



WIGAN BOROUGH

Maternity Voices

Working in partnership to improve maternity services

Maternity Voices Partnership

Tuesday 02nd October 2018

You Said, We Listened

It is really important when we collect feedback from people that we are able to demonstrate how we have used it or what we are planning to do with it. This document summarises the information we gathered at the Maternity Voices event on 02nd October 2018 and our response.

You Said	We Listened
<p>Are high risk mum's given the same choice as other mums?</p>	<p>Personalisation and Choice is a key focus of Maternity Care and your named midwife will discuss options so that you can choose what is appropriate for you. In High Risk pregnancies you maybe offered more surveillance such as additional scans or continuous monitoring of the baby throughout labour. If you were to accept continuous monitoring we would not be able to perform this whilst you were in a birthing pool as our equipment doesn't allow this so would therefore offer you intermittent monitoring to support your choice to use a birthing pool.</p>
<p>Is there an introduction to ward booklet available?</p>	<p>Currently we provide a Welcome to WWL folder and information is given in regards to staff uniforms on our table placemats. Additionally we have posters displaying the screening pathway, however the Ward Manager has tasked a group of Midwives and HCAs to look at an information booklet as a project.</p>
<p>Clearer process of where mums would be seen if they think there may be a problem with the baby. Concerns that monitors of other mums may be heard, which would cause further distress if they were worried about their baby.</p>	<p>We have a dedicated triage which has individual rooms to admit and assess all patients. Triage is a self referral pathway with the number provided early in pregnancy for mums to contact if they have any concerns at all during pregnancy.</p>

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<p>Communication issues relating to midwives, had to repeat information after handovers. Family may also need some support and reassurance</p>	<p>We have explored the feasibility of individual bedside handovers, however in order to provide timely care it is essential that all staff working on Maternity Ward are aware of everyone's requirements on the ward in order to provide high quality safe effective care. The Midwife and HCA allocated to care for each mother will introduce themselves and have individual conversations with each family after ward handover is completed.</p>
<p>Could there be more facilities available so that mums/partners can move from the ward i.e. a lounge with T.V., vending machine etc.</p>	<p>Due to the location of maternity ward there currently in no suitable space that would allow us to convert bed areas into a family lounge. Women are actively encouraged to remain mobile in early labour and may choose to leave the ward. Vending machines are located by all entrances and adjacent to the stairs to access Maternity Floor.</p>
<p>Could visiting hours be earlier? Some mums may struggle when waiting for partner to visit.</p>	<p>Our Current visiting hours for partners and children are 9am-10pm with additional visiting for extended family 2pm-3pm and 7pm-8pm, however this is currently under review as a patient survey has been commissioned to seek the views around longer visiting for extended family. Views around bringing the visiting times for partners will be collated as part of the survey.</p>

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<p>Discharge planning may need to be improved. More conversations and information may be required around this.</p>	<p>Over recent weeks we have now introduced a pharmacist attending the Maternity Ward to provide discharge medication in a more timely manner. Our Obstetricians now undertake Debrief conversations throughout the day rather than late afternoon. Additionally we have improved processes for Paediatricians and Audiologists to support Newborn Screening Programme to coordinate discharge as early in the day as possible.</p>
<p>Mum's may not get enough support both pre natal and on the ward with breastfeeding.</p>	<p>All our Midwives are trained to Baby Friendly standards and we have been recently reaccredited as a Baby Friendly Unit in addition to neonatal unit being fully accredited. The Midwives are supported by Breastfeeding Together Pier Support Service. Our Infant Feeding Team on Maternity Ward provide additional support to all mother in their of choice of feeding if required.</p> <p>We plan to introduce some information boards on the Maternity Ward to give visual reminders of the information that has been discussed prenatally.</p>
<p>Could donated breast milk be an option on the ward?</p>	<p>If supplementation is required the Infant Feeding Team are happy to discuss individualised choice in conjunction with the family.</p>

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Are there enough breast feeding volunteers?	Breastfeeding Together currently have over 60 volunteers who support our Maternity Services in Wigan. Active recruitment occurs via Breastfeeding together Social Media channels and training courses are ran approximately three times per year.
Could someone from infant feeding team and neonatal be invited to a future meeting?	Our Spring event will focus around Education in Pregnancy and the Infant Feeding Team have been invited to join us. Additionally our Neonatal Unit are considering a parental support group run by peers to contribute ideas and suggestions in the same way that Maternity Voices contributes to MVP.
Could an information handbook on Neonatal Care be made available to parents?	This is something that is currently being developed by our neonatal colleagues.



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Thank you for your feedback!

If anyone has any questions please feel free to ask or contact
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