



UNIVERSITY HOSPITALS SUSSEX

Maternity Voices

Working in partnership to improve maternity services

UHSussex Maternity Voices Quarterly Trust Wide Formal Meeting 28th April 2023

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AGENDA

12.35pm - Welcome & Introduction/Apologies

12.40pm - Laura Naish MVP UHSussex Trustwide Themes and Feedback

12.50pm - MVP Trustwide News – Hannah & Jordon

12.55pm - Co Chairs Hospital Updates, Hannah, Jordon & Laura

13.05pm - Emma Chambers – Trust Maternity Updates

13.25pm - Sharon Gardner-Blatch LMNS Update

13.35pm- Laura Spicer – Transformation Trust Updates

13.40pm - Cecily Hollingworth & Lara Kiziltuna Perinatal Equity Work Update

13.50pm - Alison Clifton – Perinatal Mental Health Midwife Update

13.55pm - Jazmyn Merritt – Service User Rep Perinatal Pelvic Health Update

14.05pm - Neonatal Updates for Brighton, Haywards Heath and Worthing

14.10pm - Any other Business

14.15pm - Dates of next meetings

Aiming to CLOSE by 14.30pm





Welcome
and
apologies

Apologies

- Didi Craze
- Rosa Thorpe



The Most Common Themes we are seeing across The UHSussex Patch

1.

- Visiting Hours & Partners Staying Overnight

2.

- Suspensions & Staff Shortages in Homebirths

3.

- Infant Feeding Support & Tongue Tie diagnosis

4.

- Consultant Lead Care & Induction of Labour

5.

- Staffing & Pressure on Maternity Services

UHSussex MVP Trustwide Themes

Maternity Voices feedback 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.

Visiting Hours & Overnight Stays for Partners

What we are hearing from Service Users -

- A common theme we are hearing across the Patch is a need for extension of the current visiting hours and provision for partners to stay overnight on the postnatal ward.
- We created a feedback Friday survey on visiting hours via Instagram and Facebook, 51 service users responded.
- '51/51 people thought the visiting hours on the postnatal ward should be extended for either one or both visitors/birthing partners.'
- 'Out of 51 people 47 felt that partners should be allowed to stay overnight. 2 said No & 2 said it depends on code of conduct.'
- Effects on all parents but especially LGBTQIA+ families.

"Partners being allowed to stay would transform peoples whole experience"

Other considerations -

- Vulnerable birthing women/people and triggering situations.
- Privacy and wanting your own partner to stay but not other peoples.
- Effects on ward/staffing & noise, crowding.
- Code of conduct for birthing partners
- Effects it is having continuing to separate women/birthing people from birthing partners I.e trauma, loneliness, being part of a huge moment in their life.
- This seems to be what many service users want
- Other alternatives such as settling in period on postnatal ward or longer visiting hours/longer second person hours.
- Effects on birthing partner ie no beds, only chairs to sleep on.
- Fed back to DOM/HOMs about what we are hearing from service users. Opening conversations with HOMs/DOM & leads about change to visiting hours and partners staying. Meeting in the pipeline about changes.

Suspensions & Staff Shortages in Homebirths

What we are hearing from Service Users

- Service users are experiencing anxiety and distress due to suspensions in the home births service (caused by ambulance strikes & staff shortages) Dec there was only 4 home births across all sites and January there was 10)
- Service users describe wanting a home birth and calling up on a non strike day to be told that there are suspensions because of staff shortages
- This suspension is further exacerbated by service users not having access to an MLU in the Brighton & PRH area.
- Service users feeling that their choice of home birth does not take priority and left feeling dismissed and saddened at birthing in a different location.
- Service users free birthing because they don't want a hospital birth.
- In January there were 10 homebirths compared to 692 hospital births. In December there were 4 homebirths compared to 692 hospital births. In November

Other Considerations-

- Staffing shortages and continual recruitment for midwives
- Births in the community facilitated on a case by case when staff are available.
- Service users have an option to go to Chichester birthing centre
- MVP Updated our service user survey to include questions on MLU and home birth provision
- MVP continually taking feedback from service users on this.
- MVP Supporting to update homebirths leaflet.

