



WIGAN BOROUGH

Maternity Voices

Working in partnership to improve maternity services

Maternity Voices Partnership

Launch Event, 11th May 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 launch event on 11th May and our response.

	You Said	We Listened
1	Continuity of midwife/community midwife is really important so they can get to know you. Having the choice of being able to change your midwife is also helpful if you are unhappy.	<p>It is the national ambition that women are booked onto a continuity of carer pathway for all aspects of their care and are seen by a team of no more than 8 midwives during their pregnancy journey.</p> <p>The national target is to have 20% of women booked on a continuity pathway by April 2019.</p> <p>We are developing a plan locally for how this will be achieved.</p>
2	It would be good to have 1 or 2 consistent midwives in the Community Clinics.	Work has been completed, and all clinics have a named midwife and a buddy to provide consistent antenatal care.
3	Continuity of Consultant is important to avoid getting mixed messages and advice.	Women who chose to give birth in Wigan who need Consultant care are offered consistent appointments with their Consultant team so that they can plan their care.

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4	The Warrington 1:1 service is good but I would have had to change doctors to be able to access it. It would be good to have something like this in Wigan Borough.	All women are given a choice of a wide range of providers and place of birth as part of the current offer. One to One midwives are not currently part of the commissioned offer in Greater Manchester.
5	There is possibly a gap around the support that father's get, particularly around emotional and wellbeing support. There could also be more done with fathers around understanding breast feeding.	All fathers are given details of how to access the DadPad app or are provided a booklet if they don't have the technology to access the app.
6	It would be good if there were more Birthing pools available at the hospital	Women who would like a water birth will have that choice facilitated. Additional birthing pools in Wigan will be considered as part of any renovation work.
7	There should be more support and advice available for mums who are formula feeding. They shouldn't be made to feel guilty for not breast feeding.	The infant feeding team are there to support all mothers with feeding and not exclusively those who are breastfeeding. We are exploring how we can use our maternity support workers to support the education of mums who chose to formula feed

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8	Breastfeeding team are fantastic when they know mums are there and could be more visible on the wards.	The infant feeding team provide a 7 day a week service for the delivery suite and the maternity floor at Wigan hospital.
9	Protected meal times on the maternity ward are difficult for some, it would be easier if dad could be there to enable mum to eat. It would also be helpful if meal time processes were made clearer.	There are now no protected meal times – dads are encouraged to stay during meal times and help by bringing food to mums.
10	It would be useful if the hospital provided a tour of the maternity ward.	<p>Tours of the maternity ward stopped because we couldn't guarantee what would be seen on the tour if certain rooms or areas are busy, and the women on the ward didn't like the tours coming round.</p> <p>We have developed a virtual tour which is part of the baby box university that all women get in early pregnancy.</p> <p>There is a Greater Manchester project to develop a website which will give virtual tours of all the Greater Manchester maternity providers.</p>

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11	Some people have received mixed information around swaddling. Parents need clear information and guidance on this.	Swaddling is not advised, covers should be loosely placed over the baby. Swaddling can overheat babies and can be a risk factor for Sudden Infant Deaths
12	It would be great for First aid classes to be available for parents and family or even a simple information sheet. There are willing volunteers in the Borough to provide training	We currently have a programme running from our Start Well Family Centres called save a baby's life, which are volunteer led first aid courses.
13	Could an information sheet be produced for local businesses in support of breastfeeding/expressing and women's rights.	Breastfeeding Together our local peer support service do specific work with businesses in the Borough to make sure that they are breastfeeding friendly.
14	Could there be better coordination of times for people who visit you at home after birth. Some mums might be okay to wait in but it is difficult if you want to go out and don't have a time to expect someone.	Unfortunately we are not able to give you an exact time for your first visit after you come home from hospital , but your community midwife will then work with you to arrange times that are suitable.



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Thank you for your time

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