



UHSussex Maternity & Neonatal Voices Partnership

ANNUAL REPORT

2024 – 2025



The MNVP have provided invaluable insights into how our services could be different and better for birthing families - this has shaped our services for the better and put patient voice at the heart of decision making'. It strategically places the voice and experience of maternity service users at the heart of decision making. It gives real voice and influence.



Nicole Chavaudra, Director of
Patient Experience - UHSussex

Hello! A letter from the Strategic Lead



It's been another busy and exciting year for our Maternity & Neonatal Voices Partnership (UHSussex MNVP). We've been working hard on a wide range of service-user driven projects, and it has been such a joy to see them come to life thanks to the invaluable feedback from families across UHSussex.

As an MNVP, this is our 3rd year of running and we are successfully embedded within local maternity services. We have worked hard to build up these relationships which means the MNVP are involved at every level possible across maternity care. Part of this is to be involved in MSSP meetings (Maternity Safety Support Programme), here we have been able to voice service users concerns and be involved in safety improvements in across maternity & neonatal care.

This is the second year that we have been formally commissioned to hear the voices of families that have experienced neonatal and bereavement care. These voices are so important to us and we have a number of service user voices who are members of the MNVP. These families graciously give up time to support the work we do, we are so grateful to these families for being so courageous & generous with their time and support.

We are just at the beginning of building up relationships with our bereavement & neonatal colleagues and we are very much looking forward to working together on more focussed projects this year. Going forward it will be business as usual to hear all of these voices and take their feedback with us when we work together on co-produced projects.

Highlights of the Year

- Overnight stays for partners/supporters, is now business as usual. This means a partner or supporter can stay overnight with the mother or birthing person for as long as needed. This change came directly from service-user feedback, and we are so pleased it is now permanent fixture. Listening to families about what works holistically for them in the postnatal period is high on our agenda.
- Our Service User Summit was a huge success! It was so inspiring to see healthcare professionals and families come together to explore what great care really looks like. We will be working on actions from the summit in the next year and look forward to sharing progress with you later in the year.
- Our Bereavement Listening Event: was a sensitive and deeply important opportunity to hear from families and ensure their voices help shape future services. We have another listening event in the pipeline in the new year and we look forward to supporting service users to share their stories.



There is a strong network of support behind our MNVP, and I want to take a moment to reflect on these partnerships and say a heartfelt thank you.

- **To Jordon & Alix**, who are my caped crusaders! Taking on each new project with more enthusiasm. Thanks for all of your hard work, dedication and support in the last year. I am so lucky to have such wonderful colleagues.
- **Sharon, Lara & Lisa at the LMNS** – for your continued support, invaluable advice, and incredible wisdom. Thank you for always championing the service-user voice and the work of the MNVP. You have fought in many corners on our behalf, and we are forever grateful!
- **Emma, Gail, Beckie & Laura** – for your support and for involving us in so many valuable, service-user-led projects. You have ensured that the service-user voice is not only heard but embedded within improvements to services.
- **Our dedicated service-user representatives, families & community voices** – thank you for sharing your time, experiences, and passion to make care better for all families. None of this would be possible without your feedback, honesty, and willingness to share your journeys with us.
- **Healthcare professionals and Trust staff** – for your openness, collaboration, and commitment to listening and learning.
- **Emma & Marie**, our wonderful PAG leads who have been so open and supportive of collaborating with us.
- **Healthcare professionals and maternity & neonatal staff** – for your openness, collaboration, and commitment to listening and learning

This work does not happen in isolation. It is built on the collective dedication of so many people who give their time, energy, and expertise to ensure that families are truly listened to and that their voices lead to meaningful change. Each of you plays a vital role in strengthening our MNVP, in widening the reach of the service-user voice, and in keeping families at the centre of every conversation about care. Together, you make this work possible. I am deeply appreciative of the commitment, compassion, and belief you bring, and I look forward to continuing this journey with you as we strive to create better experiences for all families.