"I had no intention of going into hospitals, so just called once the baby was born, the midwives were great though and supported my postnatal care decisions"

Infant Feeding Support & Tongue Tie diagnosis

What we are hearing from Service Users

- More support is needed on the postnatal ward with infant feeding and tongue tie diagnosis in the early days.
- Parents sense that staff are extremely busy and aren't available to give the infant feeding support they need before leaving the postnatal ward.
- Parents of babies with tongue tie are struggling with feeding and it is taking too long to identify and manage the need for a frenulotomy.

"A faster diagnosis must be found for children with tongue tie like mine. It is a vital problem for both the mother and child that takes an excessively long time to be solved"

What Next?

- MVP Aware the Trust is working on the BFI Strategy and MVP happy to support and be involved where needed.
- MVP aware of current climate and staffing issues.
- To arrange a meeting with infant feeding leads at the Trust.
- To join the Infant Feeding Strategy meeting with leads and transformation midwives.
- To continue to listen to feedback from service users.
- To be aware of and create a list of feeding resources on each patch to give service users.
- To research and find out about tongue pathway at each Hospital.

Consultant Lead Care & Induction of Labour

What we are hearing from Service Users

- A number of users were not happy with their consultant lead care.
- Some of the common themes that have come through are Service users finding their care to be impersonal, feeling their thoughts and feelings were not taken into consideration.
- A few services users felt they were forced into interventions and procedures such as induction.

"I found the consultant very short and rude; they booked me in for an induction but didn't explain why I needed an induction. I didn't feel I could have a say in this decision and felt forced into an induction."

What Next?

- The MVP is collaborating with Katie Christie to host an instagram live on induction of labour. We are asking service users what questions they would like to ask and putting them to Katie as well as our own questions about common themes around induction.
- Collaboration with Katie Christie on the induction of labour pathway and induction waiting times.
- We have held a feedback Friday on instagram to enable service users to tell us their thoughts, feelings and experiences around induction of labour.
- Feeding back to the trust in the next Trustwide MVP meeting about these service users experiences.

Staffing Levels & Pressure on Maternity Services

What we are hearing from Service Users

- Whilst sharing what a great job midwives are doing, many service users comment on the pressure that staff are clearly under.
- Many service users shared that they didn't want to ask for help or use their buzzer, because they know the midwives are busy.
- Service users sense that staff are extremely busy and aren't able to give them support they would like to.

"You could really tell that the midwives truly cared about Jobs and the people they looked after. Unfortunately, it was also obvious that they are working in a broken system, and they are so stretched."

What Next?

- We recognise that this isn't new information, and that staffing is an issue that is already being looked at. We are aware of a continual recruitment drive and numbers of sickness and absence are improving.
- We feel this further highlights the need for partners to be able to stay overnight/provision for longer visiting hours to support the birthing person.
- Supporting staff with positive feedback that the MVP receive.



MVP Trustwide News

Health Watch Enter & View

- We are supporting Healthwatch with Enter and Views in Brighton, Worthing & Chichester
- Healthwatch have a legal power to visit health and social care services and see them in action. This power to Enter and View services offers a way for Healthwatch to meet some of their statutory functions and allows them to identify what is working well with services and where they could be improved.

New MVP Survey is live!

- The new MVP Survey is live, we will share the link in the chat.
- Please share with everyone it might be helpful for across Sussex.
- If you have any feedback or thoughts on it please email us.

Postnatal Discharge Video

- We have started to coproduce a postnatal discharge video with the Trust & service users.
- The aim is to produce a video that gives the pertinent information for discharge and post discharge to support women and birthing people.
- It won't replace f2f contact with a midwife and questions but it will support and speed up the discharge process.



TEA WITH THE MVP

In celebration of our wonderful midwives, the MVP chairs will be visiting the sites with some cream tea treats

Worthing - 3rd May

Royal Sussex County - 5th May

St Richards - 9th May

Princess Royal - 11th May

International
Midwife
Day



Have you recently had maternity care at University Hospitals Sussex?

If so we would like you to join us on a walkaround of the maternity unit to review the space and 'feel' of the environment using the 15 Steps method



FIFTEEN STEPS FOR MATERNITY

Quality from the perspective of people who use maternity services

Join us at.....

