



UHSussex Maternity Voices Annual Work Plan 2022/23

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Overview:

A Maternity Voices Partnership (MVP) is an NHS working group: a team of women and their families, commissioners and providers (midwives and doctors) working together to review and contribute to the development of local maternity care.

What is Maternity Voices Partnership University Hospitals Sussex?

Established in April 2022, we are a group of 5 parents who chair a Partnership called a Maternity Voices Partnership (MVP).

We have come together to represent the voices of and to support women, birthing people and their families in East & West Sussex who book maternity care with the UHSussex Trust, at their Chichester, Worthing, Haywards Heath and Brighton and Hove hospitals.

Our primary role is to listen. We are here to make sure that people using the services are heard. We work collaboratively with NHS teams and mothers, birthing people and their families to develop services. Whether these developments are identified by our local families or are being implemented by the Trust, our role is to make sure that the user experience is embedded within any improvements that are made. We do this via feedback from surveys, online and in person listening events and meetings. We meet regularly with the Trust to ensure that feedback is addressed. However, it is important to stress that this is impacted by the practical and financial remits available to us.

Your thoughts, your feelings and your voice matter to us.

The Team:

- Laura Naish – UHSussex Strategic Chair & Brighton & Hove Chair
- Hannah Daly – Haywards Heath Co-Chair
- Alice Sambrook – Worthing Co-Chair (Maternity Leave from October 2022)
- Jordon Clarke – Chichester Vice Chair & Worthing Maternity Cover

What we will do, how we will work, when we will work -

Members and the collective forum operate on the following founding five principles:

- Work creatively, respectfully and collaboratively to co-produce solutions together.
- Work together as equals, promoting and valuing participation. Listen to, and seek out, the voices of women, families and carers using maternity services, even when that voice is a whisper. Enabling people from diverse communities to have a voice.
- Use experience data and insight as evidence.
- Understand and work with the interdependency that exists between the experience of staff and positive outcomes for women, families and carers.
- Be forensic in the pursuit of continuous quality improvement with a particular focus on closing inequality gaps.

We have a terms of reference (appendix) as this sets out a lot of the details and requirements – including structure, minutes, agendas, etc.

[Draft UHSussex Terms of Reference 2022 23.docx](#)

Strategic Chair:

- The Strategic Chair is the lynch pin of the of MVP team, providing an overview of all geographical areas and hospital sites. Their role is to provide the strategic leadership to the MVP from a service user and service user representative perspective, working with UHSussex maternity service leadership (Chief Nurse as the Executive Board Maternity Lead and Director of Midwifery, and the lead Maternity Commissioner for UHSussex to form the MVP triumvirate) working with Sussex Local Maternity and Neonatal System.
- The Strategic Chair works 1 day per week over 46 weeks of the year and is a paid volunteer, whose day rate and travel expenses are reimbursed. The daily rate for 7.5 hours is £150, they can work for 46 weeks of the year and take unpaid holiday and sick leave. **(approx. 4 days per month or 30 hours)**
- The strategic chair networks at local and national levels with other MVP groups, NHS teams and community groups, which feeds into the work of the co-chairs.

Co-Chairs & Vice Chairs:

- The Co-Chairs are placed based chairs who are experts on their area, working with and representing the voice of service users booked with one of UHSx four maternity sites. Each co-chair works collaboratively within the team and communicates with the Strategic chair who will bring the team's work together and have an overview of the whole trust.
- The Co-chairs are paid volunteers, whose day rate and travel expenses are reimbursed. The day rate for 7.5 hours is £150 & half day rate is £75. They can work for 46 weeks of the year and take unpaid holiday and unpaid sick leave.
- Each Co-Chair works between **16-20 hours per month**. Within our budget the co-chairs can work a maximum of 5 hours per week on core MVP work and 2.5 hours per week on equity and equality work.
- Each co-chair hosts events within their geographic area, and develops relationships with key networks, and volunteers within these areas.

All chairs:

- Each position has a different schedule largely due to work and family commitments. As a team they try hard to cover practical issues such as times of the week, and holidays to make sure social media and communication is covered throughout the week and year.
- Due to personal experiences, expertise and interests, the strategic chair and co-chairs cover thematic issues in work plans. Each has specific 'focus' areas of interest that they will work on trust wide.

What have we already achieved in the first 6 months of UHSussex MVP?

