



UHSussex Maternity & Neonatal Voices Trustwide Meeting May 2024

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NB *If you would like to refer to anything in this presentation please credit / cite: UHSussex MNVP,
"UHSussex Maternity & Neonatal Voices Partnership Quarterly Trust Wide Formal Meeting May 2024" Online
Presentation, Microsoft Teams.*

Agenda

- 10:00 Welcome**
- 10:10 Above & Beyond Feedback - MNVP Leads**
- 10:20 MNVP Annual Work Plan 2024/25 - Laura Naish**
- 10:35 Feedback & Themes across UHSussex (January - April) - Jordon**
- 10:45 Clarke**
- 11:00 Trust Update - Emma Chambers (Director of Maternity)**
- 11.15 Supporters Staying Overnight on the Postnatal Ward Update – Laura**
- 11:30 PAG/ODN Neonatal Themes - Marie Christian & Emma Johnston**
- 11:45 Dr Kerry Taylor - TMBU Psychologist on service development**
- 11:55 International Day of the Midwife (service user feedback) - Alix James**
- 12:00 Any other business**

Welcome to our new Lead for Chichester



A little about Alix....

I live with my husband and my two amazing daughters aged 11 and 2. I am incredibly close with my family and spend a lot of time with them as I am a carer for my grandfather which I really enjoy. I run a parent/carer and child group in my area which furthered my passion for talking to and supporting parents.

I am so excited to be part of such a wonderful team, to be able to hear the voices of the individuals using these services and use these Voices to co produce improvements.



Above & Beyond Feedback

St Richards & Chichester



'All the staff were amazing'

'My midwife was lovely and explained everything to me'

'My midwife was very kind and patient'



"The feeding team helped with colostrum and it was really good"

'I had such a good experience, they were lovely and so reassuring'

'My student midwife was so patient and took the time to explain everything to me'

'After our babies were born they just came in and helped with whatever we needed, just brilliant'



Thank
You

Above & Beyond Feedback

Princess Royal & Haywards Heath



‘Everyone's been really good, they explained everything, listening to us and made us feel reassured, we've been very well taken care of, everyone here has worked really hard, health care assistants, midwives, nurses, everyone's understanding, they've always gained my consent, its been really good care’

‘My labour midwife, * she is the most incredible woman and enabled me to have the most incredible water birth of my dreams! If only I could specifically request her for any of my future labours I would!’**

‘The midwives were brilliant, I was kept informed and it was private’

‘The standard & compassion have been outstanding throughout - there is a good culture on the ward. I was also impressed by the way the consultant communicated with us and other staff, it all felt like shared decisions. We've been bowled over by the team, its made a world of difference, they've been so reassuring, the standard of care has been great since being here, its been great.’

‘All of the staff on the postnatal ward have known our situation, they've communicate well and have been very hands on’

Above & Beyond Feedback

Worthing Hospital



‘Midwife at delivery was amazing, it was a long labour and she popped in and out, giving space whilst also being there when needed. I couldn't have asked for a better midwife’

‘It's been great having partners able to stay, its help with overnight changes & overall support. The father added that if he had to go home he would have just need worrying, it eased his mind being there.’

‘The care on the postnatal ward has been amazing, I can't fault them’

‘It's been really nice, everything's been my choice, I've been involved in decision making, the support with breastfeeding has helped me prepare to go home feeling informed, and I don't feel rushed to leave’

‘The midwives and other staff on the ward were fantastic’

‘Every time I've pressed the call bell they've been super quick’ The father added - ‘Its all been seamless’

‘Everyone's been helpful and supportive, on call whenever I needed them, everyone seems so friendly and happy, that makes a difference’





Above & Beyond Feedback

The Royal Sussex County & Brighton

thank you

‘The nurse who administered my medicine was amazing. She was with me throughout it all and I honestly owe my mental strength and determination to her. She went above and beyond, always a kind listener but very down to earth and frank about what was happening to me. I felt very emotional that I could not thank her on my last day so please do pass this on’

‘My midwife who spent a lot of time ensuring I had help with feeding my baby. She was kind and patient and seemed really dedicated to helping me.’

