



SHROPSHIRE AND TELFORD & WREKIN Maternity Voices

Working in partnership to improve maternity services

Maternity Voices Update - Autumn 2021



Welcome to the Autumn edition of the Shropshire and Telford and Wrekin MVP newsletter. As ever we want to say a huge thank you to everyone who has contributed over the last few months, whether a suggestion, idea, survey entry or your valued feedback. We continue to work to ensure that local voices are heard.

A Word From Our Chair...

We hope you all had a wonderful summer, although a few less meetings the MVP has remained busy whilst many of the volunteers including myself have juggled the summer holidays and having older children at home. The Volunteer team deserve a big Thank You, their hard work and dedication is invaluable.

THANK
YOU

It's been an exciting few months with the first MVP Service User Feedback report published, a second User Experience Workshop and recruiting for a number of new volunteers (we hope to introduce them in the Winter Newsletter). The themes from the Feedback Survey will help guide our future work plan which is currently being developed, and we hope to be holding more focus groups to hear experiences on specific areas of care and come up with ideas to help improve staff and service users experiences.

We continue to work with the trust on making sure service users get regular updates on Covid visiting restrictions and ensure our social media pages have easy to find, current information available.

The Autumn will see the MVP team busy interviewing for the new volunteer roles, presenting our feedback survey results to the Local Maternity and Neonatal System Board and the Ockenden Report Assurance Committee, and working to coproduce a local action plan around the National Equity Strategy.

Finally a big thank you to all those who have completed our feedback survey or UX cards, we ask that staff and service users continue to promote the MVP and the work that we do; the more people we can hear from the better.

Emily Evans
Service User Chair

If you are worried about how your baby is moving or see blood in your pants, call your midwife straightaway



Maternity Voices Partnership Feedback Report

We were pleased to publish our first set of results from the MVP feedback survey this past quarter. This survey was completed by recent service users between April and July 2021 and helps guide improvements in maternity services.



Key themes

Three key focus areas were highlighted:

1. Continuity of care

Being able to build up a relationship and rapport with the care provider is important. In line with the feedback responses from Service Users throughout this report we have used the term 'continuity of care', which encompasses not only midwifery care as in the national transformation programme named 'Continuity of Carer', but also continuity of consultants, locations of care and standards of care.

2. Language, communication and information

Those who felt supported, listened to and informed have a far more positive experience, even when complications occur than those who feel rushed, not heard or forced into decisions. The feedback suggests that continued improvements are required in this area.

3. Postnatal contact

Service users indicate they want more postnatal contacts. 46% indicated that they felt their physical needs were not met or were only partially met between 10 days and 12 months postpartum. Over 50% felt that their emotional needs were not fully or mostly met during the same period.

The full report can be found [here](#).

Over the first quarter we received:

100 responses to our questionnaire

94% of responses were from White British respondents

27% of respondents didn't feel their choices were supported or respected

79% of the responses to 'What was good about your care?' answered: midwife care and attitude

Thank you to all who completed the survey. Sharing your experiences really does make a difference.

This survey is an ongoing survey which is reported on every 3 months. If you have used maternity services within the last 2 years please complete the MVP survey clicking [here](#). Your experience matters and your voice matters.



BRAND NEW Baby Buddy!

The brand new Baby Buddy app is here and ready to download on Apple and Android devices. Baby Buddy is a personal baby expert who will guide users through pregnancy & baby's first year of life. Designed with parents and professionals, Baby Buddy helps users give their baby the best start in life & supports their health & wellbeing. You can watch a video to find out more by clicking [here](#) to visit the Baby Buddy Facebook page.

'Baby Buddy gives you the knowledge and practical skills to look after yourself and give your child the best start. Made in partnership with parents just like you, our beta version of Baby Buddy builds on its trusted information and brings a wealth of new features, creating a personalised journey for every user.'

Baby Buddy



**JUST SPEAK TO
YOUR MIDWIFE**

Your
health
matters **help us
help you**

Our maternity team are still safely seeing pregnant women every day. Please always attend your check-ups and speak to your midwife about any concerns.

If you have any immediate concerns about you or your baby please do not wait and contact Triage straight away on 01952 565948. They are there 24/7 and will always be there to reassure you.