St Richards Hospital,
Chichester, 19th June - 10-2

Worthing Hospital,
Worthing, 3rd May - 10-2

RSCH Hospital, Brighton,
21st June - 10-2

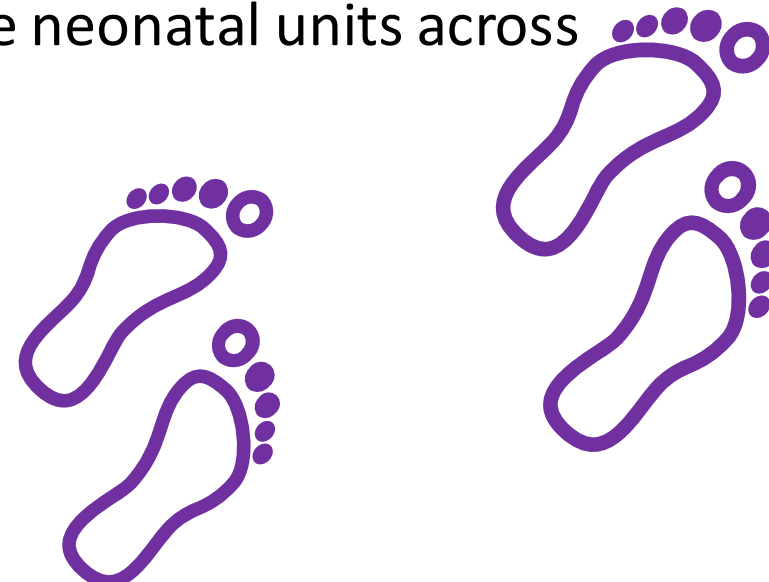
PRH Hospital,
Haywards Heath,
22nd May - 10.30-1.30

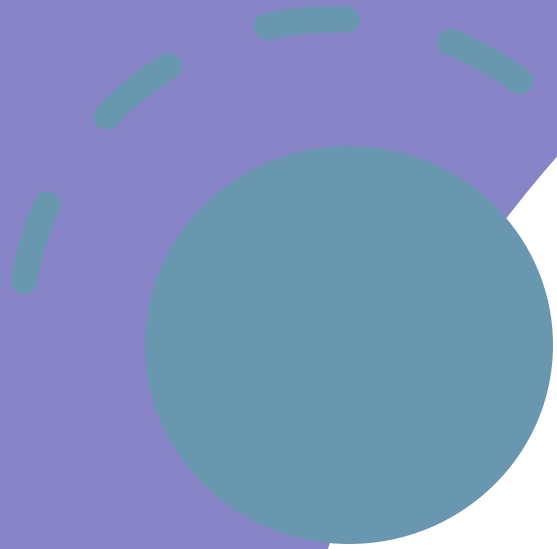
If you are interested
please DM us or email us.



15 steps for Maternity:

- Excited to announce we have dates for the 15 Steps for Maternity across all 4 sites.
- We have at least 2 service users confirmed for each site.
- We will also have a commissioner as well as a NED on the 15 Steps
- We are also in the process of booking 15 Steps in all of the neonatal units across UHSussex.





Co-Chairs Site Specific Updates

Walk the Patch- at PRH Hospital



Positive Comment:

The Midwives on the ward, have been lovely and incredibly reassuring. They have made sure I understand why I am here and given me information so I can make my own informed decision. As I do not feel I had a choice of an induction and was not told why I needed to have one.

My care has been wonderful from start to finish.

I have gestational diabetes and have received wonderful care. I have felt very well informed throughout and have felt listened to with my concerns.

Opportunities for Reflection

I felt there is a lot of miscommunications between departments I have been under.

When I then had an appointment with the consultant, they were also very rude. I was told I was having an induction- My questions were not listened to, and I turned up today not knowing why I was having an induction and have felt very cornered into having one.



PRH Service User Feedback from the Community

Positive Comment:

This Service user was brought to tears reflecting on her care at PRH she felt so well cared for. She also shared that it would have been good to have longer visiting hours, or partners about to stay for the first night, recovering from a caesarean birth meant she needed more support and although she felt the midwives would have been happy to help, she didn't like asking.