‘There was one midwife that supported me in breastfeeding, working during the daytime in the later part of my stay, who was super supportive’



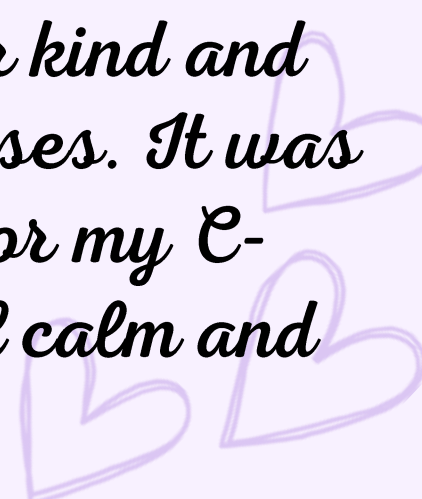
‘The midwife when I gave birth - was really clear with everything that was happening and helped keep a calm environment during quite a manic time - we had the baby 2 hours after arriving’

‘The delivery midwives at RSCB went above and beyond and I'm extremely thankful for the support they provided!’

Juniper team - ‘The prenatal and postnatal care with was incredible, felt fully supported and would like to be with xx midwife if we were to have a second child in the future’

‘Everyone was incredibly kind and helpful on the labour and postnatal ward’

‘I'm so pleased my midwife was with me in my C-section as she was super kind and gentle throughout all the processes. It was such a relief to see her face for my C-section and that helped me feel calm and reassured!’





LAURA NAISH
STRATEGIC LEAD/
BRIGHTON & HOVE LEAD



JORDON CLARKE,
LEAD FOR HAYWARDS HEATH
& WORTHING

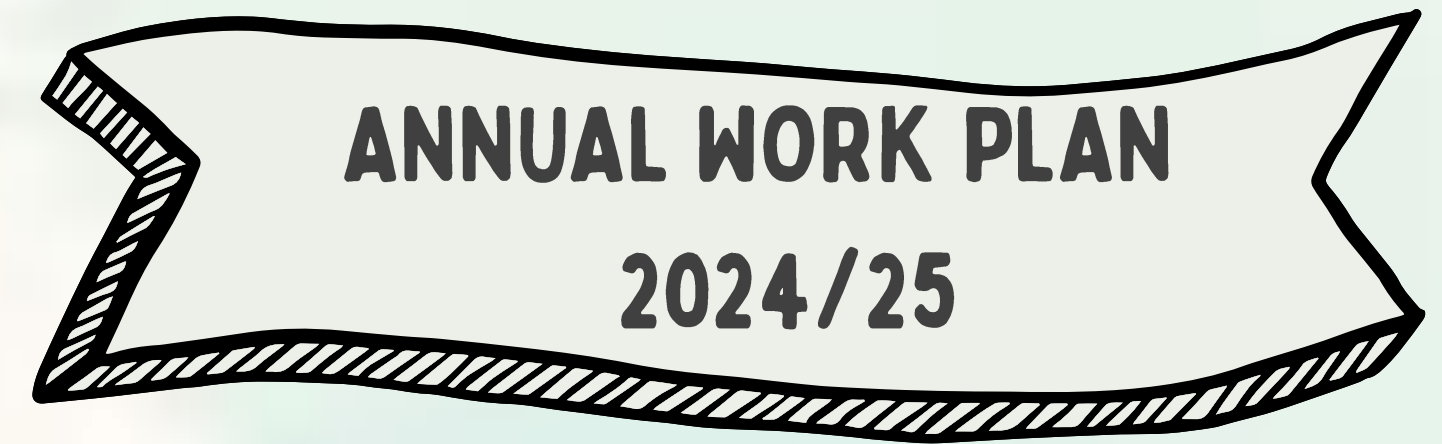


ALIX JAMES,
LEAD FOR CHICHESTER

WHO WE ARE

A Maternity & Neonatal Voices Partnership (or an MNVP) is a group of parents, service users, maternity services, commissioners and the Local Maternity & Neonatal System. The partnership works together to review and contribute to the development & improvement of local maternity & neonatal care.

MNVPs ensure that service users' voices are at the heart of decision-making in maternity and neonatal services by being embedded within the leadership of provider trusts and feeding into the LMNS. This influences improvements in the safety, quality, and experience of maternity and neonatal care.



