

National Healthcare Charter  
**you and your  
health service**



## Document for Consultation

# National Healthcare Charter for Maternity Care

*people caring for people*

Tús Áite do  
Shábháilteacht **1** Othar  
Patient Safety **1** First

  
Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive  
Quality and Patient Safety Directorate

  
**An Roinn Sláinte**  
DEPARTMENT OF HEALTH

# Glossary

*The terms referred to in this document are defined as follows:*

**Service user** – we use the term ‘service user’ to include:

- People who use health and social care services as patients; carers, parents and guardians
- Organisations and communities that represent the interests of people who use health and social care services
- Members of the public and communities who are potential users of health services and social care interventions.

The term ‘service user’ also takes account of the rich diversity of people in our society, regardless of age, colour, race, ethnicity or nationality, religion, disability, gender or sexual orientation, who may have different needs and concerns. We use the term service user in general, but occasionally use the term patient where appropriate.

**Health** – a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity (World Health Organization 1948).

**Charter** – a Statement of Commitment by health services on healthcare expectations and responsibilities. Outlining what service users can and should expect every time that they use health services and what service users can do to help deliver safer and more effective health services in Ireland.

**Expectations** – what service users expect to experience when they use health services in Ireland.

**Health responsibilities** – the duty of people to do their best to maintain and improve their health, to respect the health of others and to support the Irish health and social care services to run efficiently.

**Predictable** – knowing what to expect from a procedure, treatment and all Irish health and social care services.

**Health services** – all Irish health and social care services delivered within acute hospital and community care settings.

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# Foreword

The Department of Health together with the Health Service Executive (HSE) in 2008 committed to the development of a National Healthcare Charter. In 2010, the National Healthcare Charter, which is titled *You and Your Health Service*, was developed with input from many interested parties, including patient advocacy groups and individual advocates.

Feedback from patient advocacy groups highlighted that while this Charter was suitable for most adult services, there were gaps in its application to maternity care. In response to this need, the National Clinical Programme for Obstetrics and Gynaecology worked in collaboration with the National Advocacy Unit, HSE to develop and adapt a National Healthcare Charter for maternity care.

*The Draft National Healthcare Charter for Maternity Care* is a Statement of Commitment describing what women can expect when using maternity services in Ireland, and what they can do to support maternity services to deliver more effective and safe services.

This consultation process will inform the development and implementation of a National Maternity Charter across all maternity services in Ireland.

**Your feedback about this document matters**, all feedback will be taken into consideration and the final publication will reflect the feedback from many stakeholders who submit their comments, thoughts and ideas for improving maternity services for women.

**As part of this consultation process we would like you to consider the following questions:**

- 1) Do the principles outlined in this document identify the important needs of women when using maternity services in Ireland?
- 2) Have we omitted any important points which should be incorporated in *A National Healthcare Charter for Maternity Care*?
- 3) Do you have any further suggestions for improving this document – *A National Healthcare Charter for Maternity Care*?

***Any other suggestions or comments are welcome.***

Please send all of feedback comments or suggestions to [june.boulger2@hse.ie](mailto:june.boulger2@hse.ie)

If you have any queries or require clarification on the National Healthcare Charter, associated resources or this consultation process, contact: June Boulger, Acute Services, HSE.

Email: [june.boulger2@hse.ie](mailto:june.boulger2@hse.ie).

# Introduction

The National Healthcare Charter for Maternity Care is a statement of commitment describing what women can expect when using maternity services in Ireland.

It is based on eight principles which underpin high quality care. These principles have been identified through a review of national and international patient charters.

It aims to inform and empower women to actively look after their own health and the health of the unborn baby, whilst influencing the quality of maternity care in Ireland.

## **YOU AND YOUR HEALTH SERVICE - WHAT DOES IT DO?**

- outlines supporting arrangements for a partnership of care between everyone involved in maternity care – women, their partners and or families and healthcare providers;
- supports a healthcare culture that delivers maternity services in a predictable, preventative, personal and participative way;
- recognises that there are different roles and responsibilities for women, their partners and or families and health providers;
- promotes the importance of women as individuals with diverse needs and not just a medical/maternity condition to be treated;
- applies to all public health care services, both acute hospital and community settings where maternity care is provided.

# National Healthcare Charter for Maternity Care

*You and Your Health Service*

The *National Healthcare Charter for Maternity Care* describes eight key principles in relation to the provision of healthcare for women in Ireland. Taken together the principles of the Charter aim to ensure that women receive high quality maternity care that is both appropriate and acceptable to them and their families.

