



UNIVERSITY HOSPITALS SUSSEX

Maternity Voices

Working in partnership to improve maternity services

UHSussex Maternity Voices Quarterly Trust Wide Formal Meeting 3rd July 2023

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Laura Naish – UHSussex Strategic Chair & Brighton Co-Chair - laura.naish3@nhs.net

Hannah Daly – Haywards Heath Co-Chair - hannah.daly7@nhs.net

Jordon Clarke – Worthing and Chichester Vice Chair – jordon.clarke@nhs.net

AGENDA

11.05am - Welcome & Introduction, Apologies & Agenda – Laura Naish

11.10am - MVP Action Log & minutes approval – Jordon Clarke

11.20am - Beckie Elms and Gail Addison – Trust Maternity Updates

11.30am - Laura Spicer – Trust Transformation Midwife Updates

11.40am - Cecily Hollingworth & Lara Kiziltuna Perinatal Equity Work Update

11.50am - Didi Craze – Social Media Midwives Update

12 noon – Anouk & Sarah Trust Infant Feeding Update

12.10 – Jordon Clarke – 15 Steps for Maternity Update

12.20 - Laura Naish – Annual Report

12.35 KSS/PAG Neonatal Updates

12.45 - Any other Business?

12.50 - Dates of next meetings

Aiming to CLOSE by 13.00pm





Welcome
and
apologies

Apologies

- Emma Chambers – Maternity Director UHSussex
- Hannah Daly – Co Chair Haywards Heath
- Zita Warren – Neonatal Matron
- Emma Johnston - Parents & Family Engagement Lead

Trust Maternity, Commissioning & LMNS Updates

11.20am - Beckie Elms and Gail Addison –
Trust Maternity Updates

11.30am - Laura Spicer –
Trust Transformation Midwife Updates

11.40am - Cecily Hollingworth &
Lara Kiziltuna Perinatal Equity Work Update

11.50am - Didi Craze – Social Media
Midwives Update

12 noon – Anouk and Fran – Trust Infant
Feeding Update

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

- We had 12 service users & 10 babies joined us across the 4 sites.
- We had 2 commissioners, 1 NED, 1 head of maternity, 9 matrons, join us across 4 sites.
- 16 hours were spent walking around, getting a feel for the facilities and care provided across the 4 sites.
- We will spend 32 hours writing up reports for the sites and feeding back to the Trust.







15 Steps Service User Comments



"I really enjoyed taking part in 15 Steps and being able to give back to the brilliant team that helped bring Flynn into the world. Thank you for allowing us some of your precious time to show us round and your receptiveness to receiving feedback especially when things are so hard in the NHS right now"

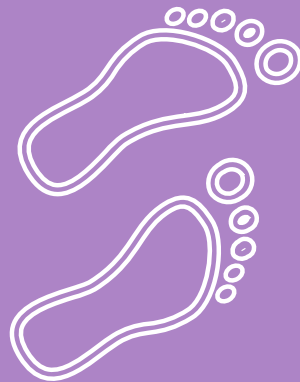
"Thank you for inviting me along to the 15 steps. The day was so insightful, and I felt very honoured to see "behind the scenes" of everything the midwives do"

"Thanks so much for allowing me to take part in the 15 steps today - it was incredibly interesting, and the staff were incredibly friendly"

"It was an incredible experience to walk around the St. Richards maternity services after two experiences of my antenatal care and birth. My biggest takeaway was how friendly and welcoming the team were. It was clear how helping mums to feel in control of their birth was a passion and priority. I learnt a number of pieces of information that I was not aware of such as the feeding space that is available on Tangmere ward and the availability of private rooms. I think these rooms could really enhance the experience for labour and recovery. I wish I had known about this for my own experience but it feels amazing to be able to influence future experiences in a small way. I think the 15 step walk around was so well organised and it felt amazing to participate in and it really felt like we were being listened to and making a difference. I highly recommend getting involved participating as a service user if you get the opportunity to."

What next?

