



UNIVERSITY HOSPITALS SUSSEX

Maternity Voices

Working in partnership to improve maternity services

UHSussex Maternity Voices Quarterly Trust Wide Formal Meeting 27th January 2023

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

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 October 2022" Online Presentation, Microsoft Teams, October 2022

AGENDA

10.05am - Welcome & Introduction/Membership & Apologies

10.10am - Housekeeping & Meeting Etiquette

10.15am - Haywards Heath/PRH Update – Hannah Daly

10.25am - Emma Chambers & Rebecca Elms – Trust Maternity Update

10.35am - Sharon Gardener-Blatch – LMNS Update

10.45am - Cecily Hollingworth/Lara Kiziltuna- Perinatal Equity Work Update

10.55am - New MVP Flyers & Leaflets for discussion

11.05am - Chichester/St Richard's Update – Jordon Clarke

11.10am - Worthing Update – Jordon Clarke

11.15am - Brighton/RSCH Update – Laura Naish

11.25am - Any other business/questions

11.30am - Dates of next meetings



Welcome:

A warm welcome to everyone attending our 3rd UHSussex Maternity Voices Meeting.

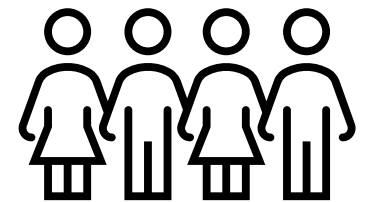
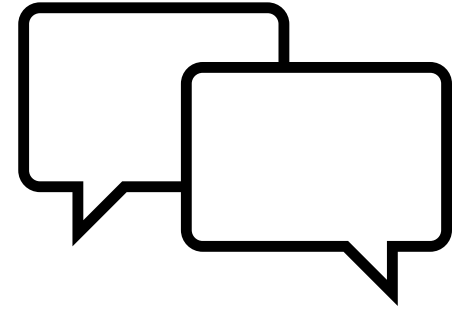
Thanks so much for making time to attend. We are excited to have you here!

Apologies from:

Zita Warren – Neonatal Matron,
Rosa Thorpe - Social Media and Communications
Midwife, St. Richards,
Didi Craze – Social Media Midwife,
Lorna Dow - Senior Midwifery Lecturer, BSc Hons
Midwifery Programme,
Graeme Potter - Public Health Lead for Start of Life,
Patience Okorie - GP Clinical Director for Maternity
& Children's Services, West Sussex,
Jac O'Kane – Midwifery Practice Facilitator & PEF,
Katie Christie - Jac O'Kane – Midwifery Practice
Facilitator & PEF,
Gail Addison – Acting Head of Midwifery, Chichester
& Worthing

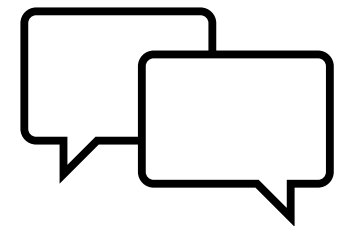
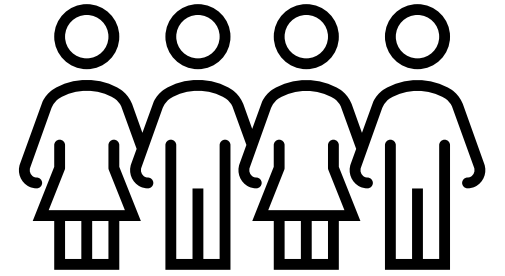
House Keeping & Meeting Etiquette

- As an MVP we have terms of reference (TORs) to reflect the way we work, how we work and what we adhere to. This was sent to you all and agreed at our October meeting. We will put the MVP TOR's in the chat for anybody that may not have seen them, so you can have a read.
- We expect all participants of this meeting to be considerate, respectful and to communicate their views in a non-judgmental non-confrontational way.
- It's important to remember that we listen to all voices in this meeting, including those voices that may only be a whisper.
- We may not always agree, but we can still be respectful and considerate in our approach to sharing these views.
- This is a trusting, safe space for everyone involved. We would ask that you approach anyone sharing their experiences/views for their consent, before taking outside the meeting.