	<i>What you can expect</i>	<i>What you can do to help</i>
Access	Our services are organised to ensure that all women have access to public health maternity services free of charge.	Keep appointments and let us know if you cannot attend, let us know if you have any special needs such as alternative methods of communication.
Dignity and respect	We treat women and their partners with dignity, respect and compassion. We respect diversity of cultures, beliefs and values in line with clinical decision making.	Please treat staff and other patients with dignity, respect and consideration.
Safe and effective care	We provide maternity services with competence, skill and care in a safe environment, delivered by trusted healthcare professionals.	Support us to deliver safe and effective maternity services, e.g. if you think that a member of a healthcare team has forgotten to wash their hands, please give them a gentle reminder. Have you washed your hands?
Communication and information	We listen carefully and communicate openly and honestly. We provide clear, comprehensive and understandable health information and advice about your pregnancy and the care provided by maternity services.	Help us promote clear communication and information. If there is something that you don't understand about your pregnancy or how maternity services are provided, let us know and we will explain it better.

	<i>What you can expect</i>	<i>What you can do to help</i>
Participation	We will involve you and your partner in agreeing a care plan for your maternity care. We take account of people's preferences and values. No procedures will be performed on you in pregnancy, labour and or the postnatal period, without your full consent.	Ask questions and become involved in the decision making about your maternity care.
Privacy	We will do our best to ensure that you have adequate personal space and privacy when you use maternity services.	Support us to safeguard both yours and other mothers confidentiality and privacy.
Improving health and well-being	Our services promote the importance of healthy living before, during and after pregnancy.	Learn more about what you can do to improve your health during your pregnancy. Find out what is important for women's health during pregnancy see <a href="http://www.whatsupmum.ie">www.whatsupmum.ie</a> .
Giving feedback	We welcome feedback about women's experience of maternity services. Tell us about what worked well and the things that we can improve upon. If you wish to make a complaint we will investigate your complaints and work to address your concerns.	Feedback about your experience matters - tell us about your experience by using the feedback forms available so that we can improve health care services for all women who use maternity services in Ireland.

## Access



Our services are organised to ensure that all women have access to public health maternity services free of charge.

Maternity services in Ireland are organised to ensure that you have equity of access to hospital and community care services.

### WHAT YOU CAN EXPECT

- Maternity care that is appropriate, timely and based on need, not the ability to pay.
- You can expect to have regular appointments during your pregnancy.
- In consultation with you we will offer you choices for your maternity care, for example, you may receive healthcare during your pregnancy from a midwife and or medical consultant together with your GP.
- Emergency medical treatment from your GP and/or your emergency department should you need it.
- A referral to a consultant or midwife when your GP thinks it necessary and to be referred for a second opinion if it is required or requested.
- Admittance to a public hospital as a public or a private patient.
- Reasonable access to the most appropriate public maternity health services regardless of physical, sensory or intellectual ability.
- To be transferred to another public maternity health and social care facility if a recommended medical treatment is not available at the health/ social care facility first attended by you.
- Clear information on appointment dates, times and locations.
- That any waiting period for an appointment, test or a treatment will be kept as short as possible.
- To be given options/choice in relation to the type of maternity care that you require i.e. care which is midwife/consultant lead or shared care GP and hospital.

### WHAT YOU CAN DO TO HELP

***Ways that you can help health services to be more accessible:***

#### **Mother and Infant Scheme:**

Register with your GP prior to your attendance at your maternity unit, so that you can access the Mother and Infant Scheme.

#### **Waiting times:**

Ask your healthcare professional how long you may expect to wait before receiving certain kinds of appointments, tests or treatments.

#### **Using health services appropriately:**

Only use emergency services in a real emergency.

### **Appointments:**

- Please be on time for all appointments. If late, please phone ahead to let staff know.
- If you cannot keep an appointment, inform your healthcare provider in plenty of time so that your appointment can be given to someone else.
- Ask your healthcare professional how long you may expect to wait before receiving certain kinds of appointments, tests or treatments.
- If a member of staff (such as a public health nurse/community midwife) is due to visit your home, please make sure that you are there at the agreed time.
- If a member of staff phones you to arrange an appointment, please keep it unless you are contacted again to change it.
- If you have any special requirements, such as alternative methods of communication, please let healthcare services know in advance of visits where possible.