- We finish writing up the reports and send them across to the Trust, they also go to the Board.
- Actions are agreed with the Trust and we move forward with these throughout the next year or more.



15 Steps for Neonatal

- Set dates for 15 Steps for Neonatal across all 4 sites.
- We will use this to hear the neonatal voice within maternity services.
- We are looking to recruit service users for Chichester & Worthing



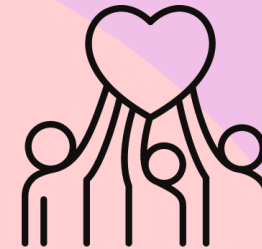
Maternity Voices Annual Report 2022/2023

2022/23



ANNUAL REPORT

University Hospitals Sussex
Maternity Voices



"I have had the pleasure of working in partnership with dedicated service user representatives, whose confidence in their role I have seen grow and grow, with their voice get stronger and more assured, speaking up and working with the Trust."

**Sharon Gardner-Blatch, Programme Director, Sussex Local
Maternity & Neonatal System**



"Just to say an extra thanks for your efforts in getting the home birth service reinstated yesterday. After assuring you yesterday morning that I wasn't in labour, my labour actually started around 2pm and baby was born at 3.45pm at home. She was a bit too fast and arrived before the midwives did, but it was great to know that they were on their way and that we wouldn't have to freebirth."

- Service user

"I recently felt the need to contact the MVP for this area to feedback on my experience of maternity care. The lady I spoke with was so kind and supportive and made sure she put me in touch with the correct people at the hospital (with my consent) to try and resolve my issue. With both teams I felt heard and supported and I've had closure now. This is something you should all be proud of and it definitely made me feel more positive about any future experiences I have. Thanks." - Service User



"Just wanted to reach out and say thank you for all your hard work and tenacity earlier this year. We had a meeting with xxx today and it feels like a weight has been lifted.

It has been so healing to have answers as to why things happened the way they did, to hear what they are changing and what measures have been put in place to ensure it doesn't happen again. I feel like I can finally close this chapter and move forward, which I don't think I'd have been able to do without your help.

So thank you to you and the Maternity Voices team. You've really made an impact and are an invaluable resource. "

- Service User



A Maternity Voices Partnership (or an MVP) 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 care.

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

Our Partnership includes but is not limited to:

Service users and their families, Midwives (including senior leads), heads & directors of midwifery, Infant feeding leads, Health Visitors, Maternity Support Workers, VCSE organisations/community groups, Doulas, birth workers & antenatal practitioners, Commissioners, Perinatal Mental Health Practitioners, Sonographers, Obstetricians, Safety Leads, Non-Executive Directors & Neonatal team members.

Your thoughts, your feelings,
and your voice matters to us



THE CHAIRS

[LINK TO CHAIRS BIOS](#)



LAURA NAISH
STRATEGIC CHAIR
& CO CHAIR BRIGHTON



HANNAH DALY
CO CHAIR
HAYWARDS HEATH



JORDON CLARKE
VICE CHAIR WORTHING
& CHICHESTER

"It has been a privilege being apart of the MVP for the last year, I feel as a team we have accomplished so much in such a short space of time. It has been wonderful to get to know the NHS staff, commissioners and other third party organisations, and come together to create a maternity service that has service users voice at the centre. I am excited to for what the next year brings and the achievement's we will make."

Hannah Daly

"Joining the MVP has been an extremely rewarding experience, I feel I am starting to make a real difference to the lives of women, birthing people and their families. The Trust has been so welcoming, they value our input and have been supportive of suggestions for change and improvements. I am very excited to see what 2023/24 brings"

Jordon Clarke

OUR KEY PRIORITIES FOR 2022/2023

1.

Quarterly Trust wide MVP meetings established. ✓

2.

Updating MVP website to reflect current team, UHSussex merger, update and edit all information. ✓

3.

Updating & printing MVP promotional material including leaflets, flyers, posters and banners. ✓

4.

Social media engagement with service users and colleagues. ✓

5.