House Keeping & Meeting Etiquette continued....

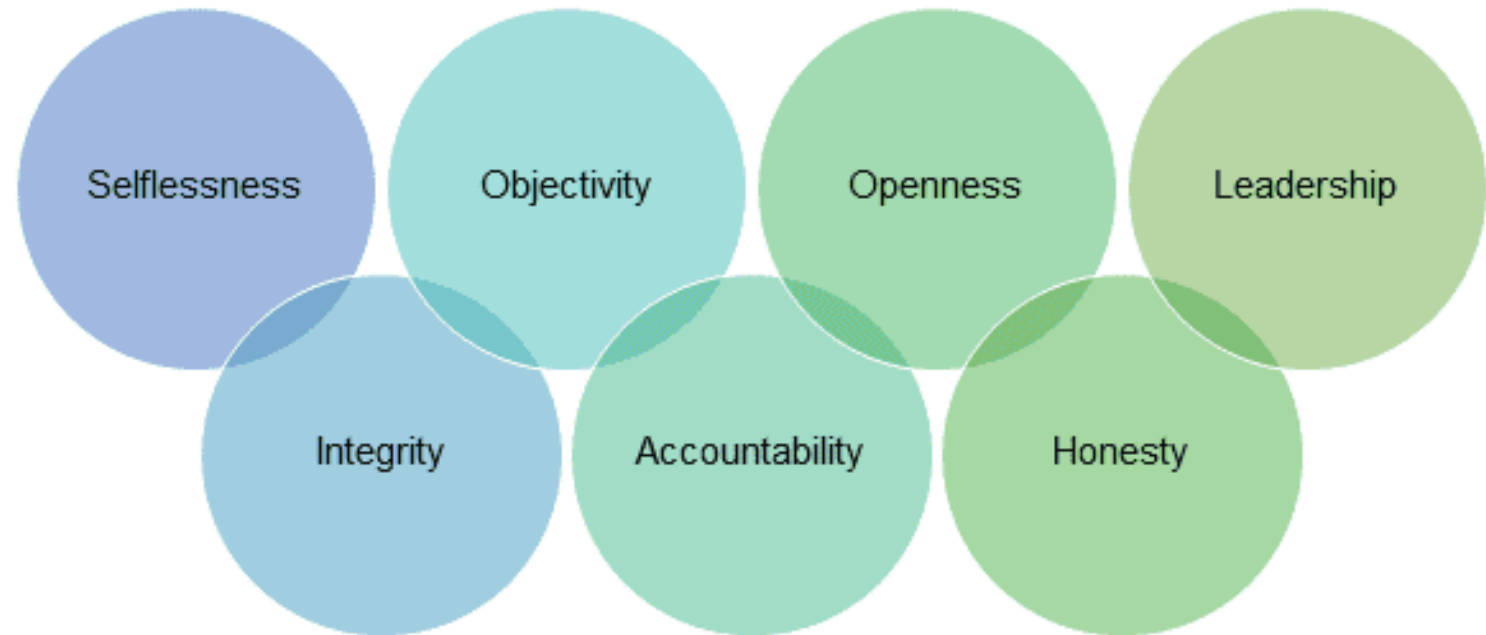
- Please remember we may have pregnant birthing people in this meeting as well as those who have been through trauma or experienced loss/miscarriage. Is the information you are sharing appropriate for those that might have been through trauma or loss?
- If you aren't sure if something is appropriate to be shared in this Trust wide meeting then feel free contact one of the chairs directly to share your feedback or have the conversation outside of the meeting.
- Sometimes conversations become too in depth to continue in the main MVP meeting; and we may have to move down the agenda in order to keep on schedule.
- In this instance please be understanding, listen to the chairs if this needs to happen. We may ask that we or somebody else picks up the conversation with you outside of the meeting at a later date.



