

Maternity Voices Partnerships

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BETTER BIRTHS

Improving outcomes of
maternity services in England

A Five Year Forward
View for maternity care



“Local maternity systems should be responsible for ensuring that they co-design services with service users and local communities.”

Service User Voice... why listen?



Co-production acknowledges that people with 'lived experience' are best placed to advise on what support and services will make a positive difference to their lives. Done well, co-production helps to ground discussions in reality, and to maintain a person-centered perspective.



Co-production

Co-design

Engagement

Consultation

Informing

Educating

Coercion

Doing with

in an equal and reciprocal partnership

Doing for

engaging and involving people

Doing to

trying to fix people who are passive recipients of service

Clinical Negligence Scheme for Trusts - Safety Action Point 7, MVPs

‘Can you demonstrate that you have a mechanism for gathering service user feedback, and that you work with service users through your Maternity Voices Partnership (MVP) to coproduce local maternity services?’

- Terms of Reference for your MVP
- Minutes of MVP meetings demonstrating explicitly how feedback is obtained and the consistent involvement of Trust staff in coproducing service developments based on this feedback
- Evidence of service developments resulting from coproduction with service users
- Written confirmation from the service user chair that they are being remunerated for their work and that they and other service user members of the Committee are able to claim out of pocket expenses
- Evidence that the MVP is prioritising hearing the voices of women from Black, Asian and Minority Ethnic backgrounds and women living in areas with high levels of deprivation, as a result of UKOSS 2020 coronavirus data.

2) Listening to Women and their Families

- a) Evidence that you have a robust mechanism for gathering service user feedback, and that you work with service users through your Maternity Voices Partnership (MVP) to coproduce local maternity services

Emerging Findings and Recommendations
from the Independent Review of

MATERNITY SERVICES
AT THE SHREWSBURY
AND TELFORD HOSPITAL
NHS TRUST



“In a maternity context, the best way of instituting service user co-production is through a Maternity Voices Partnership.” – Better Births

What is a Maternity Voices Partnership (MVP)?

A team of people who use maternity services, along with midwives, obstetricians and commissioners, working together to review, co-design and co-produce local maternity services.

