

Shropshire and Telford & Wrekin Local Maternity System (LMS)

Maternity Voices Hub - Venue: Teams Meeting

Date: 21st October 2021 Time: 10.00- 11.30

Attendees

Name	Position	Organisation
Emily Evans (EE)	Service User Chair	Maternity Voices Partnership
Louise Macleod (LM)	Development Coordinator	Shropshire, Telford & Wrekin Clinical Commissioning Group
Jane Holloway	LMNS Project Support Officer	Shropshire, Telford & Wrekin Clinical Commissioning Group
Kate Manning	Communication & Engagement Lead	Shropshire, Telford & Wrekin Clinical Commissioning Group
Sharon Fletcher	Senior Quality Lead & Patient Safety Specialist	Shropshire, Telford & Wrekin Clinical Commissioning Group
Mike Crawshaw	Social Inclusion Facilitator	Shropshire, Telford & Wrekin Clinical Commissioning Group
Kate Ballinger	Community Engagement Facilitator	Shrewsbury & Telford Hospital NHS Trust
Emma Hall	Midwife	Shrewsbury & Telford Hospital NHS Trust
Claire Eagleton	Interim Matron	Shrewsbury & Telford Hospital NHS Trust
Jayne Morris	Communications & Engagement Officer	Healthwatch, Shropshire
Janet O'Loughlin		Healthwatch, Telford & Wrekin
Sara Barrett	Health Visitor	Shropshire Community Health NHS Trust
Alison Rae	Schools Improvement Commissioner Advisor Early Years Foundation Stage	Shropshire County Council
Neil Cockburn	Public Health Registrar	Shropshire Council Public Health
Surabhika Lunawat	Medical Doctor	Shropshire Council Public Health
Steph Jones	Public Health Development Officer/Healthy Child Programme	Shropshire Council Public Health
Katie Steyn	Senior Communications Officer	Birmingham Women's & Children's NHS Trust

Nick McDonnell	LMNS Programme Manager	Norfolk & Waveney Clinical Commissioning Group
Councillor Lucy Roberts		Powys Community Health Council
Annette Farthing	Volunteer	Maternity Voices Partnership
Michelle Cornish	Postnatal Representative	Maternity Voices Partnership
Kelly Bailey	Volunteer	Maternity Voices Partnership
Monika Jones	Volunteer	Maternity Voices Partnership
Leah Bainbridge	Volunteer	Maternity Voices Partnership
Sarah Neat	Volunteer	Maternity Voices Partnership
Sharan Kaur	Volunteer	Maternity Voices Partnership
Rachel Dowd	Volunteer	Maternity Voices Partnership
Bridget Supple	Antenatal Teacher	National Childbirth Trust
Katherine Williams	Volunteer	Maternity Voices Partnership
Samantha Young	Volunteer	Maternity Voices Partnership

Apologies

Tony Bristlin	Non- Executive Director Trust Board	Shrewsbury & Telford Hospital NHS Trust
Kristina Knill	Senior Project Manager	Shrewsbury & Telford Hospital NHS Trust
Vicky Robinson	Workforce Business Partner	Shrewsbury & Telford Hospital NHS Trust
Anne-Marie Speke	Healthy Child Programme Lead	Shropshire Council Public Health
Mei-See Hon	Consultant Obstetrician & Clinical Director	Shrewsbury & Telford Hospital NHS Trust
Jayne Ley	Team Lead	Shropshire Health Visiting Service
Louise Watkins	Lead Midwife	Shrewsbury & Telford Hospital NHS Trust
Bekki Lloyd	Volunteer	Maternity Voices Partnership

1. Welcome, Introductions, Conflicts of Interest & Apologies.

EE introduced everyone to the meeting and thanked them for attending. As there was a high attendance, EE asked everyone to introduce themselves in the chat.

EE introduced herself as the Maternity Voices Partnership Service User Chair. No conflicts of interest were declared. Please see apologies above.

2. Minutes & Actions from July 2021 Meeting

Minutes from the July 2021 meeting were approved. EE ran through the open actions as follows –
Action One - Kate Ballinger to send Louise a contact for Google with regards to the Google Maps work – LM stated this has not happened but is not a priority so action can be closed.