1. Established ourselves as a new MVP team, and introduced ourselves to key stakeholders in the UHSussex trust.
2. Creation of three new UHSussex MVP Logos.
3. Renaming the MVP and reflecting all the changes of the UHSussex Trust and communicating this with service users.
4. Merging, deletion and transfer of data from 3 old social media accounts.
5. Taken over and successfully run UHSussex Maternity Voices Facebook, Instagram and Twitter.
6. Setup and transferring over to new website domain, retaining basic details on website until we have time to edit and update further.
Forwarding of old web address to new web address.
7. Creation of 'Bio posters' (describing each co-chair, interests, why they are doing the job) to go in each hospital & distribution to each hospital.
8. Creation of 'What is Maternity Voices' poster to explain to service users what we do, including our contact details and QR code to scan for feedback survey & distribution to each Hospital.
9. Updated basic details of online Word Form Walk the Patch Survey to include all 4 hospitals and promoted survey to capture more data via social media.
10. Started development of Walk the Patch Survey to include extra questions, and to make some changes in terms of language, gender inclusion, covid policies.
11. Responded to service users via email and social media, engaged with service users and listened to birth stories and feedback.
12. Completion of 15 steps and reports at all 4 hospitals.
13. Completion of 'Walk the Patch' at 2 hospitals.
14. Networking and meeting with many key stakeholders at the NHS, LMNS and Commissioners.
15. Creation of MVP 2022/23 budget.
16. Supporting the neonatal redesignation project at St Richard's (Chichester).
17. Attending monthly perinatal equity and equality steering group sessions.
18. Co creation of new UHSussex MVP banner & flyers

Emerging themes and priorities for UHSussex MVP:

Priorities and emerging themes come from listening to service user feedback via surveys, birth stories, talking to service users, communicating with staff and local community organizations and groups.

Emerging Themes across UHSussex:

- Make improvements to postnatal care by responding to issues raised by service users
- Breastfeeding and chestfeeding support on postnatal wards increased
- Feeding rooms made more inclusive, comfortable and inviting
- Improved awareness around women and birthing people feeling listened to in labour & birth
- Easier access support with Birth trauma & PTSD

- Improved and joined up post-natal mental health support for all mothers and birthing people who need it (for example health visitors making sure that appointments are in person if possible and requested, extension of birth stories, more funding for birth stories)
- Equity & Equality work, research into improving experiences for ethnic minorities

UHSussex Additional priorities for the year:

- Increase awareness of UHSussex MVP and what we do in all communities – via leaflets, posters, social media, engagement events
- Establish relationships and trust with people in / and communities as new MVP chairs and team
- Awareness and attention to post covid trauma in mothers, birthing people and their families, NHS staff and ourselves

Brighton Emerging Themes:

- Midwifery Led Maternity Unit in our area remains a critical and urgent priority
- Infant Feeding support and space – making sure peer support is in place, engagement with infant feeding lead, ensuring breastfeeding room is comfortable, welcoming and cosy.
- Better support for breastfeeding and chestfeeding goals to be met.
- Raising and addressing issues of informed consent in birth experiences
- There is a need to look further at and improve care on the postnatal ward.
- Postnatal hospital discharge experiences need improving.
- Stay and play & walk in talk events in the local community to engage and offer support to service users.

Additional priorities for Brighton:

- Recognizing and addressing inequities, in particular experiences of black women and birthing people, and children.
- Establishing relationships with people in communities that use Brighton based services, through local community and faith groups.

Haywards Heath Emerging Themes:

- Midwifery Led Maternity Unit in our area remains a critical and urgent priority.
- Improvement of Postnatal care on ward, stories for change event around this.
- Infant feeding support on the postnatal ward, women and birthing people should have adequate opportunity and support to establish whatever mode of feeding prior to leaving hospital so they are not struggling once home.
- Young/teen parents and pregnancy, Hannah has an interest in this area as she was a young parent herself.
- Stay and play & walk in talk events in the local community to engage and offer support to service users.

Worthing Emerging Themes:

- Infant feeding support – making sure peer support is in place. MVP engagement with infant feeding lead.
- Ensuring that people are aware of the new breastfeeding room, that it is comfortable, welcoming and cosy.
- Think about how it might be possible to have improved visibility of midwives on the postnatal ward.
- Deep dive or more enquiries into how to better communicate with people in early labour.

