



UHSussex Maternity Voices Trustwide Meeting, January 2024

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

Farewell
Hannah



JOIN OUR
TEAM!



ARE YOU
GOOD AT
LISTENING TO
AND
ADVOCATING
FOR OTHERS?

ARE YOU LOOKING
FOR A PART TIME
ROLE THAT FITS IN
WITH HAVING A
FAMILY?

ARE YOU
PASSIONATE
ABOUT
SUPPORTING &
DEVELOPING
IMPROVEMENTS
TO MATERNITY
CARE?

ARE YOU A RECENT
MATERNITY SERVICE USER?

WE NEED AN ORGANISED, PASSIONATE, CONFIDENT
VICE CHAIR TO JOIN OUR MATERNITY VOICES TEAM
(REPRESENTING ST RICHARDS HOSPITAL AND THE
CHICHESTER AREA)



Agenda

- 11:00** Welcome & October Meeting Jamboard - Laura & Jordon
- 11:10** Above & Beyond Feedback & MVP Themes
- 11:20** Visiting Hours and Supporters Staying Overnight
- 11:30** Current Co-Production Projects
- 11:40** Trust Maternity Update - Emma Chambers
- 11:50** LMNS Update - Sharon Gardner-Blatch
- 12:00** Commissioner Update - Lara/Cecily
- 12:10** Neonatal Update
- 12:20** Feedback Friday & Instagram Lives Overview for 2023
- 12:30** Terms of Reference for facebook and whats app group
- 12:45** AOB
- 13:00** Close

What do you think the MVP's focus should be for 24/25

Inclusion of voices of women with perinatal MH, learning disability or autistic people as well as people with physical disabilities

Co-production

How do services and resources need to be adapted to meet different cultural needs of our population?

service user feedback on external antenatal classes - were they worth it? did it help? were realistic expectations set?

Rural areas - social isolated groups

Personalised care - what it looks like from a service user perspective (and what it doesn't!)

Personalised care - capturing what that looks like from a service user perspective (and what it doesn't look like :-))

Working with under-represented service users (eg black, asian and ethnic minority) and ensuring their views are included and they're involved in co-product

Focus on lesser heard voices - Bame Community, those in areas of deprivation

I was at the Mental Health Network Trauma meeting on Tuesday - this stat was given. 225-440 mothers were affected by perinatal mental health illness in 2020,

Personalised care

Feedback from service users re overnight staying and staff poll

Neonatal partnership

Linking up with the neonatal parent group for shared working

Developing communication with all service users for audits and surveys particularly ethnic minority/vulnerable.

Follow on from trauma meeting note. Mothers were not listed in any of the supposed workstreams around trauma

Wide range of service user feedback about partners staying overnight on antenatal and postnatal ward

Staff poll for patients staying overnight

JAMBOARD

Above & Beyond Feedback

“Everyone is so supportive, if all of the NHS was like this it would be amazing. All of the staff have been amazing, patient and explaining the options. They provide love and care and are underpaid for what they do and should have better support, all midwives are angels” - **Worthing**

I felt well informed, when we first came in they talked about induction and it felt like a joint decision. They supported everything and gave me all the options - **Worthing**

The team and midwives were great, they explained everything, went through the benefits and risk, gave us time and let us make decisions, there wasn't anything else they could have done, they made it less stressful - Worthing

“The hospital staff have been incredible, especially the midwives!” - **St Richards**

“The hospital staff however have been incredible, especially the midwives!” - **St Richards**

“They've been great on special care, breastfeeding has been hard, but they've been really helpful, amazing”- Worthing

“The feeding team are really great, asking if we need help and giving hands on support” - **Worthing**

“SCBU - I have nothing but praise for all the staff on the unit”- **St Richards**



Above & Beyond Feedback

“They were absolutely amazing and showed real care when delivering my little baby. I was so scared being a first time mum but they made it a calm and magical experience. XX who did my epidural was absolutely lovely. XX explained everything so well and clearly and showed a genuine care for me when I was having it put in, he even came to postnatal ward to check how we were the next day, it was really above and beyond, thanks so much!” - **PRH**

“I thought every member of staff at princess hospital was brilliant - everything about my stay was perfect” - **PRH**

“All of the staff were fantastic, attentive and really supportive - midwives, maternity care assistants, registrars etc.” - **PRH**

“Our midwife throughout the labour was absolutely amazing. She made a difficult situation so positive in so many ways. We were incredibly impressed by her knowledge and constant diligence for 12 hours” - **PRH**



“Princess Royal offered a really wonderful and most importantly, calm, birthing experience. Everything was explained amazingly and when our plans changed to an unplanned c-section, I felt totally supported and cared for. I feel really grateful to the whole team from triage to postnatal and everything in between for making this birth a positive one.” - **PRH**

Above & Beyond Feedback

“I was assisted by a student midwife through most of the birth and felt she was great at seeking support and advice and reassuring me about this and a qualified midwife was available when needed also. The home visit from the feeding team was also really valuable to help establish feeding. I was really impressed with every step of the way in spite of reduced staffing in NHS as it is.”- **RSCH and in the community**



“When I saw my community midwife for my discharge appointment I felt like I was on another planet. I was struggling, my son had recently developed reflux and I was feeling down at a time when I felt I should be elated.