WHAT WE DO

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

We do this via feedback from surveys, listening events, walk the patch, 15 Steps for Maternity & Neonatal, attending groups in the community and via our Quarterly MNVP meetings.

We take this feedback and themes and meet regularly with the Trust to ensure that feedback is addressed.

INFANT FEEDING

1

- DEVELOPING A TAILORED INFANT FEEDING SURVEY THAT IS COPRODUCED WITH SERVICE USERS.
- USING THE THEMES FROM THIS & OTHER ENGAGEMENT TO INFORM SERVICE IMPROVEMENTS.

DEVELOPING & PROGRESSING OVERNIGHT STAYS FOR SUPPORTERS

2

- USING OUR FEEDBACK SURVEY TO ASSES OUTCOMES AND MOVE FORWARD WITH THE PILOT.
- PRIORITISING THE SERVICE USER VOICE AND PREVENTING TRAUMA BY HAVING FAMILY/FRIENDS SUPPORTING WOMEN & BIRTHING PEOPLE AFTER GIVING BIRTH.
- LOOK AT DEVELOPING THIS FOR THE ANTENATAL WARDS PER SERVICE USER FEEDBACK.

LISTENING TO & HEARING THE VOICES OF BEREAVED PARENTS

3

- VIA OUR DEDICATED BEREAVEMENT SURVEY & BEREAVEMENT MIDWIVES.
- WITH THE SUPPORT OF VCSE GROUPS & IN 1-1 DISCUSSIONS WITH SERVICE USERS.
- LISTENING TO THEMES FROM SAFETY INCIDENTS & MEETINGS.

ENSURING WOMEN FEEL LISTENED TO & HEARD THROUGHOUT PREGNANCY & BIRTH

8

- RAISING AND ADDRESSING ISSUES OF INFORMED CONSENT IN BIRTH EXPERIENCES.
- IMPROVED AWARENESS AROUND WOMEN AND BIRTHING PEOPLE FEELING LISTENED TO IN LABOUR & BIRTH.
- COPRODUCING LITERATURE AND RESOURCES WITH THE TRUST/SERVICE USERS TO SUPPORT THE ABOVE.

LISTENING TO VOICES OUR KEY PRIORITIES 2024/25 COPRODUCTION

WORKFORCE EDUCATION

4

- SUPPORTING WORKFORCE EDUCATION BY BEING INVOLVED IN NHS MANDATORY TRAINING.
- SUPPORTING SERVICE USERS TO COPRODUCE MEDIA FOR EDUCATION. ELEVATING THE SERVICE USER VOICE AND SUPPORTING SERVICE USERS TO BE SEEN & HEARD.
- INPUT INTO MANDATORY TRAINING, USING THEMES FROM THE SERVICE TO BETTER MEET THE NEEDS OF SERVICE USERS.

A MIDWIFERY LED UNIT/HOMEBIRTHS

7

- SUPPORTING SERVICE USERS WITH CHOICE OF PLACE OF BIRTH & INFORMED DECISION MAKING.
- COLLABORATION WITH COMMUNITY TEAMS ON RELAUNCH OF HOMEBIRTH IN PRH/RSCH.
- CONTINUE TO GATHER FEEDBACK AROUND THE URGENT NEED FOR AN MLU.

LISTENING TO & HEARING THE VOICES OF NEONATAL PARENTS

6

- DEVELOPING OUR MNVP SURVEY TO ENCOMPASS NEONATAL AND GIVE SERVICE USERS THE SPACE TO FEEDBACK ABOUT THEIR FULL MATERNITY EXPERIENCE.
- WORK ALONGSIDE THE PAG AND ODN TO CLOSE THE GAP BETWEEN MATERNITY & NEONATAL SERVICES. SUPPORTING THOSE SERVICE USERS WHO FEEL THEY ARE 'NOBODY'S PATIENT'.
- LISTENING TO NEONATAL PARENTS ON WALK THE PATCH, IN THE COMMUNITY & IN 1-1 CONVERSATIONS.
- COCREATE A ROUTE WITH THE PAG/ODN FOR THE FEEDBACK WE HAVE RECEIVED AND THE VOICES WE HEAR.

