

**Shropshire and Telford and Wrekin Local Maternity and Neonatal System
(LMNS)
Maternity Voices Hub**

Meeting Notes for 19th January 2021 via MS Teams

Attendees:

- Emily Evans, MVP Chair
- Rachel Cuthbert, MVP Vice Chair
- Louise Macleod, LMNS Maternity Voices Development Co-ordinator, Telford and Wrekin Clinical Commissioning Group (TWCCG)
- Kate Ballinger, Community Engagement Facilitator, Shrewsbury and Telford Hospital (SaTH)
- Sharon Kendal, Communications & Engagement Manager, TWCCG
- Flora Buckle, Monitoring and Scrutiny Management Officer, Powys Community Health Council
- Sarah Neat, MVP Volunteer
- Rachel Clorley, Transformation Midwife, SaTH
- Helen White, LMNS Project Support Officer, TWCCG
- Jayne Morris, Community Communications and Engagement Officer, Healthwatch Shropshire
- Michelle Mackay, Pathway Co-ordinator PMH for Shropshire Telford and Wrekin
- Katie Cook, Engagement Officer, Healthwatch Telford and Wrekin (Part of meeting)
- Laura Watkins Service User Chair, Powys MVP
- Sue Barber, Restoring Motherhood, Doula
- Jacqueline Bolton, Acting Community MLU Manager, SaTH
- Councillor Lucy Roberts
- Bridget Supple, Local NCT Teacher (Part of meeting)
- Emma Thackray, MVP Volunteer
- Emma Hall, Guidelines Midwife, SaTH (Part of meeting)
- Lucie Young, Birth Worker (Part of meeting)
- Claire Eagleton, Transformation Midwife, SaTH (Part of meeting)

Apologies:

- Kate Manning, Communications and Engagement Manager, Shropshire Clinical Commissioning Group (SCCG)
- Jane Slemensek-Morgans MVP Vice Chair
- Nicola Wenlock, Director of Midwifery, SaTH
- Sarah Ellement Professional Midwifery Advocate
- Anthea Gregory Page, Deputy Head of Midwifery, SaTH
- Ros Jagoe Specialist Community Public Health Nurse, Emotional Health & Wellbeing Lead 0-19 Public Health Nurse Team, Shropcom
- Sammy Young MVP Volunteer
- Danielle Freeman MVP Volunteer
- Kelly Watkins, MVP Volunteer
- Sue Rose, MVP Volunteer
- Annette Barton, Transformation Midwife, SaTH

1. Minutes and Actions from meeting October 2020

Introductions were made and members agreed that the minutes were a true record of the meeting. LM agreed to chair as EE has both children at home today.

Actions

Action- LW to look into how Bounty operates and whether the contract allows us to renegotiate the way they offer their services. JB will follow this action up as she is currently covering for LW. LM gave everyone background knowledge into this action and stated that it originated from the 15 steps which was done last year on the old MLU in PRH. RC also stated that she has previously looked into this and stated that NW was due to meet Bounty in November last year but due to COVID it didn't happen. RC and JB will discuss further outside the meeting.

Action - MVP to help promote the knitted toy initiative LM stated that the promotion of knitted toys was published in the last newsletter and has been promoted through the MVP – **Action Closed**

Action - EE to check with HWTW about the advocacy complaints service – LM stated that EE has arranged training for this - **Action Closed**

Action - LM to send CF draft PMH Leaflets – LM Stated that these had been sent over – **Action Closed**

Action - Members to provide comments on 19/20 Annual report by Friday 23rd October 2020 – LM stated that this was an agenda item and can be closed down – **Action Closed**

Action - Members to provide comments on Draft Feedback form by Friday 23rd October 2020 - LM stated that this was an agenda item and can be closed down – **Action Closed**

Action - KB to send LM contact for google maps work - KB will send LM the contact for google maps work now as she confirmed this wasn't previously completed

2. Governance

Volunteer Programme Update

LM stated that two MVP volunteers have stepped down due to personal circumstances, however they still have a chair, two vice chairs and 8 volunteers in place. LM informed the group that there has been further interest from service users to join the team and due to internal changes at Healthwatch Telford and Wrekin it has been decided that for this round of recruitment there will not be an active call out for volunteers but those who have already expressed an interest will be invited to interview to join the team. LM stated that the people who have expressed an interest will be contacted and an informal interview will be arranged. LM stated that hopefully by the next meeting we may have more volunteers on board from different locations and backgrounds which would be fantastic.