She made me feel human, shared info on mental health support and was very down to earth when I spoke to her about feeding struggles, reminding me I was doing a great job and it was most important the baby is fed and I'm coping.”- **RSCH community midwives**

“My community midwife was amazing, so so supportive, truly listened to me and treated me with respect and care. I was so sad for our care to finish!” - **RSCH community midwives**

“The home birth team were fantastic. The infant feeding team were invaluable at saving our feeding during through multiple challenges.”

- **RSCH Community midwives & community infant feeding team**

Above & Beyond Feedback

“All of the midwives were amazing. They even came and sung me happy birthday at 4am when I was there over my birthday!”- **RSCH**



“ My primary midwives during my labour - they enabled me to have a water birth, and were kind, knowledgeable and pragmatic. I know so many other midwives and coordinators were involved in my care though, and everyone was so lovely - this was particularly true when I had a post partum haemorrhage! I would also thank XX from Obstetrics and XX the anaesthetist for their contribution to my care at this point.” - **RSCH**

“I wish I could remember the names of them all, but due to the experience I cannot remember much, however - the anaesthetist was so calming and kind, even when I was fully panicking. He calmly explained everything that was happening and kept talking to me the whole time. The midwife, again, kept reassuring me when I was scared and telling me everything I needed to hear at such a scary time. -

RSCH

“Finally, I also would say that all the team of post natal ward were great, although I know they are up against staff shortages! A big thank you to the fantastic ladies who brought in my meals (and much needed cups of tea), and spent a bit of time chatting to me, and to xx for spending time to make sure that I had really got my head around breastfeeding - we're still going at nearly 8 months and I put that down to the time she spent helping me get the hang of it!” - **RSCH**

Emerging Themes Across UHSussex

- **Lack of awareness of the infant feeding room**
- **Waiting times for casarean birth and epidural**
- **Women and birthing people not feeling listened to, informed and empowered**
- **Provision for Partners/supporters to stay overnight on the postnatal ward**
- **Home birthing service not facilitating many home births due to staff shortages**
- **Pressure on maternity staff, service users noticing that staff cannot give the care they want due to shortages/sickness**

Supporters Staying Overnight on the Postnatal Ward

Providing support overnight on the maternity ward.

NHS
University Hospitals Sussex
NHS Foundation Trust

UHSussex Maternity Services

Chichester, Worthing, Brighton and Haywards Heath

- One person only age 18 +
- Speak quietly, mute your devices
- Respect the privacy of others: stay in your bed area
- Stay fully dressed at all times
- Showers/baths are for patients only
- Please organise your own meals
- Stay to help Home to rest or sleep
- Please do not lie on the beds
- Wear your lanyard at all times
- No filming, recording or photographing of any staff, patients or members of the public.

Thank you for respecting each other on the ward.

5th February 2024

Scan QR code for agreement form

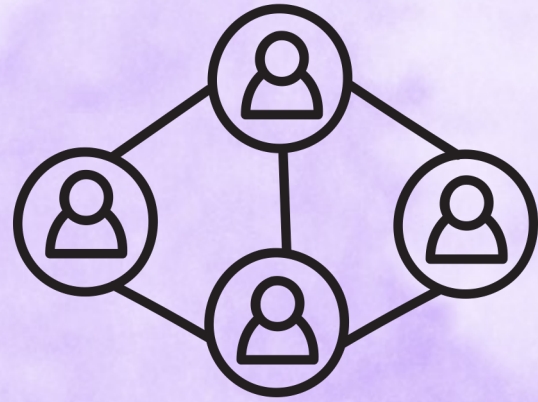
We were excited to announce back in August that the visiting hours on the postnatal ward were increased to 8am-11pm

Since then we've been working closely with the Trust to look at allowing supporters to stay overnight

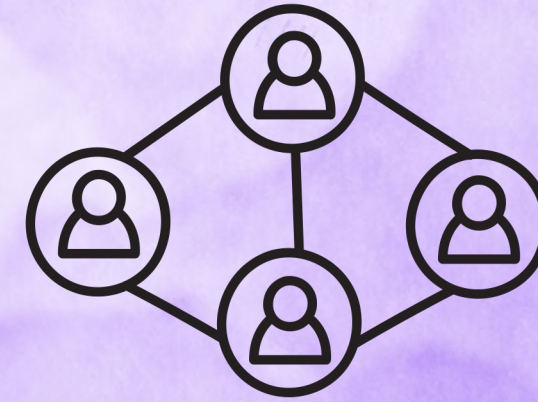
We are excited to share that work is now underway to make that happen with the plan being to introduce this from

6th February, this will be piloted for the first postnatal night only

We are working on co-producing a standard operating procedure, overnight stays agreement, tips for supports and an etiquette poster, we've had service user input on this.



