



SHROPSHIRE AND TELFORD & WREKIN

Maternity Voices

Working in partnership to improve maternity services

Maternity Voices Update - Summer 2021



Welcome to the Summer edition of the Shropshire and Telford and Wrekin MVP newsletter. We are over half way through 2021 and we are so proud and pleased with all that we have achieved, and all that we are currently working on. Thank you to everyone for your feedback and support as we continue to ensure that local voices are heard.

A Word From Our Chair...

It's been a busy quarter for the Maternity Voices Partnership (MVP) with lots of work going on behind the scenes and plans put in place to progress and develop the MVP.

We have been working on a new MVP structure, which will allow for more focused volunteer roles and for more service user voices to be heard across a range of topics. I am particularly excited about the new community engagement lead, publications lead and health inequalities lead roles. Keep an eye on our social media for role adverts or send me an email if you would like to find out more.

The development of the User Experience Card system with the Maternity Transformation Team at SaTH is a really exciting project which is going to put hearing service users truly at the heart of future improvements and developments of maternity services. Read on further in the newsletter to see more on this.

Lastly I wish to thank all those who have given feedback in the last quarter. Sharing your experiences is a vital part of the work we do and helps us to know what is working well, where improvements need to be made and the topics that are important to you. I look forward to presenting the first MVP Feedback Report at our hub meeting in July.

We would like to thank everyone who has sent in feedback on the topic of partners accessing maternity services, and maternity visiting hours, and thank you also to everyone who has supported and worked hard to get visiting reinstated. We have continually shared your concerns and feelings around this and have supported these changes as we know how important they are.

We hope this brings reassurance to those who are due to give birth and we will update if and when we hear of any further changes.

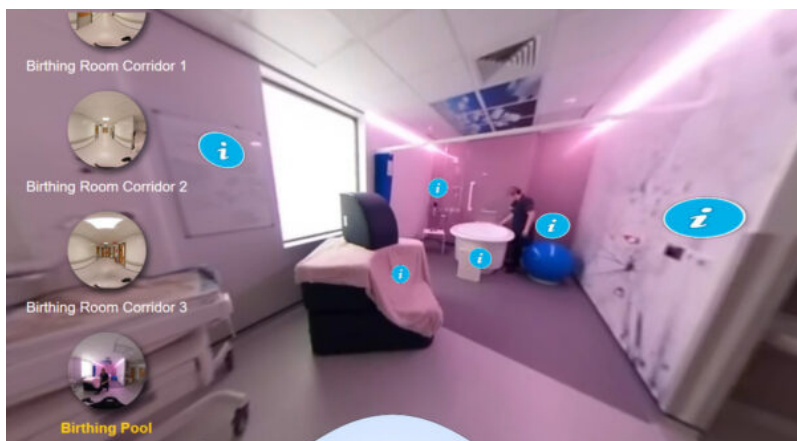
Emily Evans
Service User Chair

Wrekin Midwife Led Unit Virtual Tour



The new virtual tour of the Midwife Led Unit at the Princess Royal Hospital is now live and is a fantastic way for service users to familiarise themselves with the environment prior to visiting.

The 360 degree interactive tour starts in the carpark and enables users to walk the route right to the birthing rooms, with brief descriptions of points of interest around the corridors and rooms.




What's more, work is currently underway to produce virtual tours of the delivery suite, and the antenatal and postnatal areas.

We were particularly pleased to have been involved in testing and feeding back on this project which will be so useful to so many people and we look forward to being involved in the future planned tours.

You can take the tour here: <https://www.sath.nhs.uk/wards-services/az-services/maternity/360tour/>



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**

New Baby Buddy App

Baby Buddy is growing up. The new Baby Buddy app will have the same award-winning support for new parents - developed with parents, trusted charities and leading experts as well as a fresh new look and helpful features parents have asked for. Sign up to get notified when the app is available to download:

www.babybuddyapp.co.uk/new-app

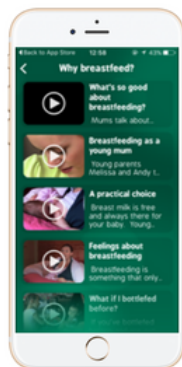
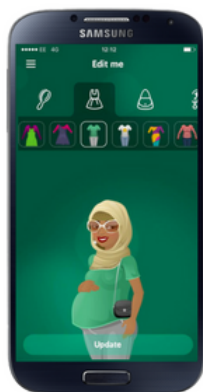
If you would like to get a sneak preview of the new Baby Buddy app and help test it out, Best Beginnings are looking for volunteers to give feedback on a test version of the new app and new content, so they can make it the best it can be before releasing to the world.

Find out more and apply at www.tfaforms.com/4873908



Coming soon...

SIGN UP FOR THE NEW
baby buddy™ APP!



Baby Buddy is your personal baby expert who will guide you through your pregnancy and the first six months of your baby's life.

Have you downloaded it yet?

**best
beginnings**



Available free:



Post Lockdown Plans

As lockdown eases further and society reopens, we are so excited to be able to get back out across the county, to meet service users and gather feedback on their experiences.

Every voice matters and we are keen to reach all areas of the community. With this in mind, do you know of a community group that we can visit to ensure their voices are heard?

It's vital that we reach as many people as possible so that we can look for themes in feedback and forward on suggestions for improvements.

If you have a suggestion for a group that we can contact, please email us shrop_tw_maternityvoices@outlook.com.



