

# Shropshire and Telford and Wrekin Local Maternity and Neonatal System (LMNS)

## Maternity Voices Hub

### Meeting Notes for 20<sup>th</sup> July 2021 via MS Teams

#### 1. Welcome, Introductions, Conflicts of Interest

##### Attendees:

- Emily Evans, MVP Chair
- Louise Macleod, LMNS Maternity Voices Development Co-ordinator
- Kate Ballinger, Community Engagement Facilitator, Shrewsbury and Telford Hospital (SaTH)
- Councillor Lucy Roberts – Powys Community Health Council
- Monika Gliniewicz – MVP Volunteer
- Emma Hall – Guidelines Midwife SaTH
- Sarah Neat – MVP Volunteer
- Neil Bain – SaTH
- Tom Baker, SaTH
- Flora Buckle, CHC Powys
- Tony Bristlin, SaTH
- Jayne Morris
- Ben Russell, SaTH
- Katie Cook, Healthwatch
- Christina Knill, SaTH

##### Apologies

- Mei-see Hon
- Sharon Smith
- Sharon Kendal
- Katie Bohane
- Gwyneth Bowyer
- Jo Lees
- Su Barber
- Caroline Freeman
- Alison Rae
- Caroline Williams
- Vicki Robinson

Meeting opened at 10am.

EE opened the meeting. No conflicts of interest were declared and proceeded to review actions.

#### 2. Minutes and Actions from meeting May 2021

Action 1 – KB to send LM contact for google maps work. Louise to chase – Action Overdue

Action 2 – EE announced that the partner’s feedback survey has not been done yet as the 1<sup>st</sup> survey has only just been launched partners survey to be prioritised soon – Action Ongoing

Action 3 – Sue Barber to send LM contacts. Louise to chase – Action Overdue

Action 4 – Contact LM if you wish to have MVP info on your website to sign post to the new MVP website – Action Closed

Action 5 – LM to update MVP info on the Livewell Website – Action Closed

Action 6 – All to review proposed new structure and send comments back to EE/LM by 14<sup>th</sup> May 2021 – Action Closed

Action 7 – LM to ensure HV are on the Healthy Child Steering group – Action Closed

Action 8 – LM to discuss with CE about carrying out the baseline survey again for the PCSP. Louise to chase as CE has had a role change – Action overdue

Action 9 – Let EE/LM know if anyone else needs to be added to hub invite list – Action Closed

Action 10 – Tony Bristlin to invite LM/EE to share patient voices at one of his Board meetings – Action Open

Action 11 – Neil Bain to arrange Badger Net training for MVP volunteers – Action Open

### 3. Governance

**Volunteer Programme Update** – Of the four new recruits, Monika joined today’s call. It is hoped that new roles will be advertised towards the end of the summer, and hopefully introduce them at the next meeting.

**Remuneration** – The proposed structure, which has been agreed at LMNS board, recommends a small remuneration of £50 per month for the roles of Community Engagement Lead, Communications & Publications Lead and Health Inequalities & Quality Improvement Lead. LM confirmed that PPV (Patient & Public Voice) and national guidelines for maternity voices have been followed, as well as consulting with Healthwatch, who are happy with the proposal. The group had no objections to the proposal but can contact LM outside of the meeting if they would like to discuss privately.

**Summer newsletter** (Enclosure 2) – Thank you to Sarah in our volunteer team for producing this. If the members have any suggestions for future issues, please let us know. This is a great way to keep in touch with those who don’t use social media.

**Annual Report** – A bit of an unexpected year, but some great work has been complete, such as personalised care and birth choices leaflet and we are very proud of the MVP Team during this time. This will be progressed even further this year.

**LMNS Funding** – The three proposals below have all been approved by LMNS Board

Comms Project – to deliver a communications & language workshop towards the end of the 2021/22 year

MVP Funding – general volunteer and promotional activities funding

MVP App - to enable volunteers to go out and gather feedback securely via MVP tablets

### **Project Updates**

Louise & Emily recently presented to Labour Ward Forum meeting to explain what MVP is, provide some findings from patients and how staff can be involved. We have some excellent engaged staff who can be involved if they would like to be.

LM is presenting to Obstetrics Anaesthesia meeting around C-sections next week.