The 7 Principles of Public Life

The Seven Principles of Public Life (also known as the Nolan Principles) apply to anyone who works as a public office-holder. This includes all those who are elected or appointed to public office, nationally and locally, and all people appointed to work in the Civil Service, local government, the police, courts and probation services, non-departmental public bodies (NDPBs), and in the health, education, social and care services. All public office-holders are both servants of the public and stewards of public resources. The principles also apply to all those in other sectors delivering public services.

As an MVP and Chairs we adhere to the 7 principles of public life and this should be rooted in our work.



Haywards Heath Princess Royal Hospital Update



My Plan	What's be achieved so far	Going Forward
<p>Walk the Patch</p>	<p>I have completed 2 “walk the patch” on Bolney ward- which was very successful. (see more on next slide)</p> <p>I also held an event with Didi Craze, at an antenatal clinic, where I was able to promote the MVP and give out flyers. This led to some great feedback and discussions from service users.</p>	<p>I will continue to carry out walk the patches on the ward, as I found these were very fruitful, and I was able to help birthing mothers and partners whilst there.</p> <p>I am planning to hold another meet and greet event at the antenatal clinic and do these on different days, so I am able to access a wider group of birthing people. (i.e. Diabetic clinic etc)</p> <p>I plan to start visiting the local Haywards Heath area, put out flyers up in libraries and other places families may attend.</p>
<p>Stay and Play events</p>	<p>Myself and Jordon have attended a stay and play event in Henfield.</p> <p>I am currently making connections with groups in the local surrounding area to hold a stay in play event.</p>	<p>I am in the process of collecting a list of all the local groups in the Haywards Heath and surrounding areas, and making contact with them, to see if I can facilitate a space to meet new parents.</p> <p>I am also seeking out groups of diversity - such as faith groups/LGBTQIA+ parents. (I have made some good connections with local refugee support workers)</p>
<p>15 Steps for Maternity/ walk the patch</p>	<p>15 steps for 2023 to be arranged</p>	<p>Next month I will start the process of organising a 2nd 15 steps for PRH. I am hoping to have wider range of people involved this time, such as commissioners, different bands of midwives, the NED and service users- I feel the outcome of this 15 steps will be a great source of co production and would give valuable insights.</p>

The Plan	What's been achieved so far	Going forward
<p>Seek out minority voices in Haywards Heath</p>	<p>I am still attending the teen parent pregnancy board.</p> <p>I am also attending monthly Perinatal, equity and Equality meetings.</p> <p>I have made contact with different organisations and people in public health, attending meetings and have make contact with groups in the community.</p>	<p>I had a meeting last week with a woman who works with MSVA (Mid Sussex Voluntary Action) Who help support refugee who are being rehomed in the local area.</p> <p>I have also made connections with DRI-org (Diversity Resource international) I am hoping to attend one of their “Learning English workshops.”</p>



Walk the patch Feedback - PRH

- “Everyone has been so kind and helpful”
- “My whole care has been incredible, really can’t fault it. I came in a few times with reduced movements. I was always welcomed, never made to feel silly.”
- “Great feeding support- I really wanted to give breastfeeding a chance and the midwives have really help with my attachment.”
- “I had a lovely caesarean birth the team were amazing - I was nervous as this was very different to my other births. Although it was an unplanned caesarean birth, nothing was rushed, I was given time to process information and ask questions. I felt very informed and was also given a video to watch on a gentle caesarean birth.”

