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

**Maternity Voices Hub**

**Meeting Notes for 6 May 2021 via MS Teams**

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

**Attendees:**

* Emily Evans, MVP Chair
* Jane Slemensek, MVP Vice 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
* Sharandeep Padda – MVP Volunteer
* Danielle Free – MVP Volunteer
* Michelle Mackay, Pathway Co-ordinator PMH for Shropshire Telford and Wrekin
* Gemma Wade – MVP Volunteer
* Katie Woodward – Clinical Psychologist - MPFT
* Alli Sangster-Wall – Healthwatch Shropshire
* Jo Lees - MPFT
* Monika Gliniewicz – MVP Volunteer
* Sara Barrett – Health Visitor TW
* Paige Turton – MVP Volunteer
* Sharon Smith – CCG Engagement Specialist
* Eloise Lea – Clinical Psychologist - MPFT
* Marion Kelly – Healthwatch Telford & Wrekin
* Alison Rae – Shropshire Council
* Emma Hall – Guidelines Midwife SaTH
* Kirsty Walker – SaTH
* Sarah Neat – MVP Volunteer

**Apologies**

* Adrian Osbourne
* Charlotte Robertshaw
* Fiona Ellis
* Helen White
* Jayne Morris
* Kelly Watkins
* Lucie Young
* Meghan Linscott
* Rachel Cuthbert
* Ros Jagoe
* Samantha Young
* Sarah Rock
* Sharon Kendal
* Martyn Underwood
* Katie Bohane

**Meeting opened at 10am.**

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

1. **Minutes and Actions from meeting January 2021**

Action 1 - LW to look into how Bounty operates and whether the contract allows us to renegotiate the way they offer their services. Bounty – no update at their activities have been curbed due to Covid. – Action closed.

Action 2 – KB to send LM contact for google maps work. No update. – Action Open

Action 3 – EE announced that the partner’s feedback survey has not been done yet as the 1st survey has only just been launched partners survey to be prioritised soon – Action Open.

Action 4 – Comments to be sent in on current feedback survey – no comments received – Action closed

Action 5 – Informal feedback was requested on the PCSP to see how it had impacted on women’s experience. – Discussion on agenda – Action Closed

Action 6 – Sue Barber to send LM contacts – Action Open

Action 7 – EE had stated that the MVP focus is on the BAME community at the moment as this is a priority area and a meeting was held between various agencies in order to foster contacts from and improve engagement with the BAME community. Meeting took place on 4.3.21. – Action closed.

Action 8 – Explore contacts and improved engagement – This is ongoing – Action closed

Action 9 – The MVP raised the need to alternate meetings so more members could attend. This was agreed and meetings now alternate between Tuesdays and Thursdays. – Action closed.

1. **Governance**

**Volunteer Update** – Four new volunteers have been recruited, all of which were able to join for the call.

**Spring newsletter** – Has been completed and is available on the MVP Healthwatch TW page and attached to meeting papers. The next edition will be available in the summer.

**New MVP Webpage** – LM announced the completion of a new page for the MVP on the Healthwatch Telford and Wrekin website. This page allows service users to find out more about the work of the MVP as well as how they might volunteer. LM expressed particular thanks to Laura from Healthwatch for all her hard work on this project. Link to webpage is here - <https://www.healthwatchtelfordandwrekin.co.uk/maternity-voices-partnership>

LM requested that if you have MVP information on your webpage or feel it would be good to have information on there to signpost families to the main MVP page then get in touch and she can provide you with details on how to do this. An example of how this looks can be found here - <https://www.shropshiretelfordandwrekinccg.nhs.uk/get-involved/current-conversations/transforming-maternity-care/shropshire-telford-and-wrekin-mvp/> - Thank you to Sharon Smith for getting this set up. SS suggested the Live Well Telford webpage on the Council website – LM has info on here already but needs to be updated

**MVP feedback App –** LM discussed the difficulties of getting service users to complete the MVP feedback survey securely in rural areas, and other places without a strong Wi-Fi connection. As such, a bid has been made to the LMNS for the creation of an app which will allow service users to complete the survey. This will then securely update when they next access the Wi-Fi. This is valuable preparation for when volunteers can once again get out and about in the community post-covid. No one had any objections to this.

Lucy Roberts raised an enquiry about whether any volunteers were going to be supporting the Powys area. LM said there was a volunteer in place who could provide some support.

1. **MVP Structure**

A new structure to the MVP was proposed in order to provide longevity and ensure that the existing and new volunteers could focus on their passions and specialise in particular areas. This will also support the workload of LM and EE allowing them to take an increasingly proactive approach to other important projects. It would also mean that more transformation workstreams could be supported with volunteers specifically recruited to support each steering group. The new structure was shared. K. Ballinger sought clarification over likely links, as did Emma Hall. The new structure requires LMNS approval and is hoped to be in place by the autumn. LM will share the structure after this meeting and asks that comments are sent in by the 14th May to allow presentation at next LMNS board. No objections were given to the new structure within the meeting.

1. **Feedback survey**

The feedback survey is now live and has already received 35 responses. This is really pleasing and participants were urged to share the link with any families who have recently welcomed a baby. Equally, it was agreed that the survey must be shared with teams at SaTH as well as other services such as health visitors, ambulance, Perinatal Mental Health Team?

Sincere thanks were expressed once again to Laura at Healthwatch for all her tremendous work to get this up and running.