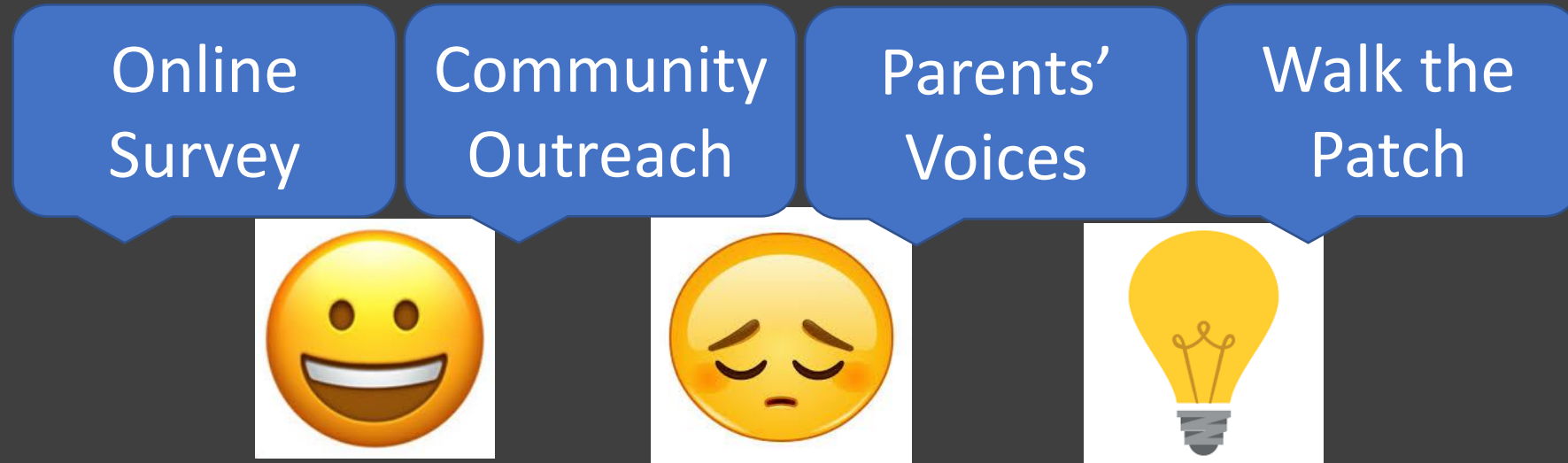




The Role of a Service User Voice Representative

- Champion the diversity of patient & public voice, views and **experiences**
- Provide critical friend **challenge**
- Champion and advocate for increasing patient and public **awareness**

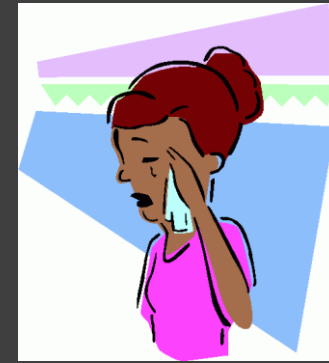
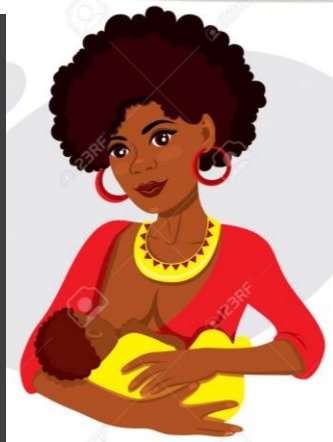
Engagement via the MVP



Asking: what was good, what wasn't so good, what ideas do YOU have for improvement?

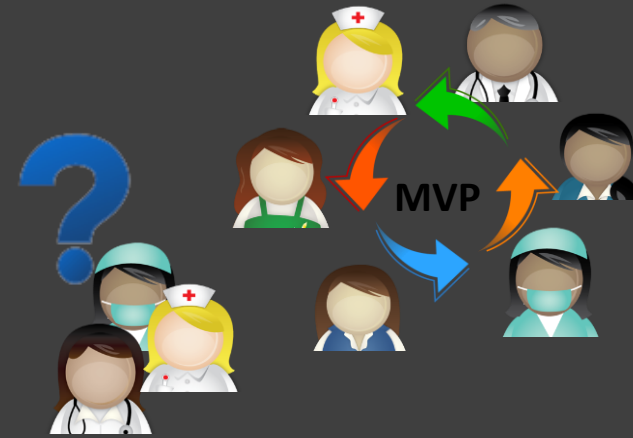
These build on CQC, Friends & Family Test or a one off Whose Shoes event.

Whose voices are we particularly keen to hear?



MVP Chair

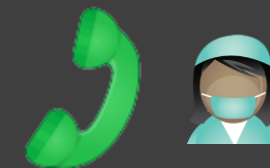
- *Are Covid tests compulsory?*
 - Access to senior staff to find out



- *Isolated incidents or more generalised issue?*
 - Ask more service users
 - Ask some detailed questions