Trust Maternity, Commissioning & LMNS Updates

10.25am -

Emma Chambers, Director of Maternity &
Rebecca Elms, Acting Head of Maternity (Brighton
& Haywards Heath) - Trust Maternity Update

10.35am - Sharon Gardner-Blatch

Local Maternity and Neonatal Network Update

10.45am - Cecily Hollingworth & Lara Kiziltuna

Perinatal Equity Work Update



UNIVERSITY HOSPITALS SUSSEX

Maternity Voices

Working in partnership to improve maternity services



UHSussexMVP



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



www.uhsussexmvp.co.uk



Princess Royal Hospital, Haywards Heath



Royal Sussex County Hospital, Brighton



St Richard's Hospital, Chichester



Worthing Hospital, Worthing



What we do....

We listen to your thoughts & feelings about your experience of pregnancy, birth & the postnatal period throughout University Hospitals Sussex.

Our Maternity Voices Partnership (MVP) is a working group: a team of local parents, birthing people & their families, commissioners & healthcare providers who work together to review & improve local maternity care.



Uhsxmaternityvoices@gmail.com

How we do this....

You can feedback to us about your experience via the QR code overleaf (anonymously if you wish), or you can email us.

We want to hear from you, your feedback drives our work.

We can also help by signposting you to further support services should you feel you need them.



For review & feedback - MVP Leaflet/Flyer Feedback - A5 double sided postcards to go in hospitals, antenatal clinics and in the community.
Please give us your thoughts and feedback!

What is a Maternity Voices Partnership?

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 and improvement of local maternity care.



What do you do?

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

Who do you work for?

We are paid volunteers who work independently but alongside the NHS, Sussex Commissioners and Local Maternity Network. You could call us a critical friend of the NHS.



Can I talk to you in confidence? Is my feedback anonymous?

Yes you can feedback to us anonymously if you wish. We appreciate you sharing your experience with us on whatever level you are comfortable with.



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You can scan the QR code here to feedback OR email us uhsxmaternityvoices@gmail.com



What is a Parent Voice ?

Maternity Voices are looking for people and families who have accessed or who are still accessing maternity care within UHSussex Hospitals The Royal Sussex County, The Princess Royal, St Richard's & Worthing Hospital to help us enhance and improve the maternity care others will receive.

We can only achieve this by hearing and listening to the service user voices. We understand that life can be busy and we are happy with as much or as little time or input you are able to give. There is no pressure or expectation of a set time commitment and most parent voices will do this with children/babies in tow!

What is a Community Voice ?

We are also looking for people who work in the community alongside women, birthing people & their families who have accessed or who are still accessing maternity care within UHSussex Hospitals (At RSCH, PRH, SRH & WH)

Community Voices are but not limited to - doulas, antenatal practitioners, breastfeeding supporters, baby class facilitators & pregnancy exercise teachers.

With service users permission you would feedback to us their thoughts and feelings on their care, or you can signpost them to us so that we can listen to them. We are keen to hear from everyone in our community and we would love you to signpost people to Maternity Voices, to champion us and encourage service users to get involved with us.

How can you get involved?

- By being a part of our Facebook group. Here you can connect with other parent & community voices share your thoughts and experiences and keep up to date with what we are doing as an MVP. We will share everything in our Facebook group and this is the best place to keep in touch.
- With permission, let us know what you are hearing locally, whether at groups you are attending with your child or in conversation with a friend – is there something you think we would like to hear about?
- Spreading the word & championing us - giving out our flyers/cards at baby groups, clinic or to people you know or have spoken too, telling people about our social media pages, asking people to fill out our online feedback survey and championing the work we do.
- Being involved in specific pathways and co-producing literature for online platforms and more. (you'll find out more about this in our facebook group)
- Being involved in steering groups or patient experience groups related to maternity care.
- Attending our Quarterly MVP meetings online – These run for 2 hours, here you can listen and have your own input. (children are very welcome)
- Equally if you have any specific skills that you feel may be useful to the MVP we would love to hear from you - ie photographer/data analysis/social media/website design etc.
- Are you from a minority group or a group whose voices are seldom heard? We would love to have your input and hear your voice in order to address health inequalities across our Patch.