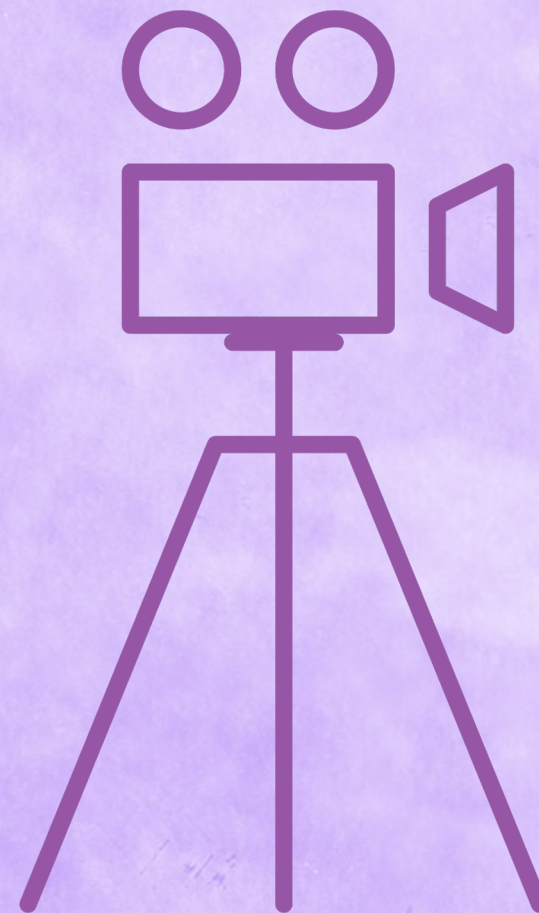
Co-Production



Postnatal
Discharge Video



Induction of Labour
Leaflet & Padlet



Baby Loss Survey



11:40 Trust Maternity Update -
Emma Chambers, Director of Midwifery

11:50 LMNS Update - Sharon Gardner-Blatch

12:00 Commissioner Update -
Lara Kiziltuna/Cecily Hollingworth

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 Hospital

10 responses October/November/December 2023

- Unanimous warm and welcoming atmosphere
- Food provision - expensive and difficult to find - in patients sometimes missed meals when on neonatal unit
- One family commented that it was odd that family members can visit but not touch the baby
- 9/10 families felt very involved in their baby's care
- Ronald McDonald House very appreciated and links to Bliss
- Some wonderful feedback around acring staff - ensuring parents also well cared for.

'It was very helpful having 24/7 access but as a post natal ward patient I found it quite stressful having to go between both floors, for example having to go and chase down getting my colostrum, having to grab my own breast pump stuff and the challenge of missing meals, midwife checks and drug administration which made things constantly delayed.'

Princess Royal Hospital

9 response October/November/December 2023

- Very welcoming
- 3/9 were able to have a tour prior to admission and commented how calming this was.
- Appreciative of snacks from EBA
- Of the 4 parents who needed medication - one sometimes missed it, one returned to the ward for it and two had it brought round to them
- Some poor communication and conflicting advice given

'Staff were always friendly and explained who they were and always asked if I was ok or if I understood everything that was going on'

Worthing Hospital

1 responses October/November/December 2023

- This is the first response we have had from Worthing 😊
- Paid for parking - very expensive and financial strain
- No food provision - only cold drinks
- Was able to visit the unit prior to admission
- Welcoming staff and environment

'The staff on neonatal were amazing can't fault them at all'