Your NHS is here to see you, safely.
www.nhs.uk/pregnancy-and-coronavirus

Covid 19 - Visiting Hours

The latest information on maternity visiting hours, including partners access can be found on the following web pages. We will continue to publish the latest updates on our social media pages.

<https://www.sath.nhs.uk/news/changes-announced-for-women-and-support-partners-accessing-maternity-services-run-by-the-shrewsbury-and-telford-hospital-nhs-trust/>

<https://www.sath.nhs.uk/news/visiting-extended-for-antenatal-and-postnatal-wards/>



Keep up to date with Shropshire, Telford and Wrekin MVP



Find us on Facebook:

@MaternityVoicesShropTW



Follow us on Twitter

@MVP_Shrop_TW



Join our Mailing List - email

maternity.voices@nhs.net

BadgerNet Launch

SaTH have recently launched BadgerNet, replacing paper notes for expectant service users.

BadgerNet's Maternity Notes is an online portal and app that allows service users to access their maternity records over the internet through their PC, tablet device or mobile phone.

The information viewed is generated in real-time from the hospital-based maternity system, using details entered by the service user's midwife or other health professionals involved in their care. This new service allows service users to have more convenient and timely access to key information, and also ensure that their choices on what they want to happen at each stage are clearly captured for all those caring for them to see.

Read on to see the BadgerNet user guide.



Badger Notes - A Guide



Step 1: Are you pregnant? Scan the QR code or visit <https://www.badgernotes.net/SelfReferral/CareLocation/SATH> to tell us your pregnant and wish to refer into our service.



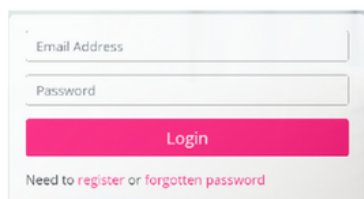
Step 2: Search for the Badger Notes app in the App Store or Google Play store and download onto your device. Alternatively you can browse www.badgernotes.net. You will not be able to create your account until we have given you a pass phrase.



Step 3: Once your referral has been received by us you will get a phone call from the hospital to be given a pass phrase (if you consent). They will need your email address and mobile number before giving you the pass phrase. You will need to remember this phrase to register your account. (please note this call may come from a withheld number, should you miss the call you can also be given access during your booking appointment)



Step 4: You will then receive an email to explain the account creation process.



The screenshot shows a login form with two input fields: 'Email Address' and 'Password'. Below the fields is a pink 'Login' button. At the bottom, there is a link that says 'Need to register or forgotten password'.

Step 5: Log onto your app or browse www.badgernotes.net and create your account using the pass phrase given to you.



Step 6: When you have registered using your email and pass phrase you will receive a text message containing a verification code. Input the code when prompted and you will be asked to set up your own unique password. If you are using a mobile app you will be asked to create a PIN.



You have now successfully created your account! You will be able to update your login details using the profile menu. Your midwife will be unable to change your details after you have logged in. Used Badger Notes before? You will still be able to login and use your existing account. You can add an additional pregnancy and enter the given pass phrase to link the account once you have been given the new passphrase.



Should you not have access to a mobile phone, tablet or computer or wish not to use the app then please let us know when we call you with your pass phrase. We will then let you know what other options are available

FEEDBACK SURVEY

Have you given birth in the last two years?

Do you want to share your experience and help shape the future of maternity services?

Complete our new survey today

The survey takes 15-30 minutes to complete.
Fill in as much or as little as you wish to share.

www.healthwatchtelfordandwrekin.co.uk/maternity-voices-partnership

CLICK HERE



**Every
Experience
Matters,
Every Voice
Matters**

MVP Hub Meeting

Are you interested in hearing about what we are working on or how our projects are progressing? Join us and our local partners in our next hub meeting for the latest updates.