POSTNATAL CARE

5

- LISTENING TO SU FEEDBACK AROUND POSTNATAL CARE (IN HOSPITAL & IN THE COMMUNITY).
- SUPPORTING IMPROVEMENTS TO SERVICES & EXPECTATIONS FOR SU'S
- SUPPORTING CO CREATION OF POSTNATAL INFORMATION TO SUPPORT SU'S.

CONTINUING COMMITMENTS

- **CONTINUE TO WORK ON 15 STEPS ACTIONS FOR MATERNITY & NEONATAL WITH THE TRUST.**
- **STRIVING FOR COPRODUCTION WITH SERVICE USERS FROM THE GROUND UP IN ALL THE PROJECTS WE WORK ON.**
- **INCREASE MNVP MEMBERSHIP & CONTINUE TO RECRUIT SERVICE USER VOICES AND VOLUNTEERS TO SUPPORT WITH MNVP WORK.**
- **WORK WITH VCSE GROUPS TO INCREASE DIVERSITY OF MNVP MEMBERS TO INCLUDE LESSER HEARD VOICES, INCLUDING FATHERS, LGBTQIA+ FAMILIES, NEURODIVERSE MEMBERS & MINORITY ETHNIC GROUPS.**
- **INCREASE MAIN MNVP RESPONSES AND ENGAGEMENT, EXTENDING THE GEOGRAPHICAL AREAS WHERE RESPONSES COME FROM, INCREASING THE METHODS THAT PEOPLE CAN FEEDBACK VIA AND ENSURING WE ARE HEARING ALL VOICES.**
- **OUTREACH TO MINORITY ETHNIC GROUPS, LESSER HEARD VOICES AND THOSE IN ISOLATION VIA LISTENING EVENTS, VCSE GROUPS AND 1-1 DISCUSSIONS. (IT IS IMPORTANT THAT WE DO THIS IN A WAY THEY FEEL CONFIDENT AND COMFORTABLE TO ENGAGE WITH US).**
- **UTILISING SOCIAL MEDIA TO COMMUNICATE WITH SERVICE USERS AND BUILD UP RESOURCES TO SUPPORT THEM. VIA OUR WEBSITE, FACEBOOK, INSTAGRAM. (INSTAGRAM LIVES, FEEDBACK FRIDAYS, SURVEYS, RESOURCES ON OUR WEBSITE).**
- **MAINTAINING AND IMPROVING OUR WEBSITE, SO THAT IT IS UP TO DATE, USER FRIENDLY AND SUPPORTS SERVICE USERS IN REACHING OUT TO US AND OTHER SERVICES.**
- **A COMMITMENT TO WALK THE PATCH AT EACH SITE EVERY 2 MONTHS.**
- **A COMMITMENT TO ENGAGE WITH SERVICE USERS IN THE COMMUNITY AT ANTENATAL CLINICS, BABY GROUPS, LISTENING EVENTS, 1-1 CONVERSATIONS ETC. EVERY 1-2 MONTHS.**

MEETING COMMITMENTS

- **AS AN MNVP WE WILL HOST QUARTERLY MEETINGS TO DISCUSS OUR WORK, WHAT WE ARE HEARING FROM SERVICE USERS AND WHAT ACTIONS WE ARE TAKING TO SUPPORT IMPROVEMENT IN THESE AREAS. YOU CAN FIND OUT ABOUT [JOINING AN MNVP MEETING HERE](#).**
- **THE MNVP WILL HAVE STRATEGIC INFLUENCE AT TRUST & UNIT LEVEL AND CONTRIBUTE TO THE QUALITY AND SAFETY AGENDA. BY ATTENDING THESE MEETINGS LEADS CAN INFLUENCE DECISION-MAKING BY BEING QUORATE MEMBERS OF STRATEGIC MEETINGS. WE WILL HAVE AN OVERVIEW OF GOVERNANCE & GUIDELINES, SAFETY INCIDENTS & PMRT. THESE MEETINGS INFORM THEMATIC LEARNING AND ACTION PLANS WHICH THE MNVP WILL BE A PART OF. [FOR A FULL LIST OF THE MEETINGS WE ATTEND PLEASE TAKE A LOOK HERE](#).**