Action Two - MVP to develop a second survey for Support Partners – This will need to remain open. Due to MVP capacity this has not yet been explored. The new MVP Volunteers will be joining the MVP in November 2021 and this will be something that they can look to develop. Remain as open.

Action Three - Sue Barber to send LM contacts with regards to the two other communities – This has not been put together but with the new MVP structure coming into play in November 2021, this action can be linked up with the MVP Community Engagement Leader. Action to be closed

Action Four – LM to discuss with CE about carrying out a baseline survey for personalised care and support plans. Prior to Covid, a baseline survey was completed. LM has been in discussion with Kate Ballinger and Claire Eagleton regarding this and it will hopefully go live on social media platforms today for families to complete to compare the difference since the launch of the personalised care plans. This action can be closed and added to the agenda for January 2022. As this is SaTH's survey, the results will be reported to them who will then report to MVP.

Action 5 – Tony Bristlin to invite LM or EE to share patient voices at a board meeting – Tony is not in today's meeting and has sent his apologies. This action has not yet been completed and will remain as open.

Action 6 – Arrange BadgerNet Training for MVP Volunteers with Neil Bain – This is currently on hold due to staff training at SaTH. Remain as open and follow up in the New Year.

3. Governance

- **Volunteer Programme Update**

EE referred to enclosure 2 which shows the new MVP structure. DBS and reference checks are awaited for the new volunteers, which should be completed by the end of the month. The new volunteers will then be inducted and introduced. The joining of the new volunteers will take the team to almost 30 and will mean the MVP can complete more work and the opportunity to see and speak to people. The lead MVP roles will increase engagement and move things forward.

- **Autumn Newsletter**

EE referred to enclosure 3 which is the Autumn Newsletter. This has been published on MVP social media and the Healthwatch website. EE gave thanks to Sarah for putting this newsletter together.

4. Project Updates

- **360° Midwife Led Unit Tour**

The Midwife Led Unit tour is now live. This was co-produced with the service user volunteers and they are currently in the process of working with Emma Hall at SaTH to produce another tour for the Delivery Suite and Antenatal Triage Unit. These tours are more complex than the Midwife Led Unit tour but meetings have been produced and the next steps are to have a meeting with the designer to make the antenatal triage tour easier to navigate. Once completed, the service users will be involved in looking at the labelling and ensuring the tour is user friendly. Great feedback has been given on the Midwife Led Unit tours

- **Proof Reading/Document Feedback**

There has been a lot of proof reading of various documents completed and feedback provided by the volunteers. This has included Saving Babies Lives Leaflets, Lighthouse Mental Health Service leaflets for professionals, Clinical Leaflets and an Exit Survey for Mental Health Services.

- **Labour & Birth Choices Leaflets**

Previously the MVP have co produced Birth Place Choices Leaflet and Personalised Care and Support Plan Leaflet. The idea of these documents is that eventually the suite of available leaflets would be increased including Labour and Birth Choices and Antenatal and Postnatal Choices to support women to make informed decisions. Work has now started on the Labour and Birth Choices Leaflet which is a big piece of work and the new volunteers will support this.

- **Breastfeeding Peer Support Programme**

A contract has been approved and signed for a two year project with the Breastfeeding Network for breastfeeding peer support at SaTH. They are currently recruiting for a Volunteer Coordinator, which is a paid 12 hours a week role and they will be responsible for delivering the project with BFN support and recruiting volunteers. The aim of the project is to provide face to face support and peer support groups. There will be 12 trained volunteers in the first year, with the likelihood of the training starting in January 2022. This takes 12 weeks to complete. A further 12 volunteers will be trained in the second year with the aim to have 24 volunteers altogether to provide support across Shropshire, Telford and Wrekin. This will be promoted through the MVP social media.

- **Interviews**

LM explained that it is now becoming more normalised to have an MVP service user on interview panels. Recently the MVP have been involved in interviews for the Lighthouse Project Specialist Midwife, Psychologist for Mental Health Services, Continuity of Carer Midwife, LMNS Project Support Officer and LMNS Programme Manager. MVP have also been invited to attend the interviews for Transformation Midwife and Director of Midwifery.

5. Feedback

- **MVP Feedback Survey Update**

The Quarter 2 MVP Feedback Survey Report has been published. As in Quarter 1, Continuity of Care came up repeatedly. This is such an important area for service users and is about building that relationship and rapport with the service and care provider and where you go for your care. Noticeably this was referred to less in regards to labour and birth as service users do not always expect to know their midwife during delivery. Antenatally and Postnatally this is very important and it will be good to see this develop as part of SaTH's Continuity of Carer project.