Looking Ahead

We're excited to keep growing, listening, and working together to shape maternity and neonatal services that are safe, compassionate, and inclusive for every family. It is a privilege to lead our Maternity & Neonatal Voices Partnership, and I look forward to the year ahead—more collaboration, more exciting work, and meeting many more families whose voices we will champion. Please take a look at the rest of our report to see more of the projects and partnerships we've been working on.

Best wishes

Laura

Laura Naish
Strategic Lead, UHSussex MNVP

www.uhsussexmvp.co.uk



Who we are

A Maternity & Neonatal Voices Partnership (MNVP) brings together service users (women, birthing people, and their families) and healthcare professionals (midwives, doctors, etc.).

Who work together collaboratively to review, shape, and improve local maternity and neonatal services. It ensures that the voices of service users are at the core of decision-making by being embedded within provider trust leadership and directly influencing improvements.

Through this partnership, the MNVP plays a vital role in improving the safety, quality, and overall experience of care for families using maternity and neonatal services.



UNIVERSITY HOSPITALS SUSSEX

Maternity and Neonatal
Voices Partnership

Working in Partnership to Improve Maternity & Neonatal Services

www.uhsussexmvp.co.uk

What we do

We do this via feedback from surveys, 1-1 discussions with families, listening events, walk the patch, 15 Steps for Maternity & Neonatal, attending baby 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. We then work together to close the loop on improvements.

Take a look at our 2025/26 [Work Plan here.](#)

Jordon



JORDON CLARKE

MNVP lead for Haywards Heath & Worthing

"Every year I feel growing pride for the work that our MNVP do, we receive so much support from service users, staff and stakeholders & the impact on families is becoming clearer year on year. From supporting individual families, to working with the Trust to implement improvements this is a role full of passion & purpose. I am very much looking forward to seeing what the year ahead has in store."

Alix



ALIX JAMES

MNVP lead for Chichester

"Being part of the MNVP and all the amazing work that has been completed in 24/25 has been incredible. I feel so proud to be part of supporting service users and hearing their experiences, and working alongside and co producing improvements with the Trust. Our role will always be to champion the voice of our families and ensure that voice is at the centre of all work that we do. I am incredibly excited for this next year."

www.uhsussexmvp.co.uk

Service User Summit - March 2025

95 people
joined us

UHSussex Maternity & Neonatal Voices Partnership were excited to host our first service user summit, where we brought service users, staff and people from across perinatal care together, to share experiences, celebrate successes and explore opportunities for improvement to maternity & neonatal care.

We explored what great looks like
across these 5 themes;

**"IT WAS REALLY LOVELY TO BE ABLE TO
DISCUSS IDEAS/THOUGHTS WITH OTHER
SERVICE USERS AND PROFESSIONALS TO GET
DIFFERENT POINTS OF VIEWS" - SERVICE USER**

Pain Management

Feeling Listened To

Neonatal Care

Discharge & Info

Postnatal Care



We shared ideas for moving towards great across UHSussex and an action plan has been created, which will be taken forward in the Maternity & Neonatal Service User Improvement groups. Watch this space for improvements and more co-production inline with the summit feedback. [You can review the full summit report here.](#)

Stakeholders
11.6%

MDT Staff
31.6%

Babies
24.2%

Service Users
28.4%

Summit Attendees

www.uhsussexmvp.co.uk

**"THIS IS A BEAUTIFUL EVENT
REALLY WELL RUN THE FOOD
WAS DELICIOUS. THE
KEYNOTES WERE IMPORTANT
AND AMAZING AND
RELEVANT" - SERVICE USER**

**"SO GLAD I CAME TO SPEAK
WITH PASSIONATE PEOPLE
ALL UNIFIED IN WANTING THE
BEST FOR NEW PARENTS AND
BABIES" - SERVICE USER**

**"IT'S REALLY GREAT TO HEAR
OPEN CONVERSATIONS,
KNOWING THAT REGARDLESS OF
BARRIERS EVERYONE HAS THE
SAME END GOAL, AND THERE
ARE SOME GREAT LITTLE WINS
OUT THERE"
NEONATAL MEMBER OF STAFF**

Infant Feeding Survey Launched September 2024



95
RESPONSES

We spoke to service users & staff to co-produce a dedicated infant feeding survey. This was to capture the experiences of families and their infant feeding journey. These insights will enable us to support families and co-produce improvement to services. This survey is an ongoing piece of work. We will create a 6 monthly report with the common themes and work together with maternity & neonatal teams to address any issues that arise from this,.