LM stated that the volunteers are not currently going out as planned due to COVID restrictions, however they are still active by attending feedback groups and workstream meetings and undertaking some proof reading. LM thanked the volunteers for their contribution to the MVP so far.

Annual Report

LM stated that the final annual report for 2019/202 had been circulated with the papers for information.

Bridget supple joined the meeting at this point.

Winter Newsletter

LM stated that the winter newsletter was published and circulated before Christmas and was the first newsletter developed by the MVP volunteers. LM thanked them for their hard work in producing the document. LM stated that should anyone wish for anything to be included in future Newsletters then for them to contact Jane one of the Vice Chairs on jane_shrop_tw_maternityvoices@outlook.com.

LM also stated that the MVP has now got access to a platform called 'canva' which has been a great addition as it provides the MVP with free images to use and is much easier to create such documents.

Website Update

LM stated that Healthwatch Telford and Wrekin are currently updating their website and as the MVP is hosted by them the MVP will have their own page on the website which will include the final feedback back form.

KC stated that the website should be completed over the next couple of weeks and will let us know when it is up and running. LM stated that EE and LM have got a meeting with LJH from Healthwatch Telford and Wrekin to discuss the content of the MVP page.

3. Feedback survey

LM stated that the survey was in its final stages of development and is hoping that the form will go live once the HWTW website is up and -LM stated that once it's gone live members will be contacted to ask to promote the link.

LM stated that the feedback from volunteers have indicated that it will take 15-20 minutes to complete the full survey, however it's not compulsory to answer all the questions so women only have to answer the ones they feel they want to. LM stated that the survey is fairly comprehensive and is broken down into sections. LM stated that the survey is an ongoing document which can be edited and changed throughout the year and can also be tailored to obtain specific feedback on specific topics. LM also informed members that quarterly reports will be submitted to the LMNS Programme Board identifying themes and making recommendations. LM stated that the outcomes of the survey will also be included in the Annual Report.

LM stated that the section regarding the overview of additional services includes Health Visitors and Specialist services and is under question 37 on the survey. LM then stated that the idea will be if a user clicks a specialist area for example PMH team then a drop down will appear in which they can send their feedback on that specific team. LM asked members to let her know if they have missed any specialist areas out of the survey. HW suggested 'TIMS' midwives be included. LM informed members that there will also be a specific Postnatal Ward question included.

MM stated that they are also looking at developing a survey and suggested it might be worth linking together and cross referencing so that the same questions are not being answered and any duplication of work. MM asked the MVP if they

would review the questions on their questionnaire. LM agreed they could support this.

LM stated that the current survey is aimed at women and uses language like my baby and my midwife, but they would like partners and other family members to also be able to send in feedback. LM and EE have tried to change the language to enable the survey to suit both mothers and partners but they felt it was not the way forward. LM stated that she would like to discuss today whether the development of a 'partner specific' survey would be something that would be supported as they often have a different experience that also needs to be captured and feedback. This would enable questions to be aimed around their experience and would also create a shorter less in depth questionnaire for them to complete.

Members agreed that 2 surveys would be an excellent idea and to develop a second one aimed for a supportive partner role. LM stated that once the women's survey has gone live the partners one will be able to be developed.

Action

- **Members to email EE and LM with any comments around the final survey and if any additional services need to be included in Q37**
- **MVP to develop a second survey for a supportive partner role**

4. Project Updates

- Personalised Care Plans (PCP)

LM stated that the PCP has recently been launched by the Trust and showed members a copy of the final document. LM stated that the document had been fully co-produced by the MVP and will now be handed out to all women at their booking appointment. LM stated that women who have already had their booking appointment will also receive on during their antenatal appointment. LM stated that the idea of the document is that women will work through it during their pregnancy and revisit it and update it as they progress through their pregnancy. LM states that it is a great tool to encourage discussions about a number of preferences including pain relief, and birthing options. HW stated that it would be good to get some informal feedback from women as to what they think of the document and how it has impacted their experience.

- Planning for Healthy pregnancy cookbook

LM informed members that a focus group took place during December 2020 where a range of different professionals and service users came together to discuss the

development of a local healthy cookbook. LM stated that the local food banks are also involved, along with student dieticians and two Public Health midwives. LM stated that the target audience is those who use the food banks and may not know how to peel a potato or boil an egg and that the book would feature a page on eggs and potatoes.