I had a great experience and received fantastic care, my baby had to go back in with Jaundice, which was scary, but I felt very well looked after.

The birth of my baby was lovely, and we received great care throughout and after.

Having had my first in May 2020 during covid, this second birth in March 23 has healed the trauma and pain I had from my previous birth. The staff were incredible, even if really understaffed, and always had time for me. I'm so thankful for them all.

Opportunities for reflection.

The service user felt that there was a lack of communication between the different departments, and she was constantly having to chase up appointments and call backs.

Coming up for Haywards Heath

Walk the Patch- 19th May

Listening Event for the BAME community – with DRI- Date TBC

Visit more Parent and baby groups in the surrounding area- Particularly rural areas and areas of deprivation.

Tea with the MVP- International day of the Midwife.

St Richards Hospital Walk the Patch Feedback

Celebrations & Considerations

Following PTSD from her last birth, one mother described the whole experience as 'healing', her partner staying overnight and the midwives validating her feeling and making adjustment to her care transformed her experience.

Another mother was very happy with her care, she said the staff were great and she felt well cared for by everyone.

One mother shared that her caesarean birth went very smoothly, the staff were amazing, personable and reassuring, she did share that she had to ask for pain relief a lot before she got it and that the wait in the night for help has been quite long, on one occasion it was 45 minutes, which was hard especially as her partner couldn't stay to support her.

I spoke to a mother who has her first baby via unplanned caesarean, she was happy with her care and said the staff had been great and felt she was well cared for by everyone. She said the care during her induction was good and that staff were really helpful. She sensed that the staff were busy and therefore sometimes slow to respond with pain relief. The feeding support was good, though advice wasn't always consistent.



Worthing Hospital Walk the Patch Feedback

Celebrations & Considerations



A mother described her experience at the hospital as 'wonderful', she said the support through the night was great, with genuine care and reassurance from staff, she felt she had lots of help and that her best interests were always at heart, especially on Bramber ward. She felt actively encouraged to use the buzzer for help. Her and her partners final comment was that this is their 4th baby at Worthing and it's been a consistently great experience, they often tell people how wonderful it is.

Another mother I spoke to felt that continuity of carer was very important and made all the difference to her experience and the outcomes. She had lots of praise for her consultant who had supported her since a previous loss.

This mother described her care as 'top notch' with prompt responses to the buzzer and not feeling like a burden. She expected to be kept waiting, but that wasn't the case. She said the staff were really nice and supportive and specifically mentioned the catering lady and cleaners.

Chichester & Worthing Feedback in the community

One mother said the team that cared for her were amazing though she felt there wasn't enough staff on the postnatal ward, when she needed help with things like reaching her bag, she felt she didn't want to ask because staff didn't have the time - Worthing

A mother described her experience as amazing, she had the same midwife throughout labour – St Richards

I spoke to a mother who commented that the staff were lovely but shared that during her stay on the PN ward, it felt like she wasn't there, no one really came to check on her - Worthing

I spoke to a mother who shared that she felt extremely empowered and informed during her labour, she said her midwife advocated for her throughout and even came back off shift to see her and meet her baby - Worthing

Chichester & Worthing

What else...?

1-1 service user chats

Community engagement

- Chichester Library
- Little Piggies
- Arun Kids – Wickbourne
- Littlehampton Baptist Church
- Moo Music - Worthing

Henfield

- Health Visitor update
- Rural Equity & Equality feedback

Survey

- Antenatal Clinic Survey

Coming up...

- Brighton Breastfeeding Initiative (BBI)
- Perinatal Learning and Sharing Event
- Community engagement
- WTP
- Summer engagement event



To everyone who has been willing to share their story in such an open and honest way, for community groups for allowing me to attend your events and to the Trust for listening and engaging with us as an MVP

"I can't thank the midwives at RSCH enough. They were all so fantastic during my labour & made my experience a very positive one. Thank you all very much!"