- Equity & equality work, especially reaching out to BAME community and young mothers and birthing people (in-person events and visits).
- Supporting service users to interact with their Personalized Care and Support Plan.

Chichester Emerging Themes:

- Promote Walk the Patch Survey so that feedback can reach more people, and routine share this through social media pages to ensure it reaches new service users.
- Run a series of MVP events across Chichester to build rapport with our volunteers and hear unheard voices
- Develop links with local children's venues / family centers.
- Supporting the Neonatal Unit Redesignation to Special care Unit.
- Active outreach to under-represented voices I.e., BAME, LGBTQI+, Rural Isolation, areas with rural +/- socio-economic isolation I.e. Littlehampton.
- Equity and Equality & supporting the re-establishment of continuity of carer
- Bringing through Chichester & Worthing to social media so we can share equally about all of the Hospitals.

Maternity Voices Partnership expectations and limitations:

Due to the time and financial limitations of the MVP and its funding, any additional work that is undertaken outside of the annual work plan will need to be funded as it arises.

UHSussex MVP Annual Work Programme Tasks 2022/23				
Task & Key Action Steps	Time Commitment	Lead	Progress to date	Completion
<p>Quarterly Trust Wide MVP Meetings</p> <ul style="list-style-type: none"> Organising and attending Trust wide formal MVP meetings with the Trust, LMNS, Commissioners, Services Users etc. Dates to be set in advance for the coming year and be shared with all members and service users. 	<p>12 hours quarterly</p> <p>(Including prep)</p>	<p>Chair</p>	<ul style="list-style-type: none"> Meetings have been organised until April 2023 and key stakeholders are all available. Meetings advertised and announced to service 	<p>Ongoing</p>

<ul style="list-style-type: none"> Managing and updating distribution list for MVP meetings ensuring engagement of wide range of service users and staff. Preparation and creating documentation for meetings. Writing up and circulating minutes. 	6 hours quarterly	Co-Chairs/Vice Chairs	users on distribution list.	
<p>Meeting attendance with key stakeholders – LMNS, NHS, Commissioners and Equity & Equality steering groups</p> <ul style="list-style-type: none"> LMNS – Attend monthly programme board (2hrs) & transformation steering group (1hr) <p>(3 hours per month)</p> <ul style="list-style-type: none"> Formal Trust Meetings – Maternity Assurance Board, Maternity & Gynae Q&S Meeting, & HSIB meeting <p>(TBC 6 hours per month)</p> <ul style="list-style-type: none"> Monthly catch up with Emma Chambers <p>(0.5 hours monthly)</p> <ul style="list-style-type: none"> Catchup with Midwives, HOMs, maternity leads <p>(1.5 monthly)</p> <ul style="list-style-type: none"> NHS other – regular meetings with divisional HOMS (Co-Chairs) Equity Equality – Attend monthly steering groups <p>(1 hour monthly per chair)</p>	12 hours quarterly	Chair	<ul style="list-style-type: none"> We have started meetings with all of these key stakeholders and staff. Many of these meetings will be ongoing. 	On going
	24 hours a quarter			
	1.5 hours quarterly			
	1.5 hours quarterly	Co-Chairs/Vice Chairs		
	4 hours quarterly			
<p>Walk The Patch Service User Feedback Survey</p> <ul style="list-style-type: none"> Updating The Walk, the Patch Feedback Survey – including language, gender inclusion, covid policy etc. Transfer of survey over to google survey from Type Form. Link survey current QR code. Promote surveys via social media channels, in hospitals, in the community and via leaflets etc. 	Approximately 5 days	MVP in cocreation with all core partners	<ul style="list-style-type: none"> We have just edited the survey and added some questions and changed some language. Next steps to get service user input and speak to gender inclusion midwives. 	By January 2023