LM stated that idea was to co-produce the book with local families and include pictures of their meals along with any hints and tips. LM informed members that she will be putting a post on the MVP social media to ask for recipes and then a focus group will be arranged to agree which ones should be included. LM asked members to share the post when it's published.

SK left the meeting at this point

A number of members had additional ideas – a summary of them are detailed below:-

- Be careful using language like 'you must eat'
- Being a new mum you won't be cooking much so recipes for little bite size foods/snacks would be good
- Top tip – get friends to make and bring them food
- Top tip – batch cook and ask if friends can put into their freezer to store it
- Recipes/ingredients need to be affordable – remember that we are targeting people who use the food banks
- Remember we are trying to increase life skills and even them learning how to peel veg will be positive – try not to focus on all the recipes being healthy
- What is the definition of healthy? everyone will have differing opinions of what healthy is
- Can we put reference to tinned ingredients along with fresh?
- Focus recipes around what food is give out by the food bank
- Offer alternatives – i.e. making cottage pie with Turkey/beef mince
- Tins of pulses are going out with foodbank but families don't necessarily don't know what to do with them – could the book state tip like if you add red lentils you have added X amount of nutrients and explain how to use things better

JM stated that a number of organisations in Shropshire including Shropshire council and Public Health and Healthwatch Shropshire are working on a project called 'shaping places' and involves talking to the residents of Shropshire to ask how they are coping on lower incomes and asking what challenges they face when accessing healthy food. JM stated that they are focusing on particular areas but subject to funding they are hoping that it will be rolled out across other areas.

SB stated that there is a company called 'lovely land' who are giving out seeds to single parents during the pandemic for them to grow their own fruit, veg and herbs.

RC stated that there is some really useful information on google around cooking on a budget and that she will send the link but thinks its family food bank.org.

Claire Eagleton joined the meeting at this point

- Personalised Care Plans Baseline Survey

CE informed members that the survey had been developed with KB and LM which incorporated the suggested questions that were suggested in NHS England's guidance and some local demographic information. CE stated that the survey link was then circulated through MVP and SaTH social media platforms which received over 100 responses over a 1 week period. CE stated that the Trust were expecting the results to be low as at the time of the survey the PCP hadn't been launched.

CE stated that the results have been analysed and can be found on the enclosure circulated with the papers. CE gave a brief summary of the findings:-

- Low response from women under the age of 25
- Very few never or almost never responses
- 3-4 responses did have a more negative response and didn't feel supported in making choices or able to make their voice heard
- Some women felt included in their care
- Certain ages or demographic gave more negative responses to certain questions
- A couple of people who were German and French who did say they weren't given information that was appropriate to them

CE stated that the questionnaire will be repeated in June 2021. CE stated that all women are receiving a personalised care plan now to ensure that the impact will be recognised sooner and agreed that it would be useful to get some initial feedback.

Action

- **MVP to obtain initial feedback around the implementation of the PCP**
- 360° camera

LM informed members that she has seen a draft version which has been circulated to the volunteers for comments and they have recommended that the Trust undertake some amendments to the wording and some additional signing and that the final version should be available soon.

- Maternity Transformation Programme

LM explained that the Trust's Transformation Programme has 5 Workstreams that the MVP is represented on each one.

- BAME

LM also stated that the MVP focus is on the BAME community at the moment as this is a priority area.

- MVP SOP

LM informed members that a standard operating procedure (SOP) has been developed with SaTH to ensure that co-production is embedded into the Trust's business as usual. LM stated that the SOP will be presented at the next Trust Governance meeting and that the idea is that once that is approved a guidelines framework will then be developed which will detail how things will be done.

- Focus Groups

LM stated that service users were now included on a Steering group around the development of a new pelvic floor service and also on the Perinatal Mental Health (PMH) workstream Steering groups.

LM stated that she had attended the PMH Business Team meeting and stated that they are keen to work with the MVP and would like them to get involved in developing pathways and leaflets.

LM informed members that the MVP was also heavily involved in the development of the BF Peer Support Programme and thanked those who had participated so far.

- Proof Reading

LM stated that the Trust have asked the MVP to review lots of their Trust leaflets and have asked the MVP to co-produce a new template which will be user friendly. LM stated that the idea will be that the Trust will be then able to put their content into the template and then MVP can then just look at the language. LM stated that this will now be taken forward as a task.