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

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 Feedback Survey



We've had a really promising start following our feedback survey launch in April, and had 100 responses in the first 3 months.

The results are being analysed and the findings will be presented at our next Hub meeting and to LMNS in due course.

Please share the survey far and wide so that we are able to reach all those that have used the service in the last two years. This survey is a crucial way for us to move forwards and feedback suggestions and improvements.

Click [here](#) to access the survey.



Next hub meeting

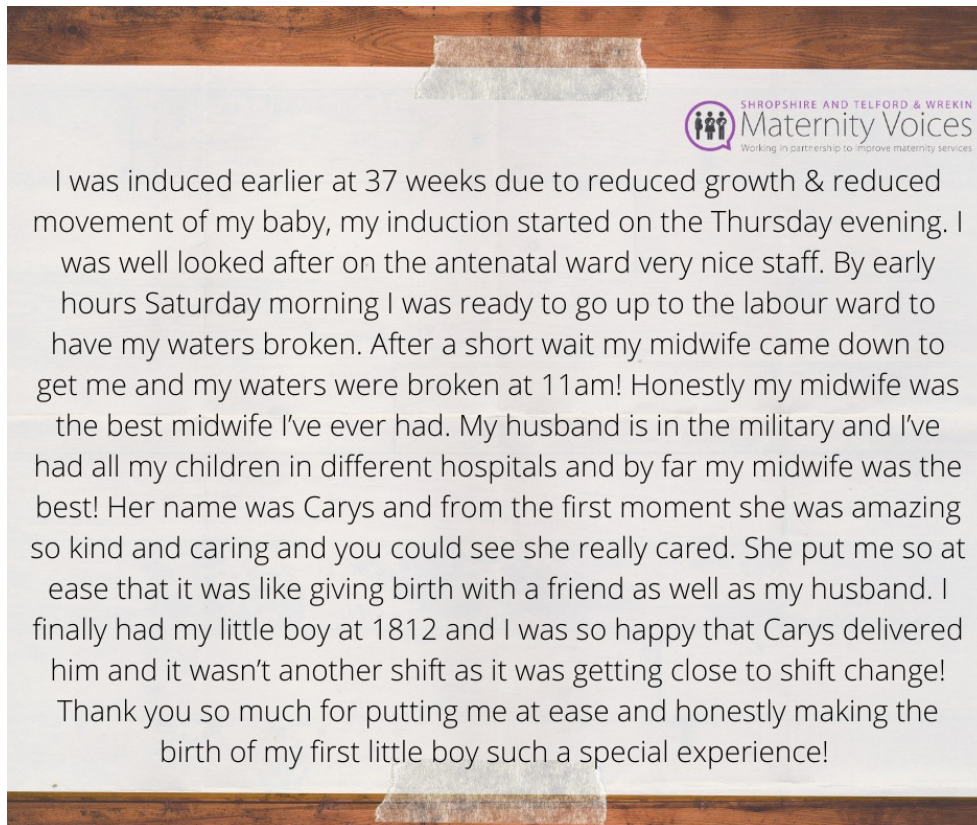
20th July 2021 at 10am

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



Birth Stories

We love to hear your positive birth stories, here are a couple that we have recently received. 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.



User Experience Cards

Together with the Shrewsbury and Telford Hospital NHS Trust (SaTH), we are asking recent maternity services users, support partners and maternity staff to complete User Experience (UX) cards. UX cards are a simple way to provide feedback, to capture peoples' needs and to explain how they think these needs could be met.

Each person who submits a UX card will be invited to an online workshop where they will be joined by SaTH midwives, nurses and members of the Maternity Transformation team. The workshop will allow open discussion of each UX Card and an opportunity to provide feedback so that the Trust can gather a clear understanding, in real time, of people's experiences and needs. This will allow for the planning and prioritisation of changes that will benefit the experience of every individual who uses its maternity services.

The first UX card theme was 'partners' experiences' and asked service users to talk about what the Trust is doing well and where things could be improved. The first workshop on this topic was on 30th June. Future themes will include:

- Language and communication
- Respected and supported decision-making
- Continuity of Care
- Speciality services
- Managing expectations
- Neonatal experiences
- Bereavement

User Experience Cards

Please use the below template to send us your thoughts on how support partners experiences could be improved. Please use one form for each idea, you can send in as many as you would like to.

An example on how to complete this:

As a - Mother / Birthing Person

I want / I feel that - my support partner should be able to attend all of my scans

So that - I am fully supported through my pregnancy and so that they can be involved too

I know this will have happened when - my support partner is welcomed to all of my scans

These User Experience Cards will be used to support the work that the MVP is undertaking with the Maternity Transformation Team at Shrewsbury and Telford Hospitals Trust (SaTH) with the aim to improve services for all. Your thoughts and ideas will be shared with the Maternity Transformation team at SaTH.

If you are a maternity services user (past or present), support partner, member of maternity services staff at SaTH, or doula, you can complete a UX cards. Please keep an eye on our social media platforms for the next theme's launch.

The full User Experience Cards press release can be viewed [here](#).

To watch the BICS webinar please visit: <https://youtu.be/U6AowBP-2gc>.

Welcome to our new volunteers!

We are delighted to announce that four new volunteers have joined the MVP team. Welcome to Monika, Sharan, Gemma and Paige! We have a great team of volunteers working together and we are excited for this team to grow even further.



We would like to sincerely thank 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.



Wishing everyone a happy and healthy Summer!