You can take a look at the infant feeding survey here.



Lived Experience Films

We worked with the education team to coordinate & supported service users to get involved in the LMNS Lived Experience Film project. Our aim was to reflect how service users feel when they have a difficult experience during pregnancy & birth. We also wanted to reflect the positive impact of caring & compassion staff show to service users and how this can change their experience service users for the better.

5 UHSussex service users shared their stories over 2 days of filming. The films are a reflective, touching and impactful resource, we are excited to see these being used in Multi Disiplinary Team training across Sussex within the next year.



www.uhsussexmvp.co.uk

Service User Feedback

“ Having the opportunity to share my views and experience, with the hope that my voice can actually make a difference to neonatal care.

Heather ”

“ The MNVP is valuable because through the surveys and summit event there is actually the chance to talk about and reflect upon birth and neonatal experiences.

Service user ”

“ “Thank you for sending out the report you and your team wrote up following the event earlier this year!”

“Sending well wishes for your continued badass work, making a difference to women in their most vulnerable moments”

Bethany ”

“ **“I FEEL POSITIVE, I REALLY APPRECIATE THE DRIVE FOR IMPROVEMENT AND THE WAY YOU ARE WORKING ALONGSIDE SERVICES USERS TO ACHIEVE THIS”**

SERVICE USER ”

“ The MNVP team fostered a culture of compassionate communication which meant our table (at the summit) had a great dialogue and exchange of information

Service user ”

“ .
Alix has been incredibly proactive in ensuring I have been able to access further support and care to make my current pregnancy and birth plan a positive experience. Because of Alix's work and support my feelings about pregnancy and birth have been completely changed and reframed. I am so happy to say I am now feeling optimistic and hopeful about my impending birth experience. Without Alix's care and support this would not be the case.”

Service user ”

Social Media



We use Social Media to engage with service users and their families. We are in a world of technology and as an MNVP its important to us to share information in a way that is relevant & engaging for service users.

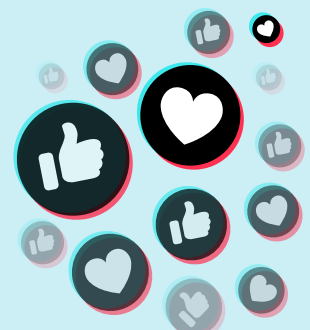
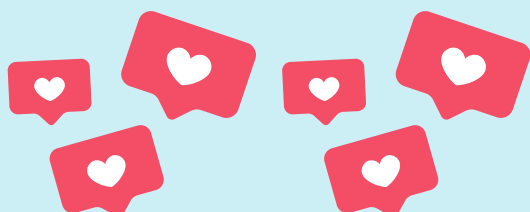
We post on a weekly basis providing a range of helpful and supportive information to service users and their families.

These posts include- celebration days (International Day of the Midwife), awareness days (like maternal mental health), information (like supporter's staying overnight), maternity trust updates , instagram lives, signposting & support and ways to feedback to us.

Throughout 2025/26, we will continue to develop using social media to reach service users. Since starting 3.5 years ago this has been a crucial way to reach service users, as many of them get their information online. We also utilise facebook groups to share our MNVP survey widely and this has been where we receive the most responses and rich data.



WE HAVE CONTINUED TO GROW OUR FOLLOWING ON SOCIAL MEDIA NOW REACHING AN INCREDIBLE...



www.uhsussexmvp.co.uk

Neonatal Care Packs

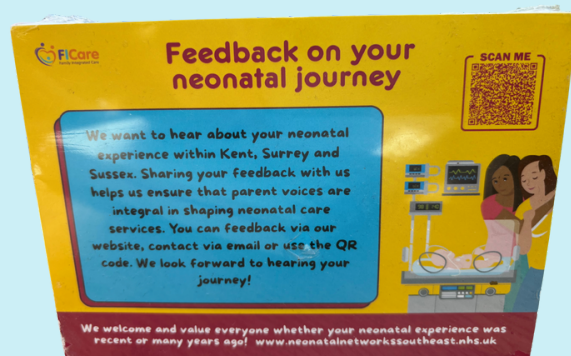
We spent some time talking to our neonatal colleagues about what environmental and support items might help neonatal families.

