attending antenatally to enhance information to include physical changes. Evaluate information on Physical changes currently provided. 	<ul style="list-style-type: none"> Improve information availability to provide understanding and knowledge of the physical changes that occur during pregnancy. Increase availability and visibility of the 'My Pregnancy' website and information. 	Q1 2026

FEEDING YOUR BABY

AREA FOR IMPROVEMENT: Enhance information on nutritional advice 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"> Develop a bespoke information pack for all women attending antenatally to include nutritional advice during pregnancy. Develop a QR code and Patient Information Leaflet to include in the bespoke information pack to inform women of the 'My Pregnancy.ie' information resources. Evaluate information on Nutritional Information during pregnancy, provided in the antenatal classes. Coordinate a renewed campaign for a dedicated Dietician 0.5 WTE for Maternity Services. 	<ul style="list-style-type: none"> Improve information availability to provide understanding and knowledge on nutritional advice during pregnancy. Increase availability and visibility of the 'My Pregnancy' website and information. Enhance dedicated expertise in Nutritional advice for women attending the Service. 	Q1 2026