"The breastfeeding team are amazing"

"The antenatal classes were excellent"

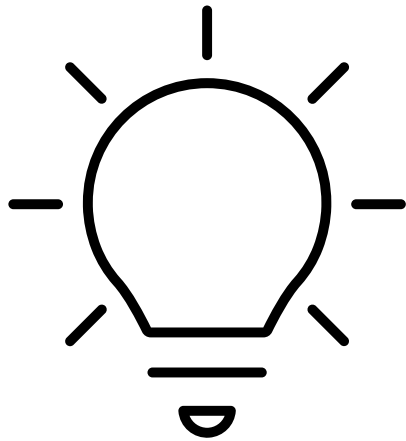
RSCH Service User Feedback & Comments

"xxx midwife was amazingly supportive, caring and respectful"

'7 Midwives were mentioned as going above and beyond to support service users in Feb/March 2023'

"A huge thanks to my midwives for making it such a wonderful experience"

Coming up soon for Brighton & Hove....



Antenatal Clinic Engagement at Sussex House in May, with the survey and new banner.

Look into arranging a listening event for BAME Service users and hear those lesser heard voices.

Spring/Summer, I'd like to organise 2 stay and play/coffee morning events to promote the MVP and listen to service users in Brighton & Hove

Walk The Patch in May on the antenatal clinic at The Royal Sussex County

Look into doing a separate piece of work on 15 Steps involving the journey from the car park to labor ward/MAU (particularly at night) have received some feedback about difficult entry at night and the area being hard to navigate, signage not being great.

Trust Maternity, Commissioning & LMNS Updates

13.05pm -
Emma Chambers, Director of Maternity - Trust Maternity Update

13.25pm - Sharon Gardner-Blatch
Local Maternity and Neonatal Network Update

13.35pm Laura Spicer – Transformation Updates from the Trust

13.40pm - Cecily Hollingworth & Lara Kiziltuna
Perinatal Equity Work Update

13.50pm - Alison Clifton – Perinatal Mental Health Midwife
Update

13.55pm - Jazmyn Merritt – Service User Rep Perinatal Pelvic
Health Update



Sussex

Local Maternity &
Neonatal System

Perinatal Pelvic Health Programme Update

Service User Highlight
UHSx MVP Meeting
April 2023

Service User Engagement – PPHP



The NHS Long Term Plan committed that “all women and people [will] have access to multidisciplinary pelvic health clinics and pathways across England” by March 2024.

Perinatal Pelvic Health Services (PPHS) are being established across England to improve the prevention, identification, and treatment of ‘mild to moderate’ pelvic health problems following birth; and ultimately reduce the number of women living with pelvic health problems in England postnatally and in later life.

University Hospitals Sussex NHS Foundation Trust is an adopted early implementer site for the PPHS.

As part of the specification, co production with service users is a primary focus ensuring that the programme delivers a new model of care that is reflective and representative of the patient voice, it's needs and that service users are engaged with the wider community.

Success Story - Service User Engagement

We attended the OASI study day to observe and during this the results of the Midwife survey was shared and discussed.



In advance of the day we published a SU survey through our MVP network and although with small response rates, in summary all women & people felt unclear and unsupported with Pelvic Health during the perinatal periods.

"On re admission (after a prolapse at home) I was in a delivery room with a 4 day old baby, I was in pain, shocked and frightened and although receiving compassionate care, no one knew the best pathway for me, what advice they could give and if it would happen again and this was distressing"

Service User Rep



The service user voice was powerful, we articulated how it felt in our experience to feel lost in the system experiencing symptoms which in some cases effect your daily living, ability to care for your new baby and your overall psychological wellbeing and the onward impact this then has on receiving information and liaising with health professionals.

Service User Engagement – Midwife Training

Midwife Training plan was developed, targeting increasing knowledge and confidence around pelvic floor exercises, bladder or bowel problems, language used, anatomy, red flags, delivering OASI, perineal massage, recognising PGP/pregnancy related back pain

Training is being delivered collaboratively by both Pelvic Health Physio's and the Pelvic Health Midwife Leads

Initial feedback from post evaluation surveys represents 100% good or excellent response rate on the same data, set which shows significant improvement.

" As midwives we can look at the physical things but forget how that impacts the much bigger picture on women and people, their enjoyment and their ability to be who they envisaged they would be the days/weeks/months after birth .