We were able to purchase and donate items to all 4 neonatal units to create some Neonatal Care Packs to help support parents with the little things while going through their neonatal journey, these items include; story books to read to the babies, handheld mirrors to support kangaroo care, journals to record thoughts & feelings about their experiences and white boards to be used cot side to record details about the family for staff to see.



PAG Postcards & Banners

After speaking to the leads for the Parents Advisory Groups (PAGs) in Sussex, we came up with a plan to support them with their engagement and outreach to service users. The PAG's have limited funding and therefore little budget to print postcards and banners to promote the work they do. We were able to work together to design and print postcards and table top banners that can be used on the units to drive survey responses & get more parents involved in the PAG. We involved service users every steps of the way about the look, feel and wording of the postcards. These are now in the units and we look forward supporting more projects like this in the future.



Preterm Birth Resus Simulation Training Prem 7 & Optimal Cord Management



PREM 7

7 steps towards a safer premature birth

NHS
England
South East

The MNVP were invited along with clinicians from across Sussex, to support the development of training. This was part of the Maternity & Neonatal Safety Improvement Programme (MatNeoSIP), the initiative aims to enhance maternity care and outcomes for pre-term babies. This was led by Rachael Garrett, Lisa Jeffrey & Dr Nicholas Tovell.

KSS
Health Innovation
Kent Surrey Sussex

Simulation training offers a wide range of benefits, allowing staff to practice their skills and provide the best possible care. The day was filled with insightful sessions about simulation, implementing optimal cord management and highlighted the emphasis on creating a psychologically safe environment for both patients and colleagues. The MNVP were there to be the service user voice in the room and also to be the service user during the simulation scenarios.

Together, we are making strides in improving neonatal care by ensuring the best possible outcomes for our tiniest patients. This training should be rolling out shortly, we look forward to being a part of this soon! [Read more about this here!](#)

‘We were so grateful to have the support of our Maternity and Neonatal Voice Partners during our two dry run simulation days.

By sharing their lived experiences and advocating for the voices of families who use our services, they helped bring a real sense of authenticity to the training.

Laura and Jordan role-played brilliantly, giving us the chance to see the day through the eyes of those we care for – making the learning experience even more powerful.”

Racheal Garrett

Programme Manager: Maternity and Neonatal (MatNeoSIP)

“Having the MNVP at the planning phase ensured that the service user perspective of preterm birth was at the centre of the development of the training.

Being able to hear the lived experience voice ensured a shared training objective was reached”

Lisa Jeffrey

Deputy Head of Perinatal Quality Safety Experience



Staff Feedback

“A fabulous day at the Service User Summit great to discuss the future of service provision”

Sophie Clark
Ward Manager

“The MNVP facilitates engagement between the clinical team and service users. Great to meet service users and MNVP at the service user summit”

Heather Brown
Consultant

“Jordan and the team are amazing, so supportive of the service user but also understanding of staff and the service. Widening the service user voice, trying to reach the unheard voices.”

Midwife

Attended the summit and thoroughly enjoyed spending valuable time with service users working together to raise the standard of care provision within maternity

Midwife

www.uhsussexmvp.co.uk

“Provides insight in to what service users would like and how to shape the service”

Praneil Patel
Consultant

“The MNVP puts families at the centre of all their care and drives improvements building a more sustainable service”

Fiona Stubbs
Head of Neonates

“Independent and extremely good insights and data from service users that triangulates with other types of feedback received in the Trust. Very proactive leadership and action taken as a result of issues highlighted.”

Patient Experience Manager Rep

“Just a huge thank you to you all for your very hard work. You go above and beyond and I am so grateful for your dedication. Also Laura is the best project manager for me ever

Didi Craze
Comms Midwife

Parent journey cards

We were able to support with some costs towards the printing of the parent journey cards. These cards have been developed with the PAG for the use of all neonatal parents. They are given a pack on admission and can add information cards to the pack on neonatal specific care.

