

OVERALL CARE

AREA FOR IMPROVEMENT: Patient feedback and complaints

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Increased awareness among patients on how to provide feedback (complaints/compliments/comments) on the health service they are receiving in the University Maternity Hospital Limerick (UMHL).	At Point of Contact <ul style="list-style-type: none"> • Provide training for all multidisciplinary staff on complaints management and resolution at the point of contact, in line with the 'Your Service, Your Say' (YSYS) policy. • Emphasise early resolution, empathetic communication, and consistent documentation of feedback and complaints. • Ensure all staff are aware of the escalation pathway, including timely referral to the senior manager on duty when required. • Incorporate refresher sessions and case discussions at regular staff meetings to reinforce learning and share best practice. 	<ul style="list-style-type: none"> • Increased patient awareness of how to provide feedback, complaints, or compliments. • Higher volume and quality of patient feedback, captured before discharge and through ongoing engagement. • Strengthened culture of openness, transparency, and continuous improvement within UMHL. 	Q4 2025 ongoing Q1 2026
	Your Service, Your Say (YSYS) <ul style="list-style-type: none"> • Increase the number of Feedback Boxes in high-traffic and patient-facing areas throughout UMHL. • Ensure clear visible posters are beside each box, encouraging patients and families to share feedback and outlining the different ways to do so. • Provide YSYS leaflets and forms in multiple languages beside all feedback boxes and ensure availability on every ward. • Promote the online submission link (via posters, the hospital website, and QR codes displayed on noticeboards). • Communicate the value of feedback through staff-patient interactions, newsletters, and digital screens, reinforcing that feedback helps improve care for all families. 	<ul style="list-style-type: none"> • Enhanced public trust and confidence in the hospital's responsiveness to patient experience. • Improved staff confidence and competence in managing feedback at the point of contact. • Feedback data used proactively to inform service development, training, and local quality improvement initiatives. 	Q1 2026 On-going

CARE WHILE YOU WERE PREGNANT (ANTENATAL CARE)

AREA FOR IMPROVEMENT: Communication and care in antenatal period

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
To improve the information available service users relating to types of antenatal care options available at UMHL.	<ul style="list-style-type: none"> • Provide clear, accessible information on supported, assisted, and specialised antenatal care pathways via a QR code displayed in antenatal clinics, waiting areas, and main reception, linking directly to the relevant section of the HSE website. • Display posters and leaflets outlining maternity care choices and pathways of care in visible locations throughout UMHL (antenatal clinic, booking office, reception). • Promote the 'What's Up Mum' app and other approved digital resources that explain antenatal care options and support women to make informed decisions. • Ensure staff are familiar with the information provided so they can consistently explain the available options during booking visits and antenatal appointments. 	<ul style="list-style-type: none"> • Women will have a clearer, earlier understanding of available maternity care options. • Information provided will be consistent, accurate, and easily understood by all service users. • Improved confidence among staff in discussing care options. 	Q4 2025 On-going
To improve the communication about care in pregnancy between maternity services and GP's.	<ul style="list-style-type: none"> • Strengthen communication through the Maternal and Neonatal Clinical Management System (MN-CMS), enabling timely, two-way exchange of relevant clinical information between GPs, community midwives, and UMHL staff. • Continue to refine workflows and permissions within MN-CMS to ensure safe, efficient communication of updates, test results, and care plans. • Engage with GP liaison groups to gather feedback on information flow and address communication gaps. • Provide staff education sessions on effective documentation and use of MN-CMS for inter-professional communication. 	<ul style="list-style-type: none"> • Enhanced coordination and continuity of care between community and hospital maternity teams. • GPs and hospital staff will be better aligned in the woman's care pathway. • Improved patient confidence and satisfaction through timely, accurate information sharing. • Reduced duplication of communication and increased efficiency in managing shared care. 	Q4 2025 On-going
To improve the information about physical changes to body during pregnancy.	<ul style="list-style-type: none"> • Ensure all service users receive 'My Pregnancy Book', which includes comprehensive, evidence-based information on physical and emotional well-being during pregnancy. • Incorporate physiotherapy-led antenatal education sessions (group or virtual) covering topics such as posture, pelvic floor, back care, sleep, and breast changes. • Display educational posters and provide digital links (via QR codes) for reliable online resources about normal physical changes and self-care strategies. 	<ul style="list-style-type: none"> • Women will receive clear, consistent, and evidence-based information about expected physical changes in pregnancy. • Improved understanding and reassurance regarding normal bodily changes. • Women will feel more confident and empowered to manage physical symptoms and discuss concerns early with healthcare providers. 	Q4 2025 On-going
To improve the information relating to nutrition in pregnancy.	<ul style="list-style-type: none"> • Ensure all service users are provided with the 'My Pregnancy Book' section on nutrition and healthy eating in pregnancy. • Promote attendance at antenatal education sessions with dietitian input, focusing on healthy diet, weight management, and safe supplementation. • Maintain a clear referral pathway to dietetic services for women who require additional nutritional support (e.g., those with gestational diabetes or specific dietary needs). • Promote the use of the education app for gestational diabetes, offering evidence-based nutritional guidance and self-management support. 	<ul style="list-style-type: none"> • Improved awareness among women of good nutrition and its impact on maternal and fetal health. • Early identification and management of nutrition-related concerns. • Increased confidence among women to make informed dietary choices during pregnancy. • Strengthened collaboration between dietitians, midwives, and medical staff to provide consistent nutritional advice. 	Q4 2025 On-going