If you are interested in being a part of our Maternity Voices Partnership please contact us: uhsxmaternityvoices@gmail.com



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



For review & Feedback - MVP Leaflet/Flyer Feedback - A4 size posters to go in hospitals and in the community.



What we do

Our Maternity Voices Partnership (MVP) is a working group: a team of local parents, birthing people & their families, commissioners & healthcare providers who work together to review & improve local maternity care.

We are listening to you

Our primary role is to listen. We listen to your thoughts & feelings about your experience of pregnancy, birth & the postnatal period throughout University Hospitals Sussex. We hear your feedback via surveys, email, listening events & meetings. We meet regularly with the Trust to ensure your voices are heard, the feedback is passed on and any issues addressed.

Uhsxmaternityvoices@gmail.com

www.uhsussexmvp.co.uk



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UHSussexMVP



UHSussex_MVP

Feedback via QR code,
email or social media



**Your thoughts, your feelings,
and your voice matter to us**



How to feedback & get support

You can feedback to us about your experience via the QR code above or you can contact us via email or on social media. We want to hear from you, your feedback drives our work.

We can also help you by signposting you to further support services should you feel you need them.



Princess Royal Hospital, Haywards Heath



**Royal Sussex County Hospital,
Brighton**



St Richard's Hospital, Chichester



Worthing Hospital, Worthing



New Maternity Voices Banners - You'll be seeing these pop up at a hospital near you very soon!



Hi, I'm Jordon & I am the Co-Chair for St Richards Hospital and maternity cover for Worthing Hospital.

I live with my husband and 2 children, I'm an antenatal practitioner and currently studying to become a breastfeeding counsellor and postnatal practitioner.

I feel passionate about woman and birthing people feeling empowered and heard when it comes to their birth experience and beyond. A person's birth experience has such a huge impact on their lives, and I believe parents should have access to the resources and support they need during this time. I also hope to support our wonderful midwives as they work hard to care for parents through this momentous transition into parenthood.

If I'm not working or studying, you'll usually find me somewhere in my campervan or socialising with family and friends.



St Richards Hospital Update



Plan for St Richards	What I've been up to	Plan moving forward
Introduce myself as the new chair for St Richards	<ul style="list-style-type: none"> I visited the site on 18th November to visit the hospital, introduce myself to the staff and place some bio posters in each area/bay of the postnatal ward I visited the antenatal clinic on 19th December, attended the safety huddle, met some of the staff and familiarised myself further with the site 	<ul style="list-style-type: none"> Continue to improve visibility and awareness of the MVP with regular visits and engagement Host a monthly meeting on Teams with the Matron and Head of Midwifery
Site visits	<ul style="list-style-type: none"> Walk to Patch - During my visit on 18th November, I spoke to some parents on Tangmere ward to gather feedback on their care 	<ul style="list-style-type: none"> I plan to do a walk the patch visit every couple of months – next visit 8th Feb Plan next antenatal clinic visit – Q2 Visit with HealthWatch - March Next 15 steps – May
Service user engagement & community outreach	<ul style="list-style-type: none"> I regularly review feedback from the survey as it comes in, recording any themes and providing feedback to the hospital and any individuals I have had 1-1 discussions with service users to gain detailed feedback on their experience and to give them an opportunity to be heard. I have fed this back to the HOM. 	<ul style="list-style-type: none"> Visit to Chichester Library Toddler Time – 8th Feb Push the survey on social media for more responses Review and share feedback from the survey as it is received Continue to engage with service users, make direct contact with people who complete the survey that may benefit from further contact Feed this back to the HOM on a regular basis



Feedback

St Richards Hospital

July-Nov 2022

'We were so grateful for the knowledge and expertise of the midwives at St Richards'

'I feel that we were really looked after and I had a positive experience throughout'