We have also contributed toward translation of the journey cards into the top 5 languages across the network. This means even more parents can benefit from the information in the packs.



Labour Boxes

Following 15 Steps for maternity in 2024, we suggested some ideas that might improve service users experiences during labour & birth. We asked service users what would help & came up with an idea to create a care box of items to be used during labour. These items were to help create a calm, homely environment when admitted to the labour wards. In the boxes there are - fairy lights, galaxy projectors, rechargeable fans, birth affirmation cards, rechargeable speakers & candles, colouring books & pens. It was important to us that these items were reusable & sustainable so as many families could benefit from them as possible.



Bereavement & Loss Listening Event

As this was the first time the MNVP have hosted this type of event, we discussed with some families (with lived experience of loss & bereavement) and worked with Oscar's Wish Foundation & a grief counsellor to come up with a format that would work for the families attending.

Nine families kindly shared their in-depth experiences of their pregnancy, loss and bereavement whilst receiving perinatal care from University Hospitals Sussex at some time over the last 8 years. We are very grateful to these families for taking the time to share their experiences with us, to help improve future care for families.

The families that we spoke to would like to remain anonymous, so for the privacy of these families, we have used a case study and thematic analysis approach for this report rather than providing full details of these experiences. These experiences span across multiple areas of care including home, MAU, antenatal, postnatal, & labour wards, bereavement suites, EPU and termination clinics.

We have a deep dive meeting planned for October and we will have an update in the new year about what comes next. You can read more about [our findings from the Listening Event here.](#)



“You have given the pregnancy and baby loss community a voice during their incredibly difficult and sad time. You have allowed the charity (Oscar's Wish Foundation) to work with you to develop a pregnancy and baby loss survey to share with mothers, birthing people and their families to feedback on their care and support during/after their loss. This has been invaluable for our community. You have also held a listening by event for our community to hear their stories and identify areas for change or improvement.

Thank you so much.”

Oscar's Wish Foundation

“I feel so proud of myself for attending and it has really helped me voice how passionate I am about changing the system for the better. Thanks again for providing such a safe space.”

Service User

“I just wanted to say thank you for organising the listening event on Monday evening. It was great to have a space to share my experiences and thoughts on them! The listener i had was lovely & it was set up really great, I felt at ease to share.”

Service User

Postnatal Discharge Video

Service users said!

'I was discharged at 11pm and was given a lot of verbal information on how to care for myself. Considering I can still barely remember what has happened since birth I think it would be important to provide more detailed written discharge information'.

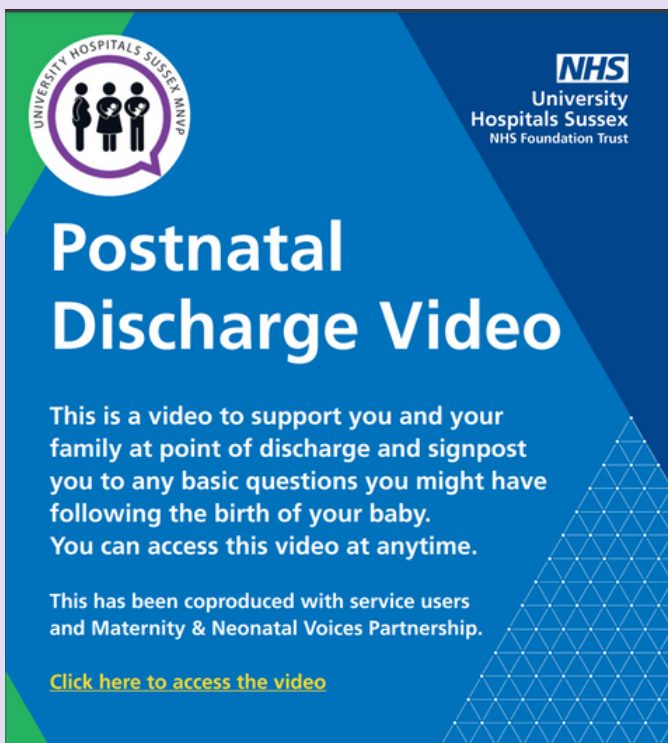
We did!