Next hub meeting

21st October 2021 at 10am

If you wish to join us online
please get in touch. Email
maternity.voices@nhs.net



NHS

The Shrewsbury and
Telford Hospital
NHS Trust

HAPPY HEALTHY BABIES DON'T STOP MOVING
FEELING YOUR BABY MOVE IS A SIGN THAT THEY ARE WELL

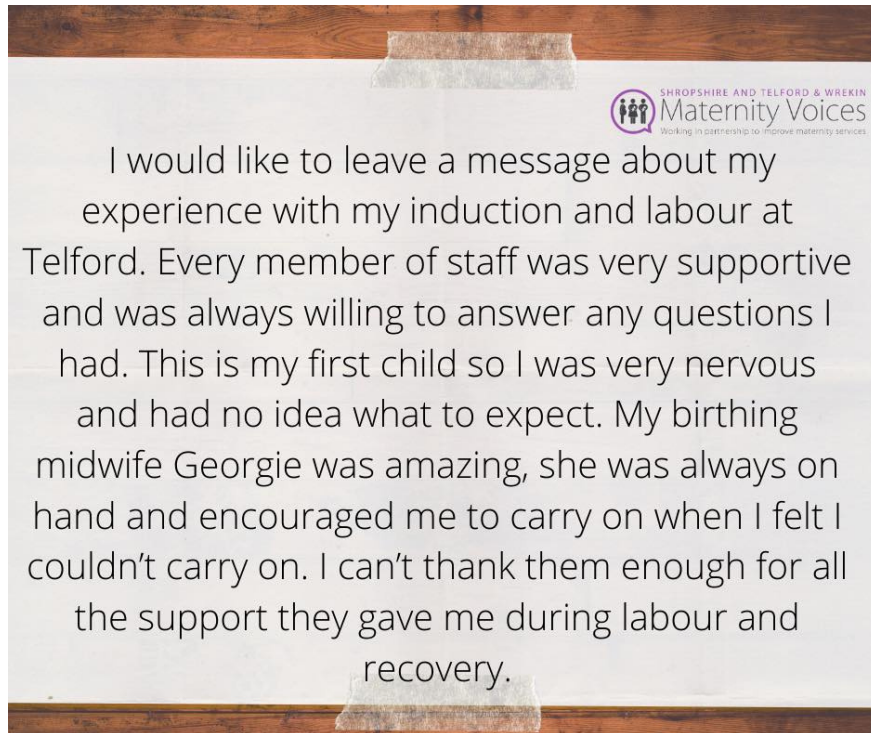


Working with you

**IF YOU ARE CONCERNED ABOUT YOUR BABY'S MOVEMENTS
PLEASE CALL OBSTETRIC TRIAGE: 01952 565948 / 01952 565712**

Birth Stories

We love to hear your positive birth stories; have a look at our social media pages to see more and get in touch to share your story. This can be any part of your maternity journey and can include comments for health visitors and other health professionals involved in your care. We recently received this lovely feedback:



User Experience Cards (UX)

At the end of June, in partnership with SaTH's Maternity Transformation Programme (MTP) team, we held the first User Experience workshop. Over 30 Service users had submitted UX cards based around the first theme of 'Partners experience'. During the workshop these cards were presented and ideas on how the situations could be improved were discussed. During the following 2 months the MTP team helped implement a number of changes including having a person in the role of partner during training for maternity teams, and additional awareness raised of LGBTQ+ families' needs.

In July we asked people to complete UX cards based on the second theme of 'Caesarean sections, inductions and interventions'. We hosted a second workshop in August which was attended by service users, midwives, doulas and the MTP team, and discussed ideas based on the cards submitted. Many of the ideas focussed around antenatal education and choices. The MTP team will now work on putting these ideas into action, to include producing a labour and birth choices leaflet and a video on inductions. We hope to provide a full update in the Winter newsletter.

The next UX theme will be launched in October and will focus on bereavement and the care received by families at such a difficult time. Follow us on social media to see how you can be involved, or email us to be added to the MVP mailing list.





‘JUST’ THE FLU?



If you're pregnant, flu can harm you and your baby. The flu vaccine is your best protection.

JUST GET YOUR FREE FLU JAB

Ask your pharmacist, GP or midwife.

FLU20-MAT



A final word...

Thank you to everyone who continues to support the MVP. From liking social media pages to joining us for meetings and offering all-important feedback, your input helps us to make a real difference to local services.

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