'The care we received was second to none. We cannot thank the staff at St Richards enough for looking after us. We were required to undergo additional monitoring towards the end of our pregnancy and we were provided with so much information allowing us to make an informed decision to suit us. We are extremely grateful for the support we received throughout'

'The support I was given was fantastic. All the staff we met at each stage provided us with amazing care'

Worthing Update



Plan for Worthing	What I've been up to	Plan moving forward
Introduce myself as the maternity cover chair for Worthing	<ul style="list-style-type: none"> I visited the site on 23rd November to introduce myself to the staff and place some bio posters in each area and around Bramber ward I visited the antenatal clinic on 25th January, I spoke to some parents in the waiting area to gather feedback 	<ul style="list-style-type: none"> Continue to improve visibility and awareness of the MVP with regular visits and engagement Host a monthly meeting on Teams with the Matron and Head of Midwifery
Site visits	<ul style="list-style-type: none"> During my visit on 23rd November, I spoke to some parents on Bramber ward gather feedback on their care 	<ul style="list-style-type: none"> I plan to do a walk the patch visit every couple of months – next visit in March Plan next antenatal clinic visit Q2 Visit with HealthWatch - March Next 15 steps – May
Service user engagement & community outreach	<ul style="list-style-type: none"> I regularly review feedback from the survey as it comes in recording any themes and providing feedback to the hospital and any individuals I have had 1-1 discussions with service users to gain detailed feedback on their experience and provide an opportunity to be heard. I have fed this back to the HOM. 	<ul style="list-style-type: none"> Visit to Baby Moos – Worthing on 15th March Push the survey on social media for more responses Review and share feedback from the survey as it is received Continue to engage with service users, make direct contact with people who complete the survey that may benefit from further contact Feed this back to the HOM on a regular basis



Feedback Worthing Hospital

July-Nov 2022

'The midwives at the hospital were fantastic'

'All of the staff in SCBU are my heroes'

'The midwives who helped me during delivery were fantastic.'

'We were really looked after by the team'

'The antenatal staff were always really friendly and the two times I came in due to reduced movements I was seen really quickly and reassured that I was doing the right thing!'

'Great birth experience midwife's were amazing'

'In hospital the midwives were amazing, they were so supportive and helpful'

'All three screening midwife's at Worthing were excellent'

'I found worthing hospital and community midwives to be excellent, we found all of the triage midwives helpful, calm and reassuring while also taking questions and concerns seriously'



Across the Chichester & Worthing Area



Coming up next for Worthing & Chichester	What we've been up to	Plan moving forward
Community Outreach	<ul style="list-style-type: none"> I have been in contact with several community groups, including the Wickbourne centre (Wick/Littlehampton) and playgroups to arrange a community engagement event 	<ul style="list-style-type: none"> Visit to Littlehampton Baptist Church playgroup - Tuesday 28th Feb Arrange a visit to the newborn hearing screening at the Wickbourne Centre Continue to reach out to a variety of engagement groups Arrange my own community outreach event such as a stay and play or collaboration event
Equity & Equality	<ul style="list-style-type: none"> I have begun to engage with community groups in order to gather less heard service user voices Attended the Henfield baby group/engagement with Hannah to discuss rural inequalities 	<ul style="list-style-type: none"> Attend a community event at the Wickbourne Centre – Arun Kids (provisionally 23rd March) Arrange an engagement visit to Bongor Jiggly Wrighlers & Little Piggies (provisionally 27th March) Ongoing engagement in the Perinatal Equity and Equality meetings Arrange engagement with the Lithuanian Community of the South Coast