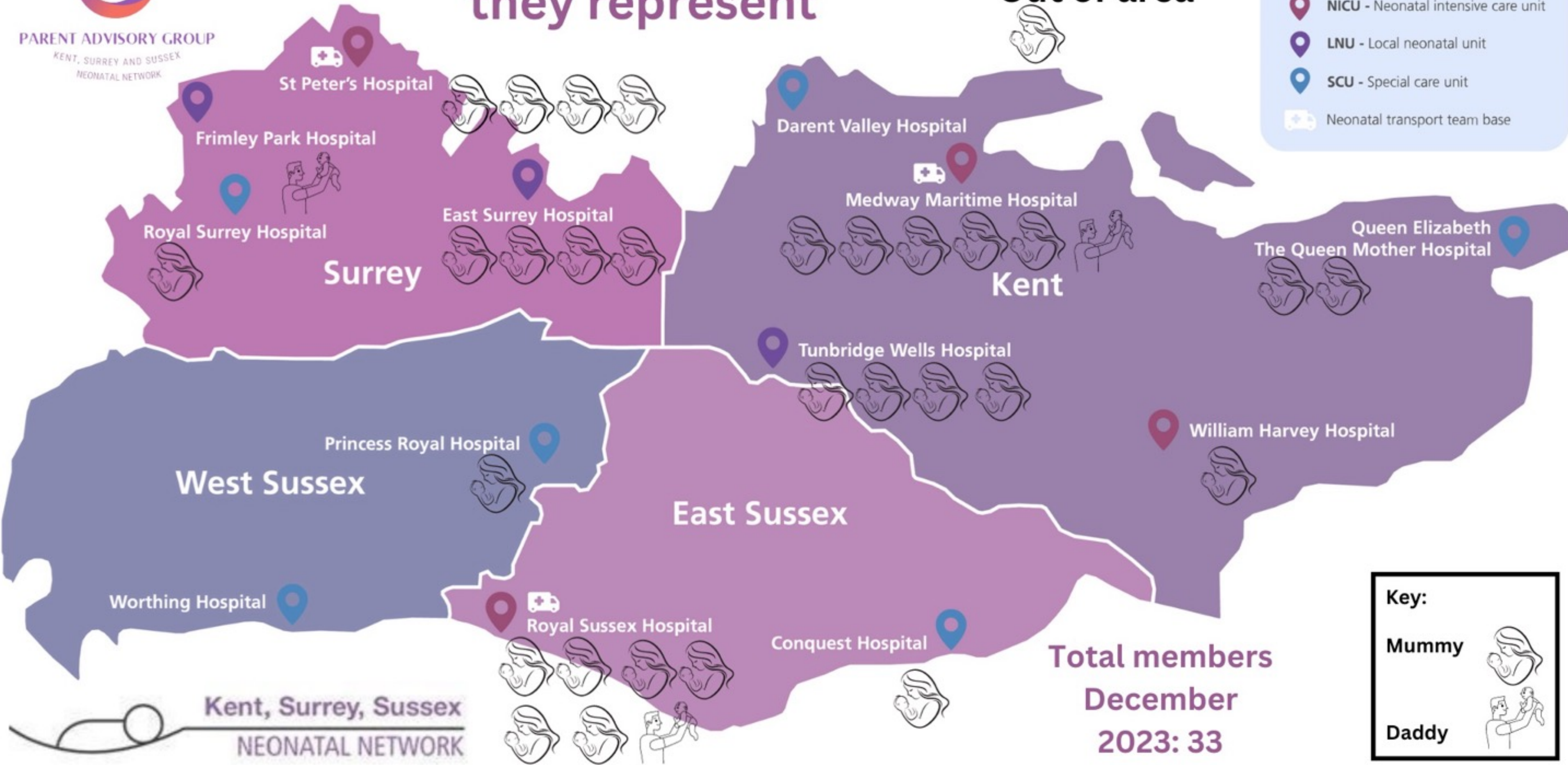
KSS PAG members and the Units they represent

PARENT ADVISORY GROUP
KENT, SURREY AND SUSSEX
NEONATAL NETWORK

Key

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

Out of area



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
- PREM7 Parent Pack for SE region
- Parent led ward rounds
- Continue to work on supporting MNVPs with 15 Steps/Walk the Patch
- Speaking at Education Events



PARENT ADVISORY GROUP
KENT, SURREY AND SUSSEX
NEONATAL NETWORK

Feedback Fridays 2023

- **Assisted Vaginal birth**
- **Badger Notes**
- **Caesarean birth**
- **Induction of labour**
- **Physiological Birth**
- **Visiting Hours**
- **Midwifery Led Units**

Feedback Friday

This week we are seeking your thoughts and experience of Midwifery Led Units (MLUs)

MLUs support low-risk people to have normal births without medical intervention. They offer a more relaxed, homely environment. They can be 'alongside' an obstetric unit which means they are within a hospital or 'freestanding' where they are separate from the nearest main hospital


FEEDBACK FRIDAY

This week we are seeking your experience and feedback on Physiological Birth*

*Labour that starts spontaneously and progresses to a vaginal birth without intervention

Feedback Friday

This week we are seeking your thoughts and experience of

 **Badger Notes**

Badger Notes is an online portal and app where you can access your maternity records on a tablet phone or PC

We used the feedback from these feedback Fridays to share themes and ideas with the Trust and also to inform the questions for our Instagram Lives

Instagram Live 2023

- Induction of Labour
- Caesarean Birth
- Physiological Birth
- Midwifery Led Units
- Assited Vaginal Birth
- Badger Notes



4415 accounts reached



3294 plays (not including most recent 2)

48 likes 

15 saves 



Terms of Reference for a WhatsApp Group

Any other Business?



**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

 SCAN ME

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