Feeding support also showed as a key focus area, in particular with breastfeeding. Those that did receive support from a Lactation Consultant or breast feeding facilitators that sit with health visiting, were very positive about the support provided however there were initial problems accessing support, particularly if you reside outside of Telford. Evening and weekend support has also been highlighted as a difficulty as the key support workers do not work these hours. The suspension of the Tongue Tie Service through the pandemic was also mentioned as this has affected a lot of service users. Some were fortunate to be able to have the frenotomy privately but for some families this is not an option. CE informed the meeting that SaTH are hoping to re-introduce the Tongue Tie Clinic in November 2021.

Postnatal care was also a theme picked up on the Quarter 1 and Quarter 2 survey, in that service users would like more physical checks, information on recovery and home appointments. For example if a service user has been discharged home with their baby, they then have to go back into the hospital for newborn checks, without their partner. This can be particularly difficult if the service user has had a caesarean section. Quick discharge was also mentioned, particularly after caesarean sections and being discharged after 24 hours, some felt this was not appropriate and more care should be provided. 34% felt that they were discharged too soon or that their choice on when they were discharged was not supported. This needs to be a personalised decision for which more awareness is needed.

This report will be presented at the Perinatal Quality Surveillance Group then through to LMNS Programme Board.

- **SaTH UX Experience Card Workshops Update**

A large part of the Maternity Voices Partnership work is to work with the Maternity Transformation Programme team at SaTH. This has been taking place for over a year and through this work the User Experience Workshop has been developed with a user experience card feedback system. In the January MVP meeting the next four themes will be decided and prioritised.

LM referred to the report detailing the findings of the first cycle which focused on partner support. Families were approached with the user experience cards and this was also promoted on social media. Information was gathered about what families wanted, why they wanted it, what this could look like and how they would know it had happened. Service users and staff then met to look at bringing together a workshop to discuss the cards and how the issues coming out of these could be

resolved. Further workshops were held with SaTH staff to look at how the ideas could be implemented.

Out of Cycle 1 there were some achievements that came out of the information that was gathered. Key achievements for Sprint One were staff simulations where a birthing partner was involved to enable staff to get used to how to speak to partners and involve them. The MVP have supported external communications around the reintroduction of birthing and support partners and have also looked at side rooms being available for support partners to stay overnight. MVP have supported a review and update of the process for Covid-19 positive service users to allow them to also have their support partners with them so nobody will birth alone. Work has also been carried out around LGBTQ+ information for staff and how this is supported and also NHS material around this. Within each cycle there are two sprints. Sprint One has a focus for which actions are achieved and Sprint Two continues these actions.

During Sprint Two the Birth and Labour Choices Leaflet first draft was organised as well as looking at information on staff uniform. The informal launch of Baby Buddy 2 was supported by MVP across social media. Baby Buddy 2 officially launches at the end of October 2021 and is already available to download and test. MVP also supported the launch of BadgerNet and have invited staff including Ward Managers and Matrons to the User Experience meetings to ensure that they are involved in the discussions. MVP have also been working on a 'Don't be afraid to ask' poster for which the final version should be ready to show at the next meeting in January. This will be used to encourage families not to be scared to ask and to make sure that they know they can ask anyone in the room a question and be supported to do so.

Cycle 2 looked at assisted deliveries and we are currently in sprint two of this. From Sprint one, the MVP have looked at scripting an induction video to be included with the Labour and Birth Choices Leaflet, which is in the planning stages currently. A focus group was held to discuss this leaflet with co-production from the PALS Officer at SaTH to make sure she is aware of the de-briefing service. Work has continued on the 'Don't be afraid to ask' poster and EE is completing work on a visual preference card system with Silje (Midwife working on user experience).

The next theme will be bereavement and the user experience cards are currently out on social media for people to complete. This will include anyone who has had a pregnancy loss or early bereavement and will give them the opportunity to share their experiences. The user experience workshop will be on 17th November 2021 at 12pm-2.30pm.