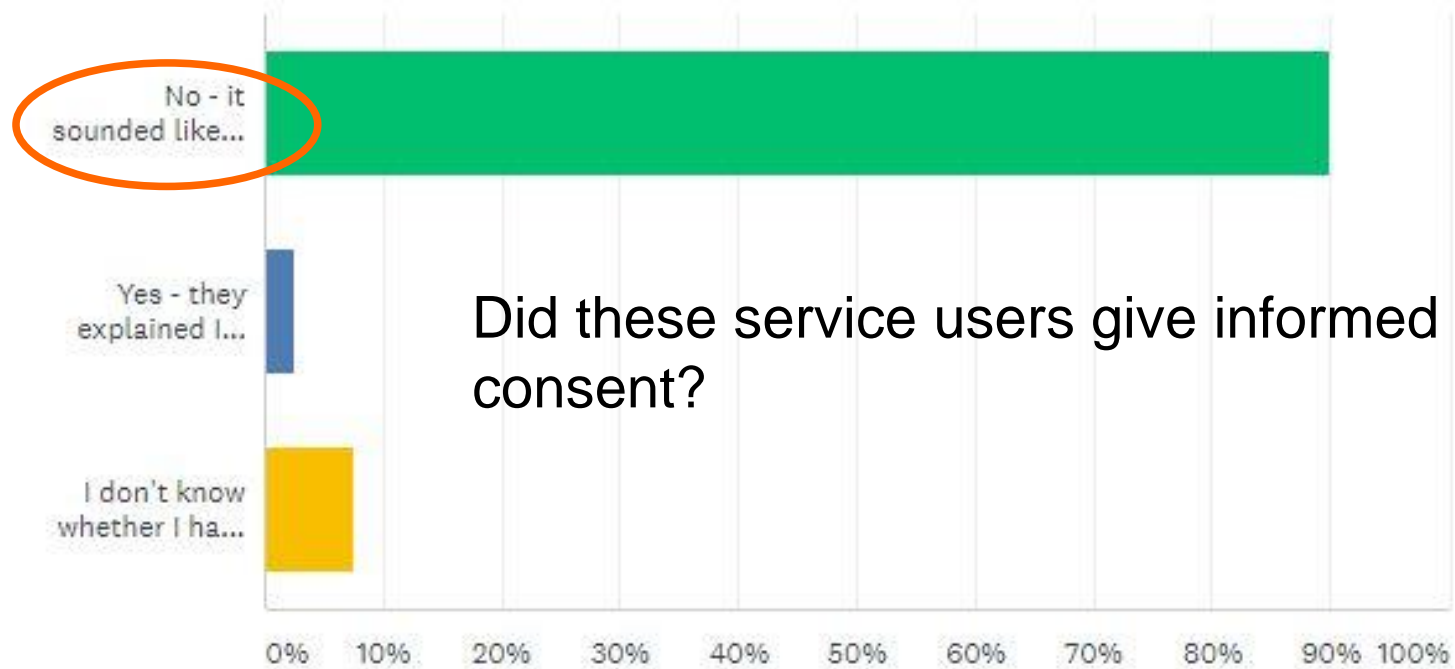


- *Signposting individual service users*
 - 24h Maternity Advice Line
 - Professional Midwifery Advocates



Did you know that you didn't have to have the Covid test?

Answered: 40 Skipped: 0



ANSWER CHOICES

RESPONSES

No - it sounded like I had to have it

90.00%

36

Yes - they explained I didn't have to have it

2.50%

1

I don't know whether I had to have it or not

7.50%

3

TOTAL

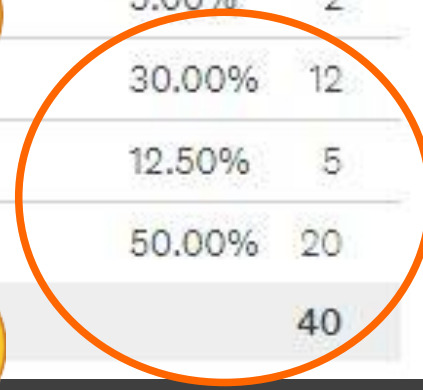
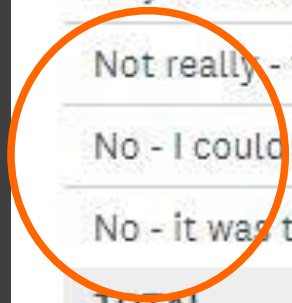
40

Did you feel that saying "no" to a Covid test was an option?