We created a film to support families to know what to expect following the birth of their baby. Our film is co-produced with families and maternity staff, to provide onward signposting, support & contact numbers post discharge. This will also support staff with postnatal conversations prior to discharge. The subtitles can be changed to other languages.

We ran a feedback Friday to find out what service users & staff wanted included in the video. This included information on safe sleep, blood loss, infant feeding support, rest and recovery, wound care, contact numbers for support, jaundice, driving after birth, skin to skin & bonding, pain relief and pelvic health.

Service users can now access the film on BadgerNotes or scan the QR code on the posters to watch or access it **via YouTube**.

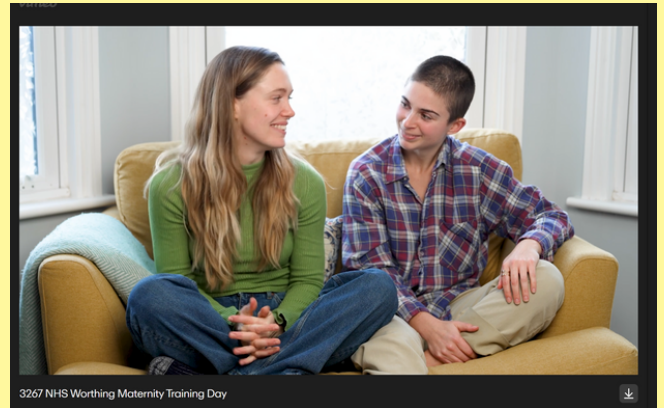
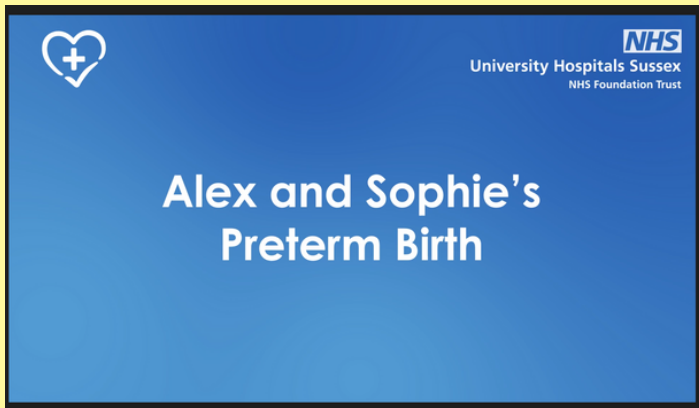
"I WORKED WITH THE MNVP A LOT AND ESPECIALLY APPRECIATED THEIR INVOLVEMENT IN DRIVING FORWARD THE VISITING CHANGES AS WELL AS THE CO-PRODUCTION POSTNATAL DISCHARGE VIDEO PROJECT. "
DIDI CRAZE, COMMS MIDWIFE



Small Wins, Big Impact!

NNU & Latent Phase Films

We provided valuable service user insights and quotes to support with the filming of staff training videos about care on the neonatal unit and latent phase of labour.

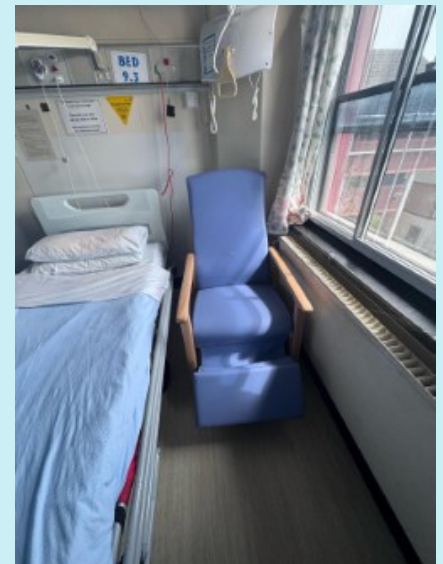


Recliner Chairs & BAU partners staying overnight



Our biggest achievement in 2024/25 has been the success of moving from a trial to business as usual partners/birth supporters being able to stay overnight on the postnatal/antenatal wards. This was our biggest area of negative service user feedback. Post COVID visiting rights had not been reinstated and women and birthing people found this incredibly hard. We held a Whose Shoes event with staff and service users to find out the barriers and solutions together. The pilot was successful and in September 2024 we moved 24 hour visiting being business as usual going forward. We have had excellent feedback from service users and their families and we are so grateful to staff for making this a success.