Meeting attendance with key stakeholders LMNS, NHS, Commissioners and Equity & Equality steering groups. ✓

6.

Creating an outreach & engagement events schedule for the year. ✓

7.

15 Steps for Maternity at Brighton, Haywards Heath, Worthing & Chichester. ✓

8.

Walk the Patch (in person) feedback via postnatal wards, 6 monthly. ✓

9.

Deep dives into survey information for each site. ✓

10.

Perinatal Equity & Equality work. ✓

11.

MVP service user feedback survey updated. ✓

*Work Plan for 2022/23
80% completed*

*Outstanding Work Plan
Items 2022/23*

12.

Training for Strategic Chair & Co-Chairs. ✗

13.

Creating a tailored survey for different birth outcomes i.e., still births & neonatal deaths, TOPFA. ✗



Starting from scratch

Has been a challenge and also a great achievement, a lot of work has gone into establishing the new MVP, creating new material, relaunching the website and building a social media presence.

We are now a well established MVP and have collaborative plans for the future, we are looking forward to what this year will bring.

Staffing

Was a challenge for the first 7 months of the year, with staff leaving and recruitment for maternity cover. Long recruitment processes meant that for much of the year there was limited or no chair presence at St Richards and Worthing.

We now have a fully staffed team that work well together, with each chair contributing key skills to the partnership.

Finances

Uncertainties at the start of the year regarding the strategic chair role funding and staffing issues meant we didn't manage to use our budget by the end of the year.

We have a confirmed budget for 2023/24 and will create a work plan that allows us to maximise our capacity.

MVP Survey & Data Analysis

When we started the MVP, we inherited our feedback survey. We soon realised as much as it was detailed that it was too large for using across 4 sites and our capabilities and time capacity to analyse it was limited.

We knew the survey needed to change, be easier to access, shorter, free for us to run and simpler to analyse.

We also knew we wanted to make the survey relevant to the current service and service users needs and well as coproducing it with maternity services.

- Survey moved to google forms which is free to use.
- Comprised of less questions and plenty of space for written feedback.
- Co-produced with feedback and service user opinion.
- Co-produced with Core MVP quadrumvirate & maternity services.

Building Relationships & Trust

Starting off as a completely new MVP we had to build up relationships with each other as co-chairs from scratch which was challenging.

We also had to build up relationships of trust with service users. To establish ourselves in order for service users to want to share personal feedback with us.

We additionally needed to build up working relationships of trust and support with our NHS colleagues, commissioners & the LMNS.

- We introduced ourselves to all of the key stakeholders early on in the partnership and made and maintained regular meetings/contact with these teams.
- We also introduced ourselves to service users via social media and made contact with those that had submitted surveys.
- We meet as a team in person every 6 months & online monthly.

Time and Budget

Working as a team of three chairs across different days of the week has its difficulties in terms of available time to collaborate. We are also limited by the practical and financial resources available to us, i.e. we can only work the amount of hours we are funded for.



- We are a flexible team who are committed to making things work over video calls, WhatsApp and email. We use evenings to ensure we have time to catch up and collaborate.
- We would always like more budget to be available and will continue to push for more finances for the MVP work we undertake to make the service user voice heard

Geographical Area

Our MVP covers a huge geographical area with large pockets of rural isolation and it's hard with the hours and chairs we have to cover all of those areas in the time we have available to us.

Additionally 2 of our co-chairs live outside of the areas they cover, meaning expenses are higher for travel and parking. This has also meant we had less local knowledge of those 2 areas to start with.

We have worked systematically to cover these areas within the hours we have available. Jordon and Hannah have attended many local baby groups, libraries and community centres and have done an excellent job of reaching out to areas of rural isolation.



- Continuing with the reoccurring commitment of the MVP, including MVP Trustwide meetings, regular community engagement visits, walk the patch, 15 Steps, one to one service user contact, signposting and support for our service users, week round availability via contact via social media and email.



- Increase response rate on the new online survey across all 4 sites.
- Grow the MVP partnership by engaging and recruiting more parent and community voices including those that can volunteer in the community for us.