Royal Sussex County Hospital & Brighton/Hove Update

- In response to our Walk the Patch Feedback survey and the equity & equality work we are doing. I wanted to run some listening events to hear the experiences of LGBTQIA+ parents who have given birth in Brighton & Hove.
- The 2 yoga & listening events went well and the event itself as well as the response to the MVP was positive.
- We had 8 parents at one session and 6 parents at the other.
- The format worked well in terms of having the yoga to relax people & then tea and cake after with the listening part.
- The Queery (In Kemp Town) is a great community, low cost, safe space to run the sessions from and it would work again for future events.
- Gabi Parkham was amazing and gave her time for free in order to run the sessions, so a huge thanks to her.
- I would like to continue to make LGBTQIA+ service users voices heard and to promote the MVP to listen and advocate for them



BUMPS & BABIES
yoga & listening event

ARE YOU PREGNANT OR HAVE YOU GIVEN BIRTH IN THE LAST YEAR (UNDER THE CARE OF UHSUSSEX HOSPITALS)? MATERNITY VOICES ARE LOOKING FOR LGBTQIA+ PEOPLE AND FAMILIES TO FEEDBACK TO US THEIR THOUGHTS & FEELINGS ABOUT THEIR EXPERIENCES IN PREGNANCY, BIRTH & THE POSTNATAL PERIOD.

JOIN US FOR GENTLE YOGA PRACTICE FOR YOU AND YOUR LITTLE ONE. WE WILL MOVE TOGETHER AS WE RELEASE ACHEY MUSCLES, GIVING YOU THE CHANCE TO MEET & MINGLE WITH OTHER LGBTQIA+ FAMILIES

PLEASE EMAIL UHSXMATERNITYVOICES@GMAIL.COM FOR QUERIES & BOOKING

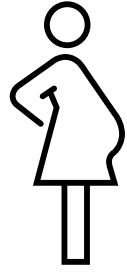
**MONDAY 16TH JANUARY 10AM YOGA,
11AM-12NOON TEA, CAKE AND CHAT
(PLEASE BOOK FOR YOGA,
£1 DONATION REQ OR FOR TEA, CAKE AND
CHAT JUST TURN UP)**

**with UHSussex Maternity Voices
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& GABI PARKHAM YOGA
WWW.GABIMARKHAMYOGA.COM**

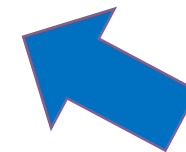
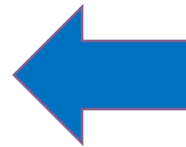
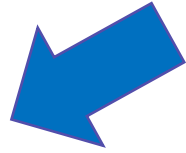
at **THE QUEERY** Brighton



Antenatal Clinic Engagement at Sussex House



- Using social media on the day and after via reels helped to promote us
- Snacks are handy as a thank you to get people to fill out feedback!!
- Next time I will print more posters and have our banner to give more of a presence.



I went along to Sussex House in Brighton to speak to service users and ask them to feedback to us about their antenatal clinic appointments and scans.

Didi the social media midwife came along and we spent time chatting to service users, giving out leaflets and healthy snacks.

We also put leaflet on the chairs in the waiting room so if people didn't hear from us they were able to take a postcard and find us online afterwards.

I found that although service users did chat to us and we got lots of follows that day via social media, not many actually wanted to feedback at that moment.

I have decided to do this again in March and take along an ipad with a 4-6 question survey that I can use then and to feedback in the future to get accurate feedback on the spot.

'Despite being tired and sore, she said her care had been excellent and she was amazed at the breastfeeding support received. Baby Daisy was having trouble waking for feeds as she had lots of mucus but the parents both felt they had all the support they needed from the midwives and breastfeeding peer supporters.'

'His partner was scared and didn't know if she could give birth naturally but was very well supported mentally by xxx midwives. She was made to feel safe and supported throughout her labour and birth'

'This service user suffers with anxiety and PTSD, She said everyone has been amazing and so supportive while admitted to the antenatal ward'

RSCH Walk the Patch Feedback

I visited The Royal Sussex County Postnatal Ward this week and the feedback was overwhelmingly positive. I was able to speak to partners as well and birthing women and people and get feedback from both perspectives.