Feedback & Themes Across UHSussex Maternity

January - April 2024



What we are hearing from service users

- **Service users not feeling involved in their care** OR understanding explanations of care to be able to make informed decisions.
- **Service users not feeling listened to in pregnancy and birth.** This has been an ongoing theme across the sites for some time now, this includes service users saying their birth plan and medical notes have not been reviewed prior to seeing maternity staff, that they have not been given enough information in order to make informed choices,
- **Service users having difficulties when straddling postnatal and neonatal care.** Feeling that the care on the postnatal ward is not personalised in terms of their needs and visiting their baby on neonatal. Difficulties accessing meals and meds while on the postnatal ward and visiting baby on neonatal.
- **Badgernet/autopublish.** Reading information that has been written on Badgernet (due to auto publish) that they haven't been informed about it prior to reading it. We have also had several service users who have read particularly distressing information on badgernet before a doctor has been able to speak to them.



Solutions & Actions following feedback

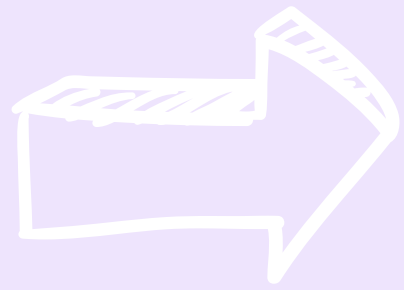
January - April

2024



Service users not feeling involved in their care

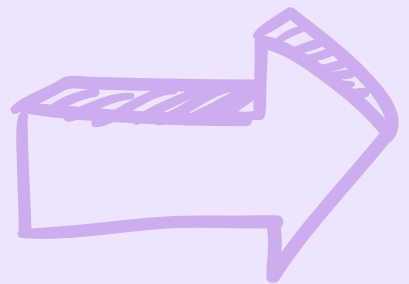
Service users not feeling listened to in pregnancy and birth



ADVOCATE - We are going to start work on co-producing a poster that helps people to advocate for themselves and their birth preferences

Feedback Friday & Instagram Live on being involved in decisions and feeling listened to

Service users having difficulties when straddling postnatal and neonatal care



The MNVP continues to work with the Trust on projects bridging the gap between postnatal and neonatal, such as 15 steps for maternity actions, 'meet the neighbors.'

We have also added some neonatal questions to our MNVP survey so that we are able to capture more accurate experiences of neonatal parents and families. We will work with the Trust and ODN to agree a process for this feedback going forward and an escalation process for concerns.



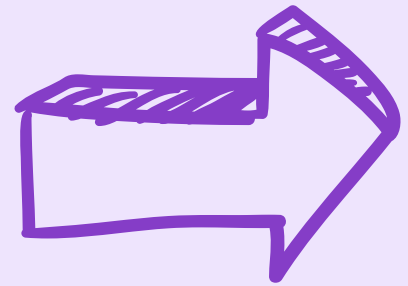
Solutions & Actions following feedback

January - April

2024



Badgernet/autopublish



The MNVP will communicate with the Trust about auto publish on badgernet, opening discussions about this process and how we can make this a better experience for service users going forward.

This has also been raised with the NED for Safety and will be discussed alongside the feedback service users have given.

Share your thoughts...



Trust Update - Emma Chambers



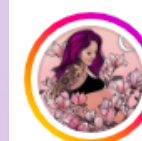


Supporters Staying Overnight on the Postnatal Ward



What's gone well?

- We received some great responses to the announcement across social media, with service users being very supportive and appreciative of the changes
- We had feedback from a recent ethnic minority group that supported our pilot, we have also spoken to service users on walk the patch (where English is not a first language who have appreciated the support from a partner being able to stay
- During Walk the Patch visits Service Users have expressed their relief and appreciation of the provision for overnight stays
- We've had several 1-1 conversations with service users who have felt their experience was positively impacted by supports being able to stay



mighty_mama_perinatal This was HUGE NEWS!! Xxxx



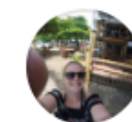
14 w Reply



chaywest13 This is so fantastic to bring into place! It's a shame it wasn't the beginning of this year when I gave birth, we really struggled to be apart and I felt incredibly lonely.