- Rebranding as Maternity and Neonatal Voices Partnership.
- Listening more closely to and incorporating the neonatal voice into our MVP.



- Complete 15 steps for Maternity 2023 at all 4 sites, finalise the reports and share them with the Trust.
- Conducting a 15 steps for neonatal across all 4 of the sites.



- Complete the priorities that are left from this years work plan next year.
- Training & supervision for MVP Chairs.
- Dedicated co produced and SU led survey for loss and TFMI pregnancy.

- Confirm sustainable funding for the MVP for 2024/25 and subsequent years.
- Increase funding for MVP to cover more hours per site, in order to get a wider service user reach.



- Prioritise the service user voice in terms of visiting hours and partners staying overnight.
- Push forward for meetings with the Trust and service users to obtain longer visiting hours and overnight stays for partners added as an option.



- Working to co-produce materials and information on induction of labour, informed choice for service users alongside Katie Christie.
- Working to co-produce materials and information to support service users on the postnatal ward with maternity teams and transformation midwives.



- Make improvements to postnatal care by responding to issues raised by service users.
- Breastfeeding and chest feeding support on postnatal wards increased.
- Feeding rooms made more inclusive, comfortable and inviting.



- A Midwifery Led Maternity Unit in our area remains a critical and urgent priority.
- Gathering feedback akin to this priority.



- Raising and addressing issues of informed consent in birth experiences.
- Improved awareness around women and birthing people feeling listened to in labour & birth.

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 in April/May 2023

- Amazing staff, friendly, supportive, knowledgeable, professional
- Can be difficult to get through on the phone
- Good admission information
- Parent passport not well used or known about
- Good arrangements if needed accommodation, 24/7 access really valued
- Parents felt fully involved and part of the care team
- Staff name-checked as hugely supportive in helping with feeding and expressing
- No signposting to local support groups, charities or financial support
- Missed medication if on neonatal unit- couldn't hold baby for long as missed pain relief

Princess Royal -

5 responses in April/May 2023

- Aware of snacks and meals, really appreciated
- Involved in baby's care
- Good feeding support
- Good experience of transfer, well informed, smooth transition staff and NTS
- Lovely welcoming team, 5 years have seen changes - improvements in parental involvement (FICare)
- Staff caring, engaging
- Admission booklet, passport, admission information in general not always given consistently
- Skin to skin, not always given info/support
- Parking, paid full price, had to ask, free
- Returning to post-natal ward for meals and medication- challenging



