



SHROPSHIRE AND TELFORD & WREKIN Maternity Voices

Working in partnership to improve maternity services

Maternity Voices Update - Winter 2021



A warm welcome to the Winter edition of the Shropshire and Telford & Wrekin MVP newsletter. What a year it's been for everyone. We thank you for your continued support, whether that's a Facebook like or share, completion of our feedback survey, or giving us your ideas and opinions for continual improvement, we really appreciate it.

A Word From Our Chair...

What an amazing year 2021 has been for the MVP, it has had plenty of challenges but we are proud of how the MVP has grown and developed and what the team has accomplished.

This quarter we welcomed new volunteers to the team and a restructured MVP. This included adding in 3 lead roles for community engagement, health inequalities and social media. We now also have 5 rep teams who will be able to focus on specific areas of maternity care (antenatal, intrapartum, postnatal, neonatal and mental health). The aim, once they have completed the induction process early 2022, is that they extend the reach of the MVP and enable more voices to be heard both in meetings and out in the community.

The User Experience (UX) system, developed with the Maternity Transformation Team at SaTH is forming a greater proportion of the MVP's workload. It is a great way to focus on a particular topic for a short period of time (around 2 months) and deliver meaningful changes fast. We continue to grow, develop and improve the UX system and ensure that coproduction between the MVP, service users and service providers remain at the heart of what we do.

In February I will be attending training on coproduction, where I will also be joined by key members of staff from SaTH and the Local Maternity and Neonatal System. I am excited to learn more and see how we can all work together even better in 2022.

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

Our second set of results from the MVP feedback survey were recently published, which were completed by service users between July and September 2021. The survey is crucial in helping to guide improvements in maternity services.



Key themes

Three key focus areas were highlighted:

1. Continuity of care

As in quarter 1, this focus area is important for service users; being able to build up a relationship and rapport with the care provider is crucial during peoples experiences. This is most important during the antenatal and postnatal period. Continuity of care is mentioned less when talking about labour and birth.

2. Feeding Support

During Q2 infant feeding support and in particular breastfeeding support came through and was mentioned by % of respondents. Those who received support from the lactation consultant at SaTH or the breastfeeding facilitators with Health Visiting were mainly positive about their experience, but there are many women who feel adequate support from trained professionals was not readily available or accessible.

3. Postnatal Care

This theme was also key in the Q1 report. More specifically, many people mentioned they wanted more physical checks, recovery information and home appointments rather than having to go back into the hospital, particularly when partners have not been able to accompany them. Being discharged quickly after birth and in particular after c-sections was mentioned. Although this may be a positive for some, others may require longer stays. 34% of respondents felt like they did not have a choice on when they were discharged, and a further 10% felt their choice on discharge was not supported.

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

Over this quarter we received:

117 responses to our questionnaire

40% of respondents received Midwife Led care

94% of responses were from White British respondents

50% of respondents had their baby during 2021

57% of respondents gave feedback for their first birth experience

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.



The Baby Buddy app

The Baby Buddy app has recently been overhauled and is available 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

The Breastfeeding Network Shropshire, Telford & Wrekin

Last year the MVP worked with the LMNS to look at implementing a breast feeding support system in the county. From this SaTH has commissioned a two year project for the Breastfeeding Network to provide breastfeeding peer support across the county

BfN Shropshire, Telford & Wrekin is looking for passionate people to train as peer supporters, the first deadline for applications is 18th January for training this Mar-May. A further training course is expected in Autumn 2022

If you are interested in training or are already a trained peer supporter (through BfN or other organisations) and would be interested in the project please email shropshire@breastfeedingnetwork.org.uk or Find them on Facebook @BreastfeedingNetworkShropshire



the
Breastfeeding
network

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.



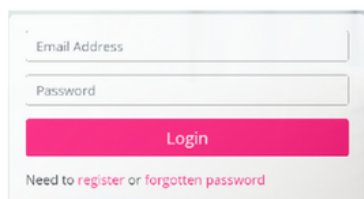
Step 2: Search for the Badger Notes app in the App Store or Google Play store and download onto your device. Alternatively you can browse www.badgernotes.net. You will not be able to create your account until we have given you a pass phrase.



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.

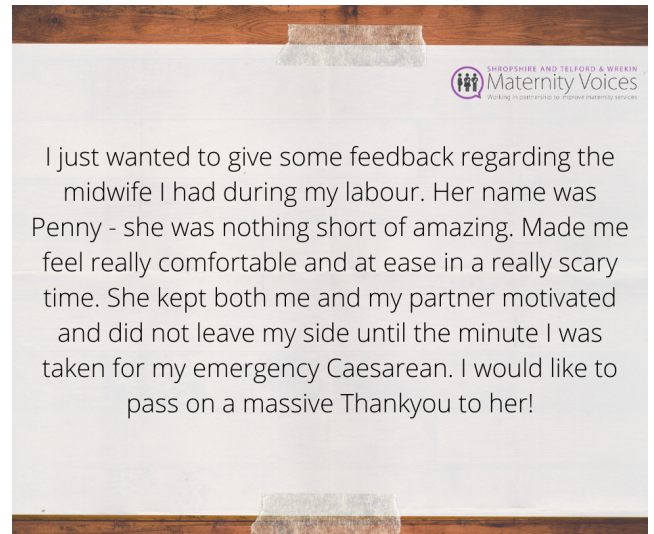


Next hub meeting

10am Tuesday 18th January 2022

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

Birth Stories



I just wanted to give some feedback regarding the midwife I had during my labour. Her name was Penny - she was nothing short of amazing. Made me feel really comfortable and at ease in a really scary time. She kept both me and my partner motivated and did not leave my side until the minute I was taken for my emergency Caesarean. I would like to pass on a massive Thankyou to her!

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 either via messenger or email maternity.voices@nhs.net.

This can be any part of your maternity or postnatal journey and can include comments for health visitors and other health professionals involved in your care.

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**

There are no silly comments or questions, please ASK ME



- A** Always here to listen
We are always more than happy to help; please talk to me.
- S** Support
We are here to support you, if something isn't the way you'd like it, you would like a second opinion, or you need extra support; please tell me.
- K** Keep notes
Questions or queries, big or small, on paper, phone or on an App. Note them down; please ask me.
- M** Maternity staff
We are ALL here to answer questions to help you make the choice that is right for you; please ask me.
- E** Explain
Explain what you would like from us and we can look at how we can achieve this together; please talk to me.



User Experience Cards (UX)

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 are in the process of producing a Induction of Labour video and 'Ask me' posters (see above) are going up around the hospital shortly.

The UX theme launched in October focused on bereavement and the care received by families at such a difficult time. We had some amazing service users share their experiences including at our virtual workshop. Key actions from this theme looked at the information leaflets provided to families, the keepsake options available and private access to the delivery suite and locations of follow up appointments. Actions are ongoing with this theme but we are seeing meaningful changes.

The next theme we will be launching during February 2022 will be focus on Communication and Language, we want to hear how communication has impacted service users care, how internal communication impacts staff and where improvements can be made.

During our January Hub meeting (18th) we will be discussing the next themes the UX system will focus on, this may include a themes focusing on managing expectations, neonatal or specialist services such as diabetes clinics, mental health services or infant feeding. Follow us on social media for the latest information and how to submit your experiences.

‘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



help us
help you



A final word...

Thank you to everyone who has supported us over the last 12 months during a very challenging time. We wish you all a very happy and healthy 2022 and look forward to working with you next year.