Midwives are good at seeing their professional responsibilities however small thing's to us can have such a massive impact for the service user and that was powerfully articulated through the service user stories and involvement and really thought provoking"

Pelvic health Midwife



Better health and care for all

Service User Engagement

There are a variety of opportunities for PPHS to engage with service users, including:

- Holding events and workshops
- Conducting surveys and consultations
- Inviting service users to attend meetings
- Coproducing resources with service users
- Inviting service user feedback on plans
- Attending local places where service users go (e.g. baby groups and family hubs)
- Working with local community groups, particularly those that work with seldom heard from groups to address health inequalities
- Inviting service users to share patient stories
- Involving service users in the recruitment process and/or on interview panels



What may you have been a part of previously?

What has worked well and experiences you can share?

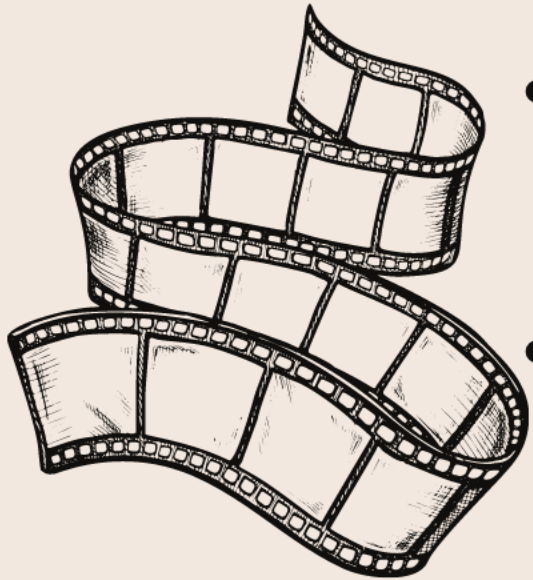
What didn't work so well?

Are there any networks already established that could support us in our brief?



Update from KSS Neonatal ODN

- 3D tours are currently being created for all 13 Neonatal Units in KSS
- Parents have been involved in the planning of how these will look and will also be supporting with the content
- As of 28th April, if all goes to plan, the photography for 10/13 units will be complete
- For Sussex:
 - Worthing completed 17th April
 - PRH completed 28th April
 - TMBU planned for 5th May





Update from KSS Neonatal ODN

Parent Survey

- Live since October 2022
- Monthly results collated and shared with individual units
- Some common themes from Sussex results:
 - Missing meals and medication on postnatal ward when with baby on neonatal
 - Excellent feedback on parent led ward rounds - parents feeling listened to and involved
 - Parking issues- some inconsistencies, some families paid, others didn't, sometimes hard to find a space

'I would miss medication if I wasn't on the ward and sometimes I was left in pain waiting for the medication which prevented me from going to see my baby'

'There were times when there was no space in car park though which was both frustrating and painful as I was still recovering from birth and had to walk distances my body wasn't ready for'

'The staff were amazing at involving us. We did as much as we were able to do and we're encouraged to be involved in cares as much as possible. We felt listened to on decisions by the consultants and I don't remember ever feeling like they did something we didn't all agree on.'

HAD A BABY IN NEONATAL CARE?
YOUR VIEWS ARE NEEDED

SCAN THE QR CODE
WITH YOUR PHONE OR
FOLLOW THE LINK TO
A SURVEY TO SHARE
YOUR FEEDBACK



<https://forms.office.com/r/7XvZ6cXqMb>



We are committed to providing high quality care for babies and families across Neonatal Units in Kent, Surrey and Sussex. With your help, we need to know what is going well and what needs to improve. Family experiences and stories are essential in shaping the future.

If you want to go far, go together



Kent, Surrey, Sussex
NEONATAL NETWORK



Any other business?

Maternity
VOICES
MEETINGS
2023



Fri 28th April, 12.30 - 14.30
Mon 3rd July, 11 am - 1pm
Mon 2nd Oct, 11 am - 1pm
Mon 8th Jan 24, 11 am - 1pm

Join us online for our Trustwide Quarterly
Meetings on MS Teams
email - uhsxmaternityvoices@gmail.com for an invite



UNIVERSITY HOSPITALS SUSSEX
Maternity Voices
Working in partnership to improve maternity services

FUTURE MEETING DATES

- **Next meeting Monday 3rd July 11am-1pm**