We also led a funding bid for 20 recliner chairs so that partners and supporters can feel more comfortable while staying to support the birthing person. My UHSussex Charity were happy to support maternity with this bid and the recliner chairs are now in place. A massive thanks to my UHSussex charity for their support!



Thoughts & Reflections from Key Stakeholders



Emma Chambers
UHSussex Director of Maternity

"Collaboration with service improvements is essential. The MNVP team have recent service user experience themselves, as well as contact with other service users, so we can co-design improvements, meaning that they are more likely to be impactful."

"The service user summit was highly impactful for the service and for me. We have a non-hierarchical, open and trusting communication relationship, meaning that feedback is heard and responded to, in both directions. Personally. The format of the day and the positive, solution focussed framework used was restorative and proactive."



Rebecca Elms
Acting Head of Midwifery
Royal Sussex County & Princess Royal

"It is such a pleasure working and learning with the MNVP. Over the past year there have been some great steps forward with working collaboratively on improving service provision, some examples of this are 24 hour staying for birthing partners, visiting now being opened to other visitors as well, recliner chairs for partners to rest in whilst supporting their partners over night. A huge thank you for all you do Laura Jordon and Alix."



Gail Addison, Head of Midwifery Worthing & Chichester

"It's such a pleasure working and learning alongside the Maternity and Neonatal Voices Partnership (MNVP). Over the past year, we've taken some really positive steps forward by working together to improve our service."

"Your insight and feedback have been incredibly valuable in helping shape changes that make a real difference for families. Just a few great examples include the introduction of 24-hour staying for birthing partners, reopening visiting to other family members and friends, and bringing in recliner chairs so partners can rest more comfortably overnight while supporting their loved ones.

I really value the open, honest conversations we've had and the way you always bring the voice of service users to the forefront. It's been brilliant to work with you all—Laura, Jordon, and Alix—and I just want to say a huge thank you for everything you do. Your passion and dedication really shine through and have such a positive impact on the care we provide and I really look forward to what this next year brings."



Lucy Bloem UHSussex Non-Executive Director

"The MNVP provides invaluable feedback from service users and reaches many that would not normally feedback. Key in guiding Trust to improving experience as a trusted partner. The constant commitment to UHSx and working with us to continuously improve is fundamental to our maternity and Neonatal services in UHSx."



Sharon Gardner-Blatch
Director of Maternity, Neonatal &
Women's Health Strategy Sussex



"UHSx MNVP epitomises the intention of MNVPs, as it focuses on its core responsibility of listening to and advocating for women and their families at all stages of their work. The MNVP Leads carry this focus into all their activity whether they are meeting with the Executives, service users, staff or wider partners and remain committed to holding this position regardless of the challenges."

"Through their grit, determination and advocacy they have developed a strong and respected voice and I have witnessed how much they are valued by UHSx as they work to improve their services. The value of UHSx MNVP is influencing, through lessons learned, the way the Trust is looking at other services to improve how it hears and engages. This to me is the biggest recognition of their work as the Trust want to take the learning and spread it to benefit more service users. "



Laura Spicer, Outgoing Transformation
Midwife

"Having the service user voice at the centre of all things maternity and neonatal is essential to improvements and increasing safety. Sussex MNVP will always hold a very special place in my heart, they go above and beyond in everything they do, they are so committed to improving the service, they work very closely with the midwifery leadership team that they are part of the team."

"I was lucky enough to co-produce nearly all of my work with the MNVP and I am humbled by the determination the team had at seeing things through. Often in the NHS things change slowly and this can be frustrating to those who are used to a more fast paced system. Via a Whose Shoes event seeing visiting hours change and partners allowed to come back in overnight has to be the most rewarding win for service users, engaging and supporting staff in these developments was challenging but with true team work it was achieved."