13 w 1 like Reply



snaphappy64 As amazing as this is, I'm incredibly jealous. I had a baby in covid and couldn't even have anyone visit for the 5 days I was in there.



13 w 1 like Reply



lushtums This is great news 🙌🙌🙌🙌

13 w 1 like Reply



royalsurreymaternityvoices 🙌

13 w 1 like Reply



_lottiewarner This is amazing news 🙌

13 w 1 like Reply





Supporters Staying Overnight on the Postnatal Ward



Opportunities for Improvement

- Service users at some hospitals not being told about partners being able to stay overnight. Then once they realise, being told they cannot as it is now the 2nd or 3rd postnatal night.
- Inequity across the sites in terms of which staff are supporting this quality improvement - i.e. some staff being supportive and promoting it to service users and even allowing extra night's stay/some staff not promoting it.
- Service users questioning the 1st postnatal night and saying it should be more/be moveable to other nights. i.e. more flexibility.
- Uncomfortable chairs making it hard for supporters to stay even when they want to.

Next Steps



**Meeting with the
Trust**

**Analysis of feedback
- SU & Staff**

**Proposal for
changes**





Supporters Staying Overnight on the Postnatal Ward

Quotes from service users



'I was glad he could stay for one night, but it was not enough'

'Don't treat them like they're an inconvenience taking up space when they can be fundamental to helping establish a good start for mum and baby by ensuring the space feels safer and happier, that they are able to be present for information and advice which they can then continue to support with at home, and they are reducing the burden of doing basic things like refilling water on an already stretched staffing team.'

'I want to see a future where every birthing person can have their supporter present for their entire stay. They don't need to be offered a bed or food, but access to them should be a right not a fight.'

'I think if you need an extended stay due to medical concerns it would be good if partners could then stay as I had very little sleep from Friday - Wednesday night which impacted my health and wellbeing'

'My husband had every intention of staying as we had an emergency c section for a pre term delivery and our son was on TMBU. Our older children were taken care of. However, the chair on the postnatal ward was so solid and his foot space taken up by the table that at 1am he had to give up as without any actual rest he wouldn't be able to support us.'



ODN/PAG Feedback & Neonatal Themes



Kent, Surrey, Sussex

NEONATAL NETWORK

Neonatal Parent and Family feedback and update from Parent Advisory Group



PARENT ADVISORY GROUP

KENT, SURREY AND SUSSEX
NEONATAL NETWORK



Themes from KSS Neonatal Parent/Carer Survey in Sussex Units

Royal Sussex

18 responses quarter 4

- Unanimous felt the atmosphere was welcoming
- Meals - some said none, some said snacks, some returned to Post Natal ward
- 13/18 felt fully involved in baby's care, 4/18 felt as involved as they could be, 1/18 did not answer this question
- Consistently scored 4 or 5 out of 5 for feeding support though some mentioned there was some pressure to breastfeed
- 3/18 had no skin to skin contact
- Valued involvement in Ward Rounds
- Some mixed messages from staff re baby's care
- Appreciative of Thursday Family meet up
- A small number paid full price parking
- 2 we able to have a tour prior to admission - really helped them feel at ease.

Worthing

1 response quarter 4

- Every single staff member that worked with my twins were amazing. To name a few: Clare, Harriett, Clara, Iyesha, Keren, Karen, Katia, Smitha, the student nurses, every single staff member that I met that worked with my babies were honestly amazing and I am so grateful to all of them!
- Appreciative of meals when rooming in.
- Excellent feeding support and skin to skin and feeling involved.

Princess Royal

6 responses quarter 4

- Great welcome
- Snacks available - one responded that no food was available
- Mixed medication experiences, one mentioned missing medication and another had medication brought to them.
- All felt fully involved or as involved as possible
- One family stated that they had no skin to skin and were not invited to ward rounds
- Appreciative of free parking
- One mum felt unsupported re her autism.

Even though it was late when we arrived, I remember feeling safe and seen. Everyone was explaining what was happening and empathising

Once I was discharged from the maternity ward I would have preferred more food options. We had a long stay but towards the end there was no food. A toaster would have been nice too.