### **Contact details:**

If we do not have accurate contact information and are not able to contact you, it may hinder our ability to provide all of the care that you and your baby may need. Please make sure that your GP surgery, maternity service or and public health nurse have up-to-date information about how to contact you. If you change address or phone number, inform all relevant healthcare providers as soon as possible – is it your responsibility.

## Dignity and Respect



We will treat you, your partner/family with dignity, respect and compassion. We respect diversity of culture, beliefs and values in line with clinical decision making. Please treat staff with dignity respect and consideration.

### WHAT YOU CAN EXPECT

- Maternity care that respects your culture, beliefs, values and other characteristics, such as your age, sexual orientation, faith, political beliefs or disability and is in line with clinical decision making.
- Maternity care that is provided in a sensitive, kind and compassionate way.
- End-of-life care that is dignified, comforting and supporting relief from suffering.

### WHAT YOU CAN DO TO HELP

#### ***Ways that you can help promote dignity and respect in all maternity services:***

- Please treat healthcare staff politely and with respect and consideration. Physical, racial, sexual or other kinds of harassment or abuse are unacceptable.
- Please show consideration for other women in hospital who may need time to rest and recover after having their babies. You can do so by respecting maternity hospital visiting hours. Find out about maternity hospital visiting hours before planning to visit patients.

## Safe and effective care



We provide maternity care with competence and skill, delivered by trusted professionals in a safe environment for all women and their babies.

### WHAT YOU CAN EXPECT

- Care which is provided by competent healthcare professionals who will support and care for you during your pregnancy, labour, birth and early parenthood period.
- Informed and clinically appropriate maternity care<sup>1</sup>.
- Early warning systems are in place which inform staff when a woman needs special attention (see leaflet).
- That there will be continuity of care and smooth transitions between the community and hospital services which are involved in your care.
- That when you are referred from one part of the health service to another service or team, all relevant details of your health and care plan are forwarded as appropriate.
- An environment where systems and structures work effectively to ensure patient safety and to ensure that your care is well coordinated.
- Healthcare professionals to do everything that they can to control your pain.
- Our services have processes in place to ensure safe healthcare is reliably delivered irrespective of the healthcare setting and healthcare-associated infection is prevented.
- Birthplan respected where possible.



### Neonatal care:

- Neonatal services provide care that is individualised, holistic and developmentally supportive, to ensure that all infants may achieve their optimum potential.

### WHAT YOU CAN DO TO HELP

#### **Ways that you can help promote safe and effective services:**

Women, their partners/family members who are more informed and involved in their healthcare often experience safer and better care and have improved quality of life afterwards.

- To ensure that you or a member of your family receive the best care possible you should always:
  - ask questions;
  - talk to your healthcare team;
  - listen and note down the information that is provided (see page x for further information).Pay attention to hand hygiene.

### Medication safety:

- Try to follow any advice or treatment that has been agreed with you.
- If you are worried about doing this, or do not fully understand what is required, discuss it with the person giving the advice or treatment, or contact your GP.

<sup>1</sup> Health care professionals provide care which is evidence based and agreed Nationally by the Obstetrics and Gynaecological Clinical Programme

- Take care with medicines. Take any medicine given to you in line with instructions and finish the course of treatment.
- Please discuss with your doctor or pharmacist, before you decide to change or stop your medication, particularly if your prescription says, that you should continue to take it.
- Give any out-of-date or unused medicine to your pharmacist to dispose of safely.
- Try to order repeat prescriptions in plenty of time.
- Store medicines safely and out of children's reach.
- If you go into a hospital, let the staff know about any medicines you are already taking, for example by bringing a list of all the medicines and giving this to a member of staff, tell staff about any allergies that you may have.
- If you feel that your condition gets worse, you should consult your GP, who can, if necessary, consult further with the hospital or relevant service.