			<ul style="list-style-type: none"> Following this we would cocreate with core partners. 	
<p>Creating a tailored survey for different birth outcomes i.e., still births & neonatal deaths, TOPFA.</p> <ul style="list-style-type: none"> Research into survey questions and service user feedback & co production of survey. Creation of survey on google. Promotion of survey via social media, flyers and posters. 	Approximately 3 days	MVP in cocreation with all core partners		April 2023
<p>Deep dives into survey information for each site</p> <ul style="list-style-type: none"> Engaging with survey statistics to reach further priorities that come up via feedback surveys Engagement with service users to hear lesser heard voices and deep dive into recurring themes 		Co-Chairs/Vice Chairs		On going
<p>Creating an outreach & engagement events schedule for the year</p> <ul style="list-style-type: none"> Co-chairs to develop research ideas for tailored events for each hospital. Schedule events and promote via social media and in hospitals. Attend events and get feedback and engagement from service users. 		Co-Chairs/Vice Chairs	<ul style="list-style-type: none"> We have scheduled events for haywards Heath & Chichester to date 	On going
<p>15 Steps for Maternity at Brighton, Haywards Heath, Worthing & Chichester.</p> <ul style="list-style-type: none"> Agree yearly dates to complete 15 steps with relevant Matron, midwives, HOMS at each site. Send a written report about completion, feedback and key learning points. Follow up on feedback with the Trust within 6 months. 	Approximately 4 days per year	MVP	<ul style="list-style-type: none"> Completed 15 Steps for all 4 hospitals as of 30/06/22. Still to follow up on feedback and learning outcomes in the next 6 months, light touch on this in October MVP meeting. Schedule next 15 Steps for 2023 	<p>Completed</p> <p>By January 2023</p>

<ul style="list-style-type: none"> • Walk the Patch (in person) feedback via postnatal wards • Agree 6 monthly dates to complete walk the patch with relevant matron, midwives, HOMS at each site. • Co-chairs to complete Walk the Patch (in person) feedback on the wards of each Hospital at least 6 monthly. • Send a written report of feedback to the Trust. • Follow up on feedback (if actions or learning outcomes) 	<p>Approximately 4-8 days per year</p>	<p>Co-Chairs/Vice Chairs</p>	<ul style="list-style-type: none"> • Walk the patch so far completed at Chichester & Worthing. • Organise walking the patch for Brighton and Haywards Heath by Dec 2022 	<p>December 2022</p>
<p>Perinatal Equity & Equality Work</p> <ul style="list-style-type: none"> • Attend monthly area equity and equality steering group meeting. • Meet regularly with families and listen to their experiences. • Actively seek out minority voices <p>(Approximately 1 hours per week)</p>	<p>16 hours per quarter</p>	<p>Co-Chairs/Vice Chairs</p>	<ul style="list-style-type: none"> • Co-Chairs have started to attend monthly steering groups. 	<p>Ongoing until 2023</p>
<p>Updating MVP Website to reflect current team, UHSussex merger, update and edit all information.</p> <ul style="list-style-type: none"> • MVP Meeting to discuss current website and ideas for changes & content. • Service user focus group on website to obtain feedback and get input into co creating website. • Collating, editing and publishing new website • Linking website into LMNS and creating subpages on LMNS website. 	<p>Approx 7 days</p>	<p>MVP</p>	<ul style="list-style-type: none"> • Transferred over to new domain name and created a forward from old website. • Basic details updated only 	<p>April 2023</p>
<p>Updating & printing MVP promotional material including leaflets, flyers, posters and banners.</p> <ul style="list-style-type: none"> • Update & print current large (free standing) banners for all hospitals as they have out-of-date information on them. Speak to LMNS about funding. 	<p>Approx 2 days</p>	<p>Chair in cocreation with MVP</p>	<ul style="list-style-type: none"> • Completed 	<p>August/ September 2022</p>

<ul style="list-style-type: none"> Update & print postcard sized flyers for red books, bounty packs, GP surgery's, postnatal ward etc.) information to include QR code for survey. 				
<p>Social media engagement with service users and colleagues</p> <ul style="list-style-type: none"> Promote feedback survey via Facebook parenting groups and on Instagram, twitter, Facebook channels. Create reels and Instagram/Facebook stories to capture interest and gain more followers Create interesting posts and content to tell service users about what we can do and how we can support them. Respond regularly to comments, likes and messages to engage with service users. Tweet out relevant information to colleagues and staff. Working with NHS, LMNS to co create flyers, banners and information for service users. Promoting positive birthing stories and births withing UHSussex 		<p>MVP</p>	<ul style="list-style-type: none"> Started weekly engagement across all social media platforms 	<p>On Going</p>
<p>Training for Strategic Chair & Co-Chairs</p> <ul style="list-style-type: none"> Training on how to support service users & ourselves when listening to birth stories. Data handling/management walk the patch survey Leadership training (Strategic Chair) Cultural competence training LGBTQ+ competency training 	<p>Approx 1 day per year per chair</p>	<p>MVP</p>		<p>By April 2023</p>