

OVERALL CARE

AREA FOR IMPROVEMENT: Patient feedback and complaints

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Women wanted improved signposting to give feedback or make a complaint.	<ul style="list-style-type: none"> As per the findings and actions from the National Inpatient Experience Survey (2024) a poster was designed which included a QR code, advertising how to submit feedback on care received in WGH. We will ensure that the poster is visible in all areas of the maternity department, in both inpatient and outpatient areas. Feedback forms also to be placed in the maternity chart, that woman carry throughout their pregnancy journey. Women will be advised on how to scan the QR code in the poster, to enable them to provide feedback. 	<ul style="list-style-type: none"> Showcasing our process for receiving Feedback and/or complaints will demonstrate our openness to listening to women and their families. We strive to provide an excellent service, and continually look for ways to improve. Receiving feedback will only serve to enhance the improvement process. 	Q2 2026

CARE WHILE YOU WERE PREGNANT (ANTENATAL CARE)

AREA FOR IMPROVEMENT: Nutrition during pregnancy

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Women shared they did not receive enough information about nutrition during pregnancy.	<ul style="list-style-type: none"> During the initial antenatal booking visit with the Midwife, nutrition in pregnancy is discussed with every woman in line with the Midwife's scope of practice. Women are then signposted to www.mychild.ie for further nutritional advice. 	<ul style="list-style-type: none"> Improved access to information on diet and nutrition for pregnant women 	Ongoing
	<ul style="list-style-type: none"> A local information leaflet is included in the maternity hand-held chart. All first-time mothers are given a hardcopy of the 'My Pregnancy' book, which contains healthy eating advice. It is the role of a dietician to provide bespoke nutritional advice. Currently the Maternity service does not have a dietician. 	<ul style="list-style-type: none"> The results of the survey will be shared with the Local Dietetic Department as currently the Maternity Service does not have a dietician and it is the role of a dietician to provide bespoke nutritional advice. 	Q4 2025