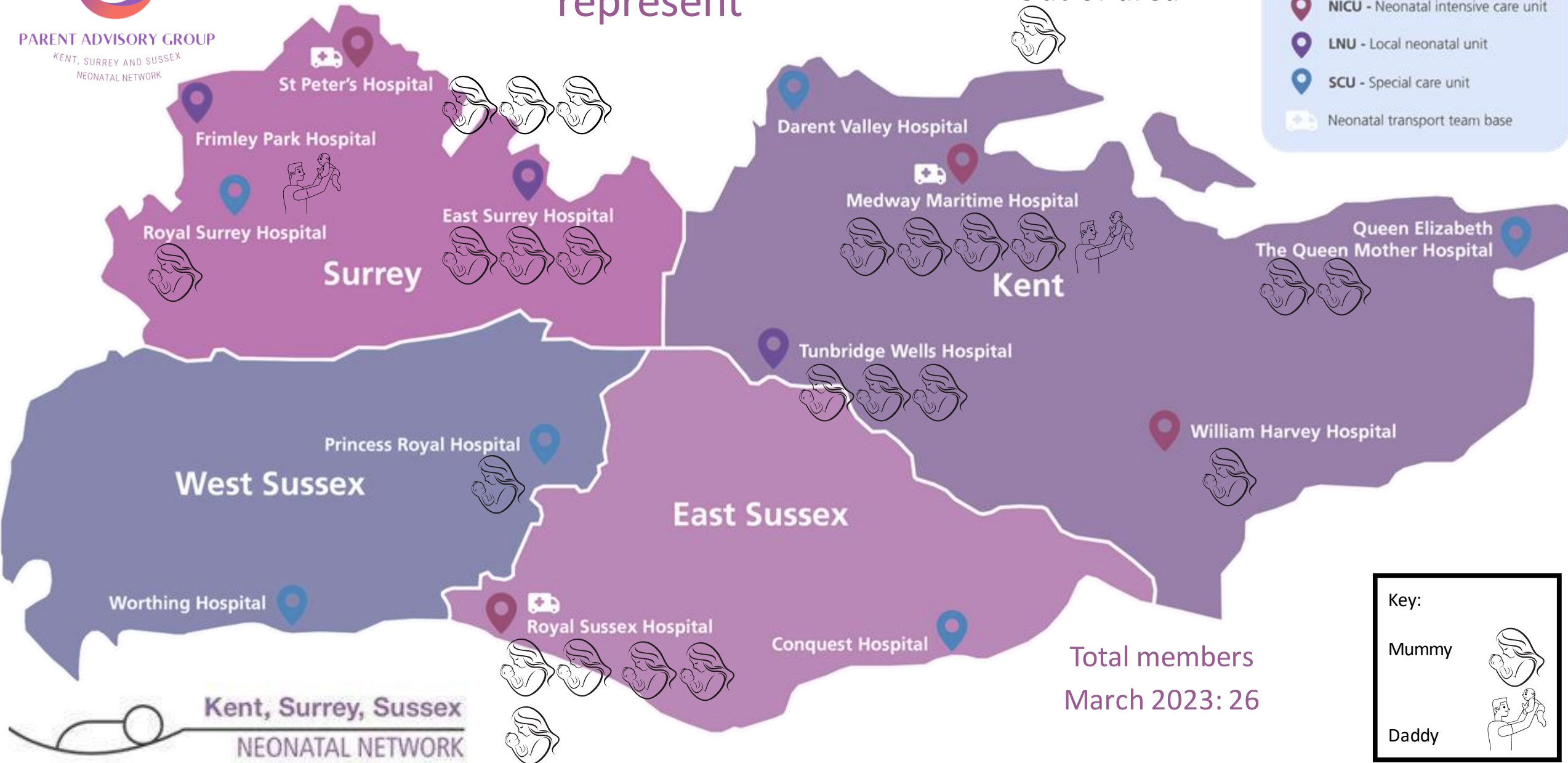
KSS PAG members and the Units they represent

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



Total members
March 2023: 26

Kent, Surrey, Sussex
NEONATAL NETWORK

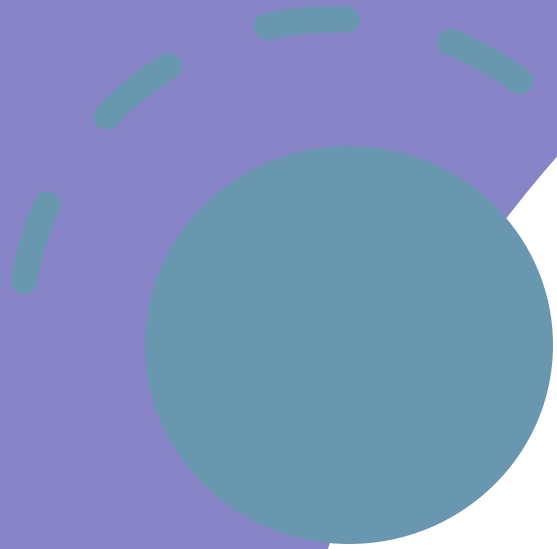
Key:

- Mummy
- Daddy



Current projects PAG are involved in...

- Digital- website development and 3D Tours
- Parent cards
- Infant feeding
- Parent led ward rounds
- Continue to work on supporting MNVPs with 15 Steps/Walk the Patch



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



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FUTURE MEETING DATES

- **Next meeting Monday 2nd Oct 11am-1pm**