



WIGAN BOROUGH

Maternity Voices

Working in partnership to improve maternity services

Maternity Voices Partnership

Thursday 26th September

You Said, We Listened

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When we collect feedback from people it's really important we tell them what we have done with it. This document summarises the information we gathered at the Maternity Voices event on 26th September 2019 and our response.

You Said	We Listened
<p>Will Midwives have enough time to support mums with problems feeding?</p>	<p>The Infant feeding team has been established to provide support with all aspects of feeding and to mums with more complex problems. Wigan received baby friendly gold accreditation in 2019. The team are also looking to improve skin to skin rates to help support mums to initiate breastfeeding as well as regulating babies temperature and helping parents bond with their child.</p>
<p>Parents with babies with tongue tie previously had to travel to Manchester for treatment, leading to negative patient feedback.</p>	<p>There is now a Midwife led clinic in Wigan at the Thomas Linacre centre. Referrals are accepted from Midwives, Health Visitors and Breastfeeding Peer Support. Referral is if there is a tongue tie and feeding difficulties. It is run weekly. Average waiting time is 2 weeks. Patient information leaflet available via trust website.</p>
<p>What is the procedure for loaning a breast pump and does it depend on where Mums birth? One lady had difficulty getting hold of a pump and so she purchased one.</p>	<p>If care is being received by Wigan Midwives, then women are able to loan a pump, availability dependant. We only have a small number (5) to loan of hospital grade pumps. They are loaned on a need allocation basis and for 1 week only. Neonatal Unit loan pumps for the baby's on Neonatal Unit whose Mum's are discharged until baby is discharged.</p>

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<p>Could maternity services have their own website on which they could post up to date information regularly.</p>	<p>We've recently set up a new CCG and Healthier Wigan Partnership website which has information about different services in the Borough. We will speak to our Communication Team and explore if we can add information about maternity services on there. They are currently building a "Start Well" section. It would be useful to understand what types of information people would find useful to include on a web page.</p>
<p>Could Breastfeeding Together send information via email rather than post if mums prefer. One mum didn't receive some information as she had moved house.</p>	<p>Breastfeeding Together would be happy to send out information via email instead of post as this would also reduce cost. They are currently unable to do this as they do not have access to parents email addresses. Breastfeeding Together team will discuss with Governance Team at the hospital.</p>
<p>How can mums be signposted to Breastfeeding Together? One Mum said the support she received from the service was amazing!</p>	<p>A good place to start is antenatal workshops which are run at Start Well Centres. Alternatively a home visit can be arranged for a one to one chat with families. From a commissioner point of view we have added Breast Feeding Together into the list of services on our "Children & Young People's Services" page on our website: www.healthierwigan.nhs.uk. We also use our social media channels to retweet and help promote Breastfeeding Together.</p>

You Said	We Listened
<p>Locality Plan – Happy, Healthy People: Can Maternity Services sit under Planned Care rather than Start Life Well? Perinatal care should also be a priority</p>	<p>We've now completed our patient and public engagement and the plan has been updated with all the feedback. We will share a copy of the final plan once it's available.</p> <p>We set up a page which enabled people to read the full draft plan if they wanted to and then focused discussions at different meetings and events on different chapters.</p> <p>The information about maternity services has been moved from the Start Well section on the back of feedback that maternity services look after the family not just the child. Perinatal mental health has been picked up as a priority for the Maternity Voices Partnership to look at in 2020.</p>
<p>Mental health services need to be easily accessible and could there be more promotion around this?</p>	<p>Mental Health Services are one of our priorities within the Locality Plan. A detailed “delivery plan” will be written to cover how mental health services will be improved and this is something we can ask for the Maternity Voices Partnership to be involved in and asked for views on.</p>
<p>The locality plan needs to be easy to read so that people can understand it.</p>	<p>We have written the Locality Plan in a way that members of the public should be able to understand it if they want to read it. We've included as many pictures as possible. For our engagement work we produced a summary leaflet that picked out the key information for patients and residents.</p>

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Where will the public be able to access the new locality plan?	The document will be made as accessible as possible. There will be a launch on social media and it will be accessible on the NHS and CCG website. We'll send it out to the group as soon as we are able to.
How would people know what maternity services/groups are available in the Borough?	There is some information currently advertised on notice boards and in the hospital. We also hope to be able to access the 'Choice' website in the new year. The site will give families the opportunity to input their chosen hospital to find out which services are available in their community. In 2020 we will be exploring setting up Maternity Voices Partnership social media pages that we can use to promote groups. We are currently working with the Council to develop a Start Well hub of information on our new website in 2020 and we can explore whether this type of information could be included on it.
Could we make more use of technology. One lady said the DadPad was particularly helpful.	There are a number of apps and digital services that are useful. The hospital is potentially getting an IT midwife in the future and this is something that they could look at in more detail at that point. Once we have a chairperson in place for the Maternity Voices Partnership we'll explore digital opportunities in more detail and how we can engage with services and families better across the Borough.



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Thank you for your feedback!

If anyone has any questions please feel free to ask or contact
shapeyournhs@wiganboroughccg.nhs.uk