Answered: 40 Skipped: 0

Could these service users give informed consent?

ANSWER CHOICES	RESPONSES
Yes - it was totally clear that I could decline the test and I knew what would happen if I did	2.50% 1
Yes - but I didn't know what would happen if I didn't have the test	0.00% 0
Maybe - I thought I could have said "no" if I felt strongly about it	5.00% 2
Not really - there was an <u>assumption</u> that I wouldn't say "no"	30.00% 12
No - I could have declined <u>but it would have prevented my care from going ahead</u>	12.50% 5
No - it was totally clear that I had to have the test	50.00% 20
TOTAL	40



MVP Chair

- Bring the issue to the MVP group
 - Discuss with staff and service user members to raise awareness of the issue
- Coproduction of clear information
 - Draft shared to MVP group for comments
 - Changes made to improve accessibility
 - Infographic signed off
 - Infographic shared via MVP and Trust social media

Is it...

Informative?

Accurate?

Clear?

Kind?

Comprehensive?

Reassuring?

Neutral?

Respectful of choice?

Honest?

Inclusive?

Accessible?

Is it easier to coproduce effective communications than go it alone?

COVID-19 Testing if you are pregnant

Will I be offered a Covid-19 test if I come into hospital?

You will be offered a combined throat and nose swab only if you are admitted to hospital. This may be uncomfortable but should not cause any harm. We appreciate that these are difficult times but we appreciate your understanding of the need offer tests to anyone admitted to hospital.

You will not need a swab if you are only attending for Maternity Assessment Unit, Ultrasound Scan or Antenatal Clinic.



Saying YES to the test | **Saying NO to the test**



Positive Result
You will be cared for in an isolation room or a room with others who have tested positive for Covid-19

Negative Result
A member of the maternity team will inform you and your care will continue as planned

Staff will take full precautions and may wear additional PPE for some procedures
Declining testing should not prejudice your care in any way.

If you have no symptoms, your care will be the same as anyone admitted who has not yet received their test result, in an isolation area. If you do have symptoms, your care will be the same as someone who tests positive for Covid-19

COVID-19 Positive

Entonox	✓
Opiates	✓
Epidural	✓
Spine block	✓
TENS	✓
Aromatherapy	✓
Massage	✓
Waterbirth	✗

Will it change how I give birth?

Your birth preferences will not change. There is no evidence to suggest one type of birth over another, (vaginal or caesarean) if you have Covid-19

If you have suspected or confirmed Covid-19, **labour and birth in water is not recommended**

If you are very unwell with Covid-19, we will support you to develop an individualised plan of care for your birth

Will it change where I give birth?

If you or anyone in your household tests positive for Covid-19 or is showing symptoms or has been asked to self-isolate due to suspected or actual contact with someone with Covid-19, we are unable to offer you a home birth.

This helps us to care for you in the safest possible environment and minimises risk to staff providing care

However

Your maternity team may need to be more cautious when planning your care, for instance waterbirth

If you are carrying the virus unknowingly, it will be harder to avoid passing it on

If all isolation areas are full, you may need to be transferred to another hospital for your care.



Please ask your midwife if you have any questions

Ownership,
understanding
and support of
co-production
by all

A commitment
to sharing power
and decisions
with citizens

A culture
in which people
are valued and
respected

A culture
of openness
and honesty

Clear
communication
in plain
English



 **FIFTEEN STEPS FOR
MATERNITY**

Quality from the perspective of people
who use maternity services



Small, diverse team of Service Users walk the unit and give their perspective on how it looks, makes them feel, what is missing and how it can be improved.



What do you see when you look at this room?

Firstly, as a Healthcare Professional, then put yourself in the shoes of a service user.

Are there any differences?



Very clean

Well organised

Bed allows for many
birthing positions

Room to move around
the bed



Very Clinical

Bed dominates the room

Bland walls

Uncomfortable looking chair for birth partner

No positive birthing information