#### HELP PREVENT THE SPREAD OF INFECTION:

- Hand washing is the best way to prevent germs from spreading. Wash your hands after coughing/ sneezing, after going to the toilet, after touching anything wet (e.g. ooze from your wounds, urine from your catheter, your blood stained dressings) and before mealtimes.
- If you can't get to a sink to wash your hands, ask your healthcare staff to provide you with a means to clean your hands (e.g. basin of water and soap/wipes/alcohol hand rub) so that you can keep your hands clean.
- Avoid touching any wounds or the area around drips, drains or catheters.
- Ask your doctor or nurse why you have a drip or catheter and how you can help prevent it from getting infected. Let staff know if the area around the drip becomes sore or red or if the bandage falls off or looks wet or dirty.
- Understand that taking antibiotics will not help if you are diagnosed with a virus.
- If you have diarrhoea and are on an antibiotic or have recently been on one – let your doctor know.
- If you are given a prescription for antibiotics to take at home, it is very important to take all your antibiotics as prescribed (i.e. finish the course) even if you begin to feel better.
- Do not take children who are unwell with you to an antenatal visit appointment.
- Do not keep antibiotics at home for future use and do not share them with other people.
- If you think HSE premises are not as clean as they should be, let a member of staff know.
- If you think a staff member has forgotten to hand wash before examining you, give a reminder.
- Hygiene inspection reports for your hospital are available on [www.hse.ie](http://www.hse.ie)

#### ***When visiting a women in maternity hospital, respect rest times***

- Do not sit on their bed and keep the number of visitors as low as possible at any time.
- Ask ward staff for advice before you bring the patient food or drink.
- Never touch dressings, drips or other equipment around the bed.
- Do not visit a woman and a new born baby in hospital if you have been sick recently, for example sore throat, high temperature, diarrhea or a cold or flu-like illness.
- Do not take a child to visit someone in a hospital if they have been sick recently for example sore throat, high temperature, diarrhea, vomiting, or if they have a cold or flu like illness.
- If you have been in contact with Chicken Pox/**do not visit maternity hospital**/phone in advance and request advice.

## Communication and information



We will listen to you carefully and communicate openly and honestly, and provide clear, comprehensive and understandable health information and advice.

### WHAT YOU CAN EXPECT

#### ***Open and appropriate communication throughout your pregnancy:***

- about your pregnancy about what your care plan aims to do;
- concerning the results of any proposed treatment and medication, including the possible risks and alternatives;
- regarding the type of continuing healthcare you may need, including medication, continuing care in hospital, timely and appropriate referrals;
- regarding what discharge arrangements are in place;
- especially when plans change or if something goes wrong.

#### ***You should be given:***

- Clear, consistent and evidence based information, so that you can make informed decisions about your maternity care plan.
- The opportunity to ask questions and to receive answers that you can understand.
- Advice on how to ask questions and how to make the most of consultations and obtain information about diagnosis, treatment and care from members of the healthcare team.
- Information in a language that you can understand.
- Access to interpretative services where possible.
- The name and role of everyone who cares for you, and the name of who is in charge of your care.

#### ***You can expect health information about:***

- How to look after yourself and your baby.
- About the different stages of your pregnancy and what to expect at each stage.
- The services and sources of support (such as self-help groups) that are available to you.
- Support in managing a long-term health condition for you and your baby, if needed.
- The estimated waiting times for a health provider's services and, where known, information about alternative service providers.
- What you can expect to happen to you on the day of any intervention such, as an ultrasound.
- The estimated cost of a health provider's services before you receive the treatment, where relevant and possible.

## WHAT YOU CAN DO TO HELP

### *Ways that you can support improved communication:*

- If there is something that you do not understand about your pregnancy or maternity care plan let you're the health care professional know. **Never be afraid to ask questions.**
- Provide information about your medical history, pregnancy to date, any medications that you may be taking; or alternative therapies that you are using. If you have a copy of your pregnancy care plan always take this with you to your appointments.
- Follow care plans that have been agreed with your healthcare provider and report any changes in your pregnancy that you are concerned about.
- See p. 14 for questions to ask your healthcare provider.
- If you are responsible for your Health Records, please ensure to bring them with you for every appointment.

## Participation



We will involve you and your partner in shared decision making about your maternity care plan. We will take account of your preferences and values in line with clinical decision making.

### WHAT YOU CAN EXPECT

- To be involved in making informed decisions about your maternity care plan to the degree and extent that you choose.
- To involve your partner and family or nominated support people in your healthcare treatment.
- Prior to any procedure, we will clearly explain all of the options which are available to you, so that you can give informed consent, we will seek your permission before any clinical procedures are conducted.
- To seek a second opinion at any time during your care.
- You will be informed if student healthcare staff are involved in delivering your care and have these students seek your permission before any procedure or intervention.
- We recognise the role of your partner in supporting you during your pregnancy and we actively encourage your partner to participate in ante-natal classes, appointments, parent educational classes and the birth of your baby.
- After you have had your baby, we will endeavor to provide you and your partner with the skills to care for your baby.
- We will actively involve you in the preparation for going home after you have had your baby. We will arrange follow-up appointments for you and your baby with the community midwife and or public health nurse<sup>2</sup>.
- We will give you a summary of your care so that you can share this with your public health nurse or GP.