- **Antenatal Classes Feedback**

MVP complete ad-hoc surveys through their social media platform and were asked by Public Health and Council colleagues to find out how families felt about antenatal classes. MVP receive a lot of feedback that there are not a lot of classes or antenatal support available. A survey was completed with 60 responses (58 birthing people and two supportive partners) and 53% had used services in the last year. 62% were made aware of the online courses that are available (the Solihull approach) but 50% of those who knew about the courses actually accessed them but only 5% completed both (antenatal and postnatal). 50% of those that accessed the course felt that the courses increased their knowledge with 58% saying they did find them helpful. However, 61% did say that they would have preferred face to face classes with 16% saying they would have attended the face to face

classes had they been available as well as doing the online. 24 people said that they had accessed private classes which they found extremely useful as they were face to face. From this, the MVP have been in discussion with the service provider at Shrop Com and SaTH to see how this can be supported and these are ongoing discussions. A workshop will be arranged to discuss this and include service users. This survey echoes what was shown in the feedback survey with the same themes and views.

- **Friends of the Princess Royal Hospital Shop**

In the atrium of the Women's and Children's Centre at SaTH there is a Friends of the Princess Royal Hospital Shop. This has been closed and before they reopen they have asked MVP to find out what families would want to see stocked in the shop. A survey was sent out to gather information for which the results have been forwarded to SaTH to consider when re-stocking the shop.

6. AOB

EE have a thank you to Fiona Ellis (previous LMNS Programme Manager) for her great support for the MVP. EE welcomed Nick McDonnell who will replace Fiona and LMNS Programme Manager in January 2022.

Diana West (Public Health) was due to join this meeting at the end but due to the meeting running shorter than expected, this could not take place. Diana will email information on available project funding.

Jayne Morris advised the meeting that at the end of the October 2021 she will be leaving Healthwatch and will be replaced with Ali Sangstar-Wall.

Steph Jones asked if MVP were aware of pregnant women finding it difficult to access a dental appointment. This isn't something MVP are aware of and it hasn't been specifically mentioned on the feedback survey. Jayne Morris provided the group with information of a Dental Services Appointment Survey that may have specific information of appointments in pregnancy. This information has been sent to NHSE who are looking at it.

Kate Ballinger discussed pregnant women receiving the Covid-19 vaccination and asked MVP to encourage this and receive the vaccination when offered. EE confirmed that this message is being put out on social media. Jackie Bolton echoed the same message as SaTH are seeing increasing numbers of women using the service that are Covid positive with the increasing risk of becoming very unwell and asked if a focus could be made on vaccinations especially in the winter period. The flu service access has been good and has started much earlier than previous years with over 200 women being vaccinated so far. LM offered MVP support to assist in spreading the word on vaccinations. LM also added that last year there was a low uptake of the flu vaccine in the Polish communities; LM is in discussions with a local Polish GP on how to get messages out regarding the vaccine. LM put to the Matrons at SaTH that she would also like to run this alongside an English version. Vicky Birch is also aware that these discussions are taking place.

Sarah Neat added that she has spoken to a service user who believed they need to wait until they are 28 weeks pregnant to receive their Covid vaccine. This highlights mixed messages and that the

most up to date information needs to be presented to women. SaTH recognise that the messages to women have been very confusing and understand the reluctance to have the vaccine and are trying to promote consistent messages.

LM added that MVP have been promoting the information from NHSE regarding pregnant women attending all of their appointments regardless of their Covid status.

LM asked Claire Eagleton and Jacquie Bolton if there was any update on the status of the Midwife Led Unit. Jacquie replied that they are very hopeful that as of the beginning of November they will be open and are planning updates for midwives and will confirm when this has happened. The home birth service is still active.

Steph Jones updated that Shropshire Public Health have been completing work around speech, language and communication and presented to the Shropshire Council Health and Wellbeing Board and it has been agreed across the system that speech, language and communication is a priority and are looking at how they can work wider with the system to make this everyone business.

In August 2021 SaTH Maternity went live with BadgerNet (electronic patient records) with a phased implementation. Feedback has been received from families that there were some issues with accessing blood results and appointments on the app. This has been feedback to SaTH and Emily and Louise met with the team to discuss this. Further work is planned with the BadgerNet lead to look at the information on BadgerNet and see if MVP can support with this. Overall the rollout so far seems to have been successful.

Date & Time of the Next Meeting – 18th January 2022 at 10am