LM stated that the MVP logos are now being used on a number of documents.

5. BAME

LM stated that engagement with the BAME community is a priority of the MVP, however due to the pandemic volunteers are not able to go out into the community as planned. LM stated that the MVP volunteers have been given the task to obtain contacts into these communities so that when engagement can start we already have made those important links. LM stated that each volunteer has been given specific areas to focus on.

EH and LY left the meeting at this point.

LM stated that some links have already been made however also knows that there are a significant amount of the communities that don't follow the MVP on social media and don't know how to feedback. LM stated that the aim is for the volunteers to introduce themselves and start to build relationships with these communities so that we can start to share important information, start to engage with them and obtain their feedback. LM asked members to share any contacts they may have and forward any ideas of how we can engage more with them.

KB stated that the Trust does a 'Twitter Hour' which focuses on a particular subject and could do something around Maternity on there if that would be helpful.

RC offered to use her personal social media to asking for contacts.

SB stated that some of these families aren't parts of these communities they are individuals which does make it twice as hard to engage with them. Members suggested contacting refuges and doulas for support around how we access and become allies.

KB stated that the Trust has a new Inclusion Officer who is focusing on the BAME community who may be able to help.

Members suggested contacting Priya George at the CCG for her insight as she has really good links. RC also stated that the Transformation Hub has a number of leaflets on there in 18 different languages which cover Antenatal Postnatal and Intrapartum. Members also suggested using the National toolkit for BAME which has recently been released.

Members agreed that a separate discussion to explore this further would be beneficial.

Action

- **SB to send LM contacts to other communities**
- **LM to arrange a separate discussion around contacts for BAME community**
- **MVP to explore all suggestions given around contacts and engaging with the BAME community**

6. AOB

LM stated that historically the MVP meetings have been held on a Tuesday at 10.00, however one of the Vice Chairs can't make Tuesday's and LM would like to propose that we alternate between Tuesdays and Thursdays so that other members can join some of the meetings. There were no objections from members. LM asked for members to email with any comments should they want to discuss this matter privately.

LM also announced that Paul Shirley, Chief Office for Healthwatch Telford and Wrekin is leaving at the end of month and would like to take this opportunity to thank him for his support over last 12 months as the MVP Programme wouldn't be the success it is without the support and commitment he gave us. LM stated that on behalf of the MVP she wishes him all the best for the future.

Date of Next Meeting

22nd April 10 – 11.30 via MS Teams

Main details from the 'Chat' function

Cook book

There's a website called a girl called Jack who does lots of tins cooking
<https://thehappyfoodie.co.uk/books/a-girl-called-jack>

If anyone remembered Jamie Oliver's ministry of food series he taught people how to cook. These are a couple of pages from his book so could add something like this into the book.



This was the group of midwives I met at a conference, who ran a very successful 'Monday clinic' for high BMI - there is a write up
[here: https://www.nice.org.uk/sharedlearning/the-monday-clinic-implementing-a-maternal-obesity-service](https://www.nice.org.uk/sharedlearning/the-monday-clinic-implementing-a-maternal-obesity-service)

Engagement

- Contact AJ Silver's LGBT+ competency
- Contact Mars Lord
- Contact Bump talk in Powys
- Contact Sharon Smith from the CCG for seldom heard groups

We've just done an entire issue of the International Journal of Birth and Parent Education on Focus on Education and Support for Under-served and Marginalised Families <https://ijbpe.com/>

Actions from January 2021 meeting

Number	Action	Lead	Status
1.	Look into how Bounty operates and whether the contract allows us to renegotiate the way they offer their services.	JB	Overdue
2.	KB to send LM contact for google maps work	KB	Overdue
3.	MVP to develop a second survey for a supportive partner role	EE/LM	
4.	Members to email with any additional comments around the final survey	All	

5.	MVP to obtain informal feedback around the implemented of the PCP	CE/EE/ LM	
6.	SB to send LM contacts to other communities	SB	
7.	LM to arrange a separate discussion around contacts for BAME community	LM	
8.	MVP to explore all suggestions given around contacts and engaging with the BAME community	LM/EE	
9.	HW to alternate MVP meetings between a Tuesday and Thursday – HW to send out new dates for the 2021	HW	Completed

DRAFT