<sup>2</sup> Note that Community Midwifery services are not available everywhere.

### WHAT YOU CAN DO TO HELP

- Contact us in the early stages of your pregnancy to set up appointments so that we can support you to achieve a healthy pregnancy.
- Find out about healthy living during your pregnancy, so that you reduce health risks for you and your baby.
- Read and share the information that we give you with your partner and family. Make a list of questions that you need to ask your midwife/consultant or GP.

#### **Suggested questions to get you started:**

1. How do I determine the date when my baby is due?
2. How can I tell if the symptoms I'm having are normal?
3. When should I call a doctor?
4. What is the normal amount of weight to gain during pregnancy?
5. Are there any particular vitamins or supplements that I should be taking?
6. Why do I need them?
7. What remedies do you recommend to ease morning sickness?
8. What do you recommend about exercise and specific foods I should eat?
9. Are there any activities, medicines, or foods I should avoid while pregnant?
10. Is it safe to have sex during my entire pregnancy?
11. Am I at high risk for any problems during pregnancy?
  - a. What can I do to reduce any risks?
12. Do you have suggestions about how not to worry about having a healthy pregnancy?
13. What are the signs of labour?
  - a. When should I come into hospital
  - b. How long will I have to stay in hospital
14. How will I know I am caring for my baby properly? Where can I attend parenting education classes?
15. Are there any particular books/websites that you would recommend that I read or review?
16. Can you tell where to find out information about breastfeeding my baby?



## Privacy



We will do our best to ensure that you have adequate personal space and privacy when you use our health services. We will maintain strict confidentiality of your personal information.

### WHAT YOU CAN EXPECT

#### **Confidentiality of your information**

- To obtain and inspect a copy of your health records.
- Your personal health information will be stored securely and not disclosed to others without your consent. Your personal health information will only be accessed by those who need it for patient care.
- To be facilitated to complain if you are unhappy with how health services have used or protected your health information.
- That your healthcare records may be accessed for audit purposes to provide assurance to the HSE about the quality of service provision.

#### **You can expect:**

- To be given enough personal space when being examined, receiving treatment and when discussing maternity plan and treatment.

## Improving health and well-being



Maternity services promote health and support, empower women to lead healthy lives before, during and after their pregnancy and encourage breastfeeding in infants.

### WHAT YOU CAN EXPECT

- Information and advice on how to stay as healthy as possible during your pregnancy, and the necessary support and encouragement to do so.
- Information, advice and support on how to best self-manage an existing health problem.
- Information, advice and support on early parenting skills and support to breastfeed your baby.

### WHAT YOU CAN DO TO HELP

#### ***Ways that you can support the health service to improve your health during pregnancy:***

- Learn more about what you can do to improve your healthy during your pregnancy. Ask your midwife/consultant for information about healthy living and about the support services in your community to support you during your pregnancy and after your baby is born.
- Look after your own health and have a healthy lifestyle before, during and after your pregnancy:
  - taking exercise
  - eating a healthy diet
  - managing weight
  - stopping smoking
  - not drinking alcohol
  - not using drugs
  - taking folic acid when trying to become pregnant and for the first three months of your pregnancy.
- Seek information and advice from any healthcare professional or other sources such as [www.hse.ie](http://www.hse.ie) on how to prevent disease, including immunisation, and on how to protect you and your babies health.
  - Monitor your health and report any changes to your midwife/consultant.
  - Find out about breast feeding and how it would work for you and your baby.

## Giving feedback



### GIVING FEEDBACK ABOUT YOUR EXPERIENCE OF MATERNITY CARE

We welcome your feedback about your experience of maternity care.

#### WHAT YOU CAN EXPECT

- To have an opportunity to comment on the care that you have received.
  - Healthcare teams learn about improving services when they hear about what worked well and also what can be improved upon.
  - Please tell us about your experience so that we can meet your needs, if you feel that we could do something better tell us at the point of care so that it can be addressed immediately and so that your experience of health services can be improved.
- Receive information about how to give feedback about your experience
- To have any concerns dealt with properly and in a timely manner.
- To receive feedback in relation to what changes or improvements have been made in response to your feedback.
- Information on how to make a complaint if you are not happy with the care that you have received.
- If you are unhappy with the way your complaint was dealt with, you can request that your complaint be reviewed by contacting the Director of Advocacy, National Advocacy Unit, HSE.