Mixed Skin to Skin responses::

'I read about and was told about it but never encouraged to hold or touch my baby'

Vs

'It was amazing to be able to do this with my baby on the unit. The team were really supportive and helpful, moving all the wires and tubes safely.'





'All staff in the PRH SCBU have been very welcoming and have gone above and beyond to care for our baby.'

'It was good to be involved in all aspects of care as it gave us confidence in being able to care for our baby at home.'



KSS PAG members and the Units they represent

Key

-  NICU - Neonatal intensive care unit
-  LNU - Local neonatal unit
-  SCU - Special care unit
-  Neonatal transport team base

Out of area



PARENT ADVISORY GROUP
KENT, SURREY AND SUSSEX
NEONATAL NETWORK

St Peter's Hospital

Frimley Park Hospital

Royal Surrey Hospital

Surrey

East Surrey Hospital

Darent Valley Hospital

Medway Maritime Hospital

Kent

Queen Elizabeth
The Queen Mother Hospital

Tunbridge Wells Hospital

William Harvey Hospital

Princess Royal Hospital

West Sussex

East Sussex

Worthing Hospital

Royal Sussex Hospital

Conquest Hospital

Total members
April 2024: 35

Kent, Surrey, Sussex
NEONATAL NETWORK

Key:

Mummy

Daddy





Current projects PAG are involved in...

- Digital- Virtual Tours of all units launched in November 2023
- Parent cards - aiming for Spring 2024 launch
- Infant feeding - NG Tube feeding pack
- PREM7 Parent Pack for SE region
- Continue to work on supporting MNVPs with neonatal 15 Steps/Walk the Patch where possible
- Reviewing Network Parent Survey
- Speaking at Education Events
- Medway Governance Lead for Procedures info

TIME FOR CHANGE!



Parent Survey Focus Group
Thursday 25th April 2024 1-2pm on Teams

Second focus group
Friday 10th May 2024 10-11am

Period of downtime
7th May to 14th June

Another focus group to review changes
TBC

Relaunch!
14th June



Developing psychological care in the neonatal service

Dr Kerry Taylor

May 2024

Developing psychological care in the neonatal service 24



International Day of the Midwife

They were ALL amazing, incredible, fantastic

The staff on the labour unit made us feel we were the only people giving birth the whole
24 hours we were there!

They were phenomenal and very supportive

She was with me throughout it all and I honestly owe my mental strength and
determination to her

They stayed so calm and kind

She made me feel human

They were gentle and they listened and respected me

I owe her so much for listening to my concerns and acting on them, I will truly never forget
her genuine kindness and support

They were funny and so genuine

This midwife saved my birthing and postnatal experience. We can't thank her enough!

They were excellent, great people

I was so sad for our care to finish





International Day of the Midwife

They were so kind to me, brilliant, invaluable

She was always a good listener and very down to earth, we were incredibly impressed by her knowledge and constant diligence

They were wonderful, sympathetic, a real 'gem'

I felt very emotional that I could not thank her on my last day

They were outstanding

She was exceptional and made an extremely traumatic experience so much calmer

It was such a relief to see her face, I am forever grateful

They were encouraging, super stars, so understanding

Before her shift started, she came to see us and congratulate us, I really felt like I'd been sent an angel



 *Thank you from UH Sussex MNVP and all the families you care for*

Any other business?



Keep in Touch with us

Laura Naish – UHSussex Strategic Lead & Brighton Lead

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Jordon Clarke – Worthing & Haywards Heath Lead
jordon.clarke@nhs.net

Alix James - Chichester Lead
alix.james@nhs.net

Next meeting...
Friday 20th September



**Maternity
VOICES
MEETINGS
2024**

 Wed 15th May 24, 10am - 12pm
Fri 20th Sept 24, 10am - 12pm
Fri 6th Dec 24, 10am - 12pm
Mon 17th Mar 25, 10am - 12pm

Join us online for our Trustwide
Quarterly Meetings on MS Teams

To be added to our distribution list
please scan the QR code and
complete the form
laura.naish3@nhs.net



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