### **360 MLU Tour**

We are in discussion with the hospital regarding further tours. Antenatal triage and delivery suite filming is complete, but awaiting staff availability to produce a write up to run alongside them. Volunteer proof-reading will be required at a later date.

### **Proof Reading / Document Feedback**

This has been quiet for the last few months, although we have been asked to support the development of the next Birth Choices leaflet (Birth & Labour Choices). Clinical information has been drafted already. Jo Lees and the Lighthouse Team have asked for help with Perinatal Mental Health leaflet

### **Birth Choices Leaflet**

See above

### **Friends of Princess Royal Hospital Shop**

The shop is currently closed following a leak, but we have been asked to find out what families would like to see stocked in the shop when they reopen.

### **Polish Focus Group for Birmingham City University Study**

Birmingham City University are currently undertaking a study around staff and patient experiences. Monika has started some work to get a focus group up and running in the STW community, through her links with the Polish community, starting to create a Focus Group. We will link with the Shropshire polish community side and also seek representation from Telford side.

### **Other commitments**

Pelvic Floor Service – working closely with Rachel Clorley, helping developing these services

Breast feeding – We have been involved with peer support work and hopefully can provide an update at next meeting

PALS have recruited a maternity specific officer which we were involved with the interview process. Sammy, a volunteer, has sat on some interviews and forms are now being trialled and tested for SaTH and the volunteer to complete prior to sitting in on future interviews.

#### **4. Feedback**

##### **MVP Feedback Survey Update**

These will be produced every quarter based on the responses from online survey.

Enclosure 4 covers the period April – June 21 and the main areas to note were continuity of care, including language and communication, and the lack of post-natal contact and support via Health Visiting, particularly during Covid. The report will go to CQRM and be presented at LMNS Board and actions to address the themes raised will be issued as a public response.

##### **SaTH UX Experience Card Workshops**

This has taken a large portion of LM &EE's time recently, and is a strong way to involve service users with transformation.

LM ran through Enclosure 5, explaining each step of the process and how the cards are ranked.

##### **Future UX card Themes**

The group agreed on the first four priority themes, with language & communication at four because this does need addressing but we also recognise the workforce challenges within SaTH currently, so setting it higher would likely be unachievable.

A report will be brought to the next meeting.

#### **5. AOB**

- **Badger Net Launch** - Badger Net project manager, Neil Bain, explained how this system will replace the current Medway & paper notes system, assist with continuity of care and provide real time updates for expectant mothers although patients can choose to use the paper version if they wish. Go live date of 9<sup>th</sup> August so any patients booked on before this date will continue on the existing system. It was felt that MVP volunteers would benefit from some training on the patient facing version so if anyone in a focus group asks the volunteers how it works, they have some level of understanding. See action
- TB introduced himself as one of the non-executive directors of SaTH. As Board level safety champion he also has an interest in maternity and welcomed Louise and Emily to one of his Board meetings to share patient voices (see actions).

- Thank you to Helen White for all her support to MVP. Helen has moved on to another role within the CCG and we will let the group know when her replacement has been agreed.
- There is a Windrush Celebration at Hadley Learning Community on Sunday 25<sup>th</sup> July between 12 – 4pm if anyone would like to come down to the stand with leaflets.

**6. Date of Next meeting 21<sup>st</sup> October 2021 10am**

Number	Action	Lead	Status
1.	KB to send LM contact for google maps work	KB	Overdue
2.	MVP to develop a second survey for a supportive partner role	EE/LM	Overdue
3.	SB to send LM contacts to other communities	SB	Overdue
4.	Contact LM if you wish to have MVP info on your website to sign post to the new MVP website	ALL	Closed
5.	LM to update MVP info on the Livewell Website	LM	Closed
6.	All to review proposed new structure and send comments back to EE/LM by 14 <sup>th</sup> May 2021	ALL	Closed
7.	LM to ensure HV are on the Healthy Child Steering group	LM	Closed
8.	LM to discuss with CE about carrying out the baseline survey again for the PCSP	LM	Overdue
9.	Let EE/LM know if anyone else needs to be added to hub invite list	ALL	Closed
10.	TB to invite LM/EE to share patient voices at one of his Board meetings	TB	Open
11.	Arrange Badger Net training for MVP volunteers	NB	Open