#### WHAT YOU CAN DO TO HELP

##### **Your feedback matters**

Help us to improve our services by telling us about your experience, tell us about what worked well and what could be improved upon.

You can do this by talking to staff or filling in surveys. You can also give feedback under 'Your Service, Your Say', the HSE's comments and complaints policy, by: Emailing [yoursay@hse.ie](mailto:yoursay@hse.ie)

##### **[www.healthcomplaints.ie](http://www.healthcomplaints.ie)**

The website [www.healthcomplaints.ie](http://www.healthcomplaints.ie) provides information on how to make a complaint or give feedback about health and social care services in Ireland. This website has been developed for people who use health and social care services in Ireland, as well as for their families, caregivers and advocates. If you have a complaint or comment about your care, [www.healthcomplaints.ie](http://www.healthcomplaints.ie) will help you to find the right place to give your feedback.

# Help save a life

## **Consider donating blood, organs, tissues or bone marrow:**

Every year, hundreds of lives are saved with the help of donated blood, organs, tissues and bone marrow. You could save or improve the lives of several other people if you become a donor. To become a blood donor, visit the National Blood Transfusion Service website, [www.giveblood.ie](http://www.giveblood.ie). To become an organ or tissue donor, put your name on the Organ Donor Register. You should also discuss your wishes with the people close to you, and carry a donor card.

For more information, or if you have a question about this topic, contact the Citizens Information phone service on lo-call 1890 777 121 (Monday to Friday, 9am to 9pm).

## **First Aid**

Did you know that over 6,000 people die from cardiac arrest every year, before reaching hospital; that's 18 people every day? If you were the first person on the scene of one of the cardiac arrests would you know what to do? Make a difference today, find out about doing a first aid course in your local area, and learn about first aid. Help save a life.

## **Stroke**

Learn about the signs and symptoms of stroke, F.A.S.T. Face Arms Speech Time Help a stroke victim access emergency services in time and help save a life. See [www.stroke.ie/FASTCampaign](http://www.stroke.ie/FASTCampaign)

## **QUIT smoking**

1-in-2 smokers will die of a tobacco related disease, can you live with that, QUIT

### **For more information visit:**

- [www.quit.ie](http://www.quit.ie) or
- [www.facebook.com/HSEquit](https://www.facebook.com/HSEquit) or
- call the National Smokers' Quitline: 1850 201 203

## **Safety in children**

Make sure that your home is a safer place for young children. See [www.hse.ie](http://www.hse.ie) for the child safety resources

## **Road safety**

Slow down and drive carefully, never, ever drink and drive, help save a life, see [www.rsa.ie](http://www.rsa.ie)

## **Prevent falls in older people**

Find out about how to prevent falls in older people see [www.hse.ie](http://www.hse.ie)

## Finding out about health services

### **Contact the HSE:**

Contact your local health area for information about local HSE services. You can find the contact details in the phone book under 'health services' or on the internet at [www.hse.ie](http://www.hse.ie)

Call-save: 1850 24 1850  
(Monday to Saturday 8.00am to 8.00pm)

### **Citizens Information:**

Contact your local Citizens Information service for free, confidential and independent advice on a wide range of issues including services and schemes provided by the HSE and the Department of Social Protection that you may be entitled to.

You can also visit your local Citizens Information Centre. To find your nearest office, look in your local phone book or go to the Citizens Information Board website, [www.citizensinformation.ie](http://www.citizensinformation.ie)

Lo-call: 1890 777 121  
Tel: +353 (0)21 452 1600  
(Monday to Friday, 9.00am to 9.00pm)

### **National Healthcare Charter**

If you have any comments or suggestions about the *National Healthcare Charter: You and Your Health Service*, contact us:

National Advocacy Unit, HSE  
Quality & Patient Safety Directorate  
Health Service Executive, Oak House  
Millennium Park, Naas, Co. Kildare

Tel: (045) 880 400  
Email: [yoursay@hse.ie](mailto:yoursay@hse.ie)  
[www.hse.ie](http://www.hse.ie)

# Acknowledgements

***Members of the working group***  
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