

WHAT IS A MATERNITY VOICES PARTNERSHIP?

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NHS

Wrightington, Wigan and
Leigh Teaching Hospitals
NHS Foundation Trust



A MATERNITY VOICES PARTNERSHIP (MVP) IS AN INDEPENDENT TEAM MADE UP OF:

- Service users, their partners and their families
- Service Providers (people who deliver services, such as midwives, obstetricians etc)
- Commissioners (people who plan, buy and monitor services)
- The Clinical Commissioning Group (CCG) – those responsible for commissioning health services in the Borough
- The Local Authority (LA) – commissioning public health and social care and support services
- Other community representatives – for example breastfeeding support charities, doulas, sling libraries and other mother/baby health related services

WHAT IS THE PURPOSE OF AN MVP?

A Maternity Voices Partnership provides a way for this team of people to design and improve maternity care together. All these different people work together to share ideas and identify solutions for the design and improvement of maternity care. This is called co-production

The function of the MVP is more than simply to listen; it is a way of discussing and overcoming challenges. The group aims to support the development and improvement of maternity care for everyone, regardless of who they are or where they live, so that everyone has access to the same quality of care

5 KEY PRICIPLES:

1. Co-produce as equals, promoting and valuing participation
2. Seek out and listen to and champion the service user experience
3. Provide opportunities for service users and professionals to work together
4. Understand the interdependency of staff experience and positive outcomes
5. Pursue continuous improvement in maternity services



WIGAN BOROUGH

Maternity Voices

Working in partnership to improve maternity services

WHERE DID THE IDEA OF A MATERNITY VOICES PARTNERSHIP COME FROM?

- Back in 2015 a report named 'Better Births' was published. There was a series of recommendations made and one of these was around each trust establishing a Maternity Voices Partnership.
- The chairs are remunerated and over the years the workload has increased significantly.
- In Wigan, our partnership was established in 2018 but only recently has an independent chair been appointed
- The idea behind Better Births is that all families should be supported to make informed choices about their care: However, there is still some way to go. A Mumsnet survey in 2020 found that:
 - 14% of families reported being over-ruled on decisions about their care
 - 24% of families felt that their decisions were not respected
 - 30% said that their opinions were not sought at all

KEY WORK AND PROJECTS

- Gathering service user feedback through our online social media platforms. This is ongoing and is constantly evolving and developing.

Currently we have: Facebook page open to the public to give feedback; Closed facebook group where families are asked about volunteering for specific projects (eg website, GMEC co-produced infographic, re-launch events); Thank You Thursday; Have Your Say listening events; each MVP meeting opened by a service user

In development: Service user online survey, User Experience cards; summer re-launch events

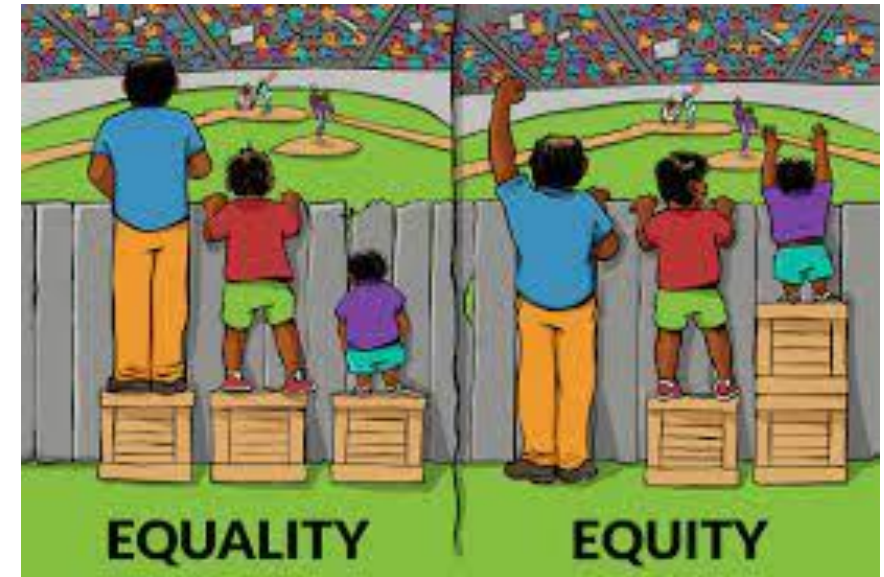
- Providing input to nationwide/regional initiatives – e.g. Ockenden Report; continuity of care
- Co-production of resources and documents – e.g. WWL website; online referral form; infographic production
- Supporting service development with project specific focus groups

CURRENT PRIORITIES: NATIONALLY

Currently there is a huge focus on listening to the voices of those families who don't usually get the opportunity to be heard:

- Ethnic Minority groups
- Those living in areas of high deprivation
- Other vulnerable groups (for example young mums, those living with disabilities)

- The aim is to ensure better outcomes for all – we know that people from ethnic communities are disproportionately more likely to have a baby die in the UK