"I had 3 nights on the postnatal ward, which was **so good**. It really helped to establish breastfeeding, I don't know how people can continue without that time and support, I would have stopped breastfeeding if I had gone home sooner."

"Having the same midwife throughout and having a planned caesarean meant my midwife was able to change her shift to be there. It felt like real closure having her there from the start all the way to postnatal discharge"

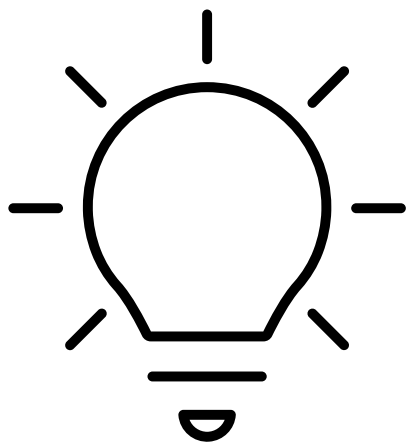
"Everyone was amazing, the midwives are angels, I received great support and advice."

RSCH Feedback & Comments

- This mother felt empowered, supported and even though things didn't go to 'plan' (meconium in waters means she couldn't use the birth pool) she felt in control.
- The midwives made her feel involved in decisions, physically got down to her level to talk about options etc.
- She received good feeding support, her baby had tongue-tie so she received adequate extra support with that

- "We had a private scan at *****, our experience at Sussex House was much better and everyone was friendly"

Coming up soon for Brighton & Hove....



Book in a date for 15 Steps for Maternity for May and find some service users that might like to get involved.

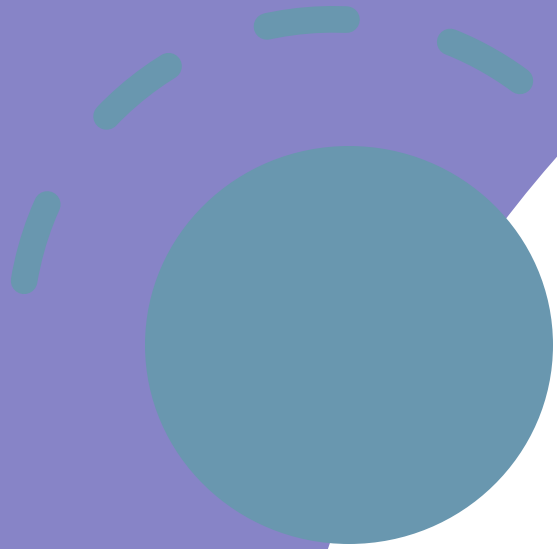
Antenatal Clinic Engagement at Sussex House in March, with the survey and new banner.

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

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

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

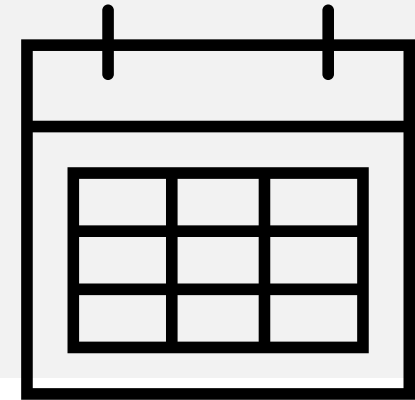
Look into doing a separate piece of work on 15 Steps involving the journey from the car park to labor ward/MAU (particularly at night) have received some feedback about difficult entry at night and the area being hard to navigate, signage not being great.



Any other business?



FUTURE MEETING DATES



- Fri 28th April 2023 – 12.30 - 14.30
- Mon 3rd July 2023 @ 11 am – 1pm
- Mon 2nd Oct 2023 @ 11 am – 1pm
- Mon 8th Jan 2024 @ 11 am - 1pm



UNIVERSITY HOSPITALS SUSSEX

Maternity Voices

Working in partnership to improve maternity services