"Keep on digging in, don't give up! YOU ARE AMAZING!"

www.uhsussexmvp.co.uk



Lara Kiziltuna **Senior Perinatal Services Improvement** **Manager**

"2024/25 has been another productive and successful year for the UHSussex MNVP. The partnership has continued with an open, collaborative and responsive approach to improve maternity and neonatal services for families."

"The trusted relationships have been evidenced well this year, for example at the Summit held in March 2025 which was a true collaboration of the MNVP Leads, service users, maternity and neonatal staff and LMNS staff where we all came together to discuss the priority opportunities for improvements in 2025/26 and beyond. "

"The Leads have been dedicated and committed to listening to service users to gather their important feedback. Without this rich insight, it would not be possible to ensure maternity and neonatal services are meeting the needs of our population."

"Using this feedback, Laura, Jordon and Alix have been integral to so many great changes this year, from overnight visiting for birth supporters to provision of meals for parents with babies in the Trevor Mann Baby Unit. Their kind, fair approach helps us to strive further in what we can realistically achieve as a system."

"It has been a privilege to work in partnership with Laura, Jordon and Alix for another year and I am really looking forward to seeing where 2025/26 takes them and the continued improvements that will be made."



Julie Carr **UHSussex Consultant Midwife**

"It is impossible to imagine running an effective maternity service without input from our MNVP partners. We enjoy an open, honest and collaborative working relationship with our UH Sussex MNVP. Laura, Jordon and Alix help us keep our service users at the forefront of all the quality improvement work we do. Our MNVP team are also invaluable in quickly sharing service user concerns that are raised with them while they are out and about doing their inestimable MNVP work, meeting current and previous service users in our communities."

"The MNVP helped us reach out to service users in December 2024 by hosting an Instagram live, when both the birthing pools at Brighton and Hayward's Heath sites were unfortunately deemed unfit for purpose. Being able to address the issue via an Instagram live gave our service users a forum to ask questions and share their concerns, and for us to share the alternative solutions we were able to offer and to invite services users to meet with the consultant midwife for personalised care and support planning."



Marie Christian, Parents & Family Engagement Lead, Kent Sussex & Surrey ODN

"UHSussex MNVP really act as powerful advocates for families in as much as they not only listen to feedback, they share it with those who need to hear it and proactively explore possible solutions and move towards change."

"As Parent and Family Engagement Lead for the Neonatal ODN and Lead for the Network Neonatal Parent Advisory Group, I find the UHSussex MNVP to be a pleasure to collaborate with. I regularly attend meetings and share neonatal feedback from our network survey. This feedback has supported the MNVP in coordinating a focus group looking at meal provision for neonatal families. The MNVP remain in close contact and always look for ways to support and work collaboratively with the PAG. They have supported the production of a new PAG poster and funded for this to be printed for the Sussex Neonatal Units alongside some postcards promoting the PAG and Network Survey. I was delighted to attend the Service User Summit in March 2025. This was a really positive event and as a neonatal representative, it was wonderful to see neonatal threaded through all activities on the day."



Anna Frances, Lead neonatal Care Co-ordinator KSS Neonatal ODN

The MNVP's dedication and support for neonatal projects strengthens our efforts (neonatal care co-ordinators) to enhance the experiences of families navigating the challenges of having a baby in neonatal care. The MNVP have supported with funding towards the translation of Baby Steps: Our Neonatal Journey cards into five additional languages.

The cards are currently only available in English, which limits accessibility for some families, preventing them from having equitable access to essential information. The information provided by the neonatal journey cards is crucial in supporting families as they care for their baby and empower them to become active partners in their baby's care. Neonatal and Maternity teams will be able to support families in accessing the journey cards and information in languages other than English.



UNIVERSITY HOSPITALS SUSSEX

Maternity and Neonatal Voices Partnership

Working in Partnership to Improve Maternity & Neonatal Services

Thank you for reading this far!

If you have any questions or queries about
our annual report, please contact Laura Naish
laura.naish3@nhs.net



www.uhsussexmvp.co.uk