Link to the survey : <https://www.healthwatchtelfordandwrekin.co.uk/shropshire-and-telford-wrekin-maternity-voices-feedback-form>

1. **Project Updates**

**Healthy pregnancy cookbook –** Although some good content had been created towards the cookbook, there was not a sufficient amount to go forward with the project as a book. However, LM currently sits on a board for childhood obesity where the ideas may be used and the LMNS are working on healthy pregnancy videos which will encourage women to lose weight before conception.

Sarah suggested a chapter could be included on healthy weaning.

Sara Barrett asked for health visitors to be added to the steering group that Louise sits on.

K. Ballinger suggested pages could appear as a blog online. LM said this was an idea they had already had and the ideas may be used for this in the future.

**Ockenden Assurance committee** – EE and LM currently sit on the SaTH Ockenden assurance committee. These meetings are live-streamed for transparency.

**Maternity and transformation workstream** – LM reported there are a few volunteers sat on some of the workstreams but we are not currently set up to be able to support this fully and ensure service users have a meaningful contribution to this. This has prompted the re-structure previously mentioned.

**360 Midwife-Led Unit tour** – This has now been published with enormous thanks going to Emma Hall for her hard work. This will be a tremendous resource for expectant families. Work on the postnatal, antenatal and labour wards is in progress. EH expressed her thanks for the MVP support and updated that the delivery suite one has been filmed so will be in touch for MVP involvement in this.

**MVP SOP** – Attached for information. A great step forward for more formal joint working with SaTH. Further work required but a great start. No other MVP has this in place so we are ahead of the game with this and national MVP have requested more info on this from us.

**Proofreading and document feedback** –

Perinatal mental health team leaflet – Displayed for information. Was not quite co-produced but not far off so has the MVP reviewed by logo on.

Saving Babies’ lives leaflet – Been sent a leaflet to review and improve. SN and SY working on this. If any other volunteers want to support this let LM know.

**Personalised Care Plans** – Co-produced document launched last year. Baseline survey was completed before launch which CE presented last meeting. CE had asked for some basic feedback on how women were finding them. We put a social media post out a few weeks ago but did not get any responses. LM wanted to suggest to CE that we should review and send out the baseline survey again now but CE is not on call and EH the only Maternity SaTH rep on the call has left. LM to discuss with CE outside of this meeting.

**Interviews** – The MVP were invited to be part of the panel selecting a new band 7 psychologist for perinatal mental health and were pleased to be fully involved in the process. They have also invited us to sit on the 8A Clinical Psychologist interview in a few weeks. These are both roles in the new Lighthouse team which is a service to support hope and healing for families experiencing hospital anxiety, birth trauma and pregnancy and neonatal bereavement. The MVP has been involved in the naming and logo development for this new team. We also have a volunteer sat on the maternity specific PALS officer interview today and tomorrow and feel this has been set up correctly today. MVP being sat on these interviews bring a new perspective to an interview panel that has more of a focus on how this person would come across and interact with service users. If anyone has any interviews they would like us to be a part of please let us have as much notice as possible to facilitate this.

**Other commitments**

The MVP continues to be represented on the neonatal steering group, Pelvic health steering group and PNMH steering group for the new Lighthouse service. We have been heavily involved in discussions around breastfeeding peer support and tongue-tie.

Involved in cross border work with a strong focus on the Welsh boarder. Struggling to get contacts at Wrexham hospital. If anyone has contacts could they kindly introduce and share our details to create links. Lucy Roberts offered support with this.

1. **AOB**

* LM was pleased with the video created for the International Day of the Midwife, which contained many emotive and thankful comments from service users, and was an excellent piece of work. Thank you to all of our Midwife team for all the hard work they do.
* KB mentioned the getting involved online engagement event happening now. Available to anyone accessing the hospital services. Will be used to create a patient and public participation plan. Encouraging people to join in and share feedback and start conversations. Shuts on 18th May but may extend if feel more comments to come. LM will share again on our social media. <https://sathgetinvolved.org>. Initial feedback is showing people prefer online meetings formats. Even if face to face meetings restart KB states that they will maintain a virtual presence to support this.
* Hub invite list – Is there anyone missing let EE/LM know to add them.
* EE presented the proposal for the MVP business card design. All agreed this looks good and is a good idea.
* League of Friends at Princess Royal Hospital have asked us to ask families what they would like to see in the shop. LM to meet to discuss this further but will propose a short survey to gather this information. KB said to call them Friends of Princess Royal as this is their preferred name.
* Midwife Led unit in Shrewsbury – MVP involved in choosing murals for the birthing room a few years ago. One was installed one was not. The original mural has been damaged and needs to be reinstalled so the 2nd mural has now been agreed and will be installed when the replacement image is installed.
* ASW – Questioned safe guarding training provision and supervision arrangements. EE confirmed that they all go through HWTW safeguarding training. LM will support supervision and management.

1. **Date of Next meeting Tuesday 20th July 10am**

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| **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 | **Ongoing** |
| 3. | SB to send LM contacts to other communities | SB | **Ongoing** |
| 4. | Contact LM if you wish to have MVP info on your website to sign post to the new MVP website | ALL |  |
| 5. | LM to update MVP info on the Livewell Website | LM |  |
| 6. | All to review proposed new structure and send comments back to EE/LM by 14th May 2021 | ALL |  |
| 7. | LM to ensure HV are on the Healthy Child Steering group | LM |  |
| 8. | LM to discuss with CE about carrying out the baseline survey again for the PCSP | LM |  |
| 9. | Let EE/LM know if anyone else needs to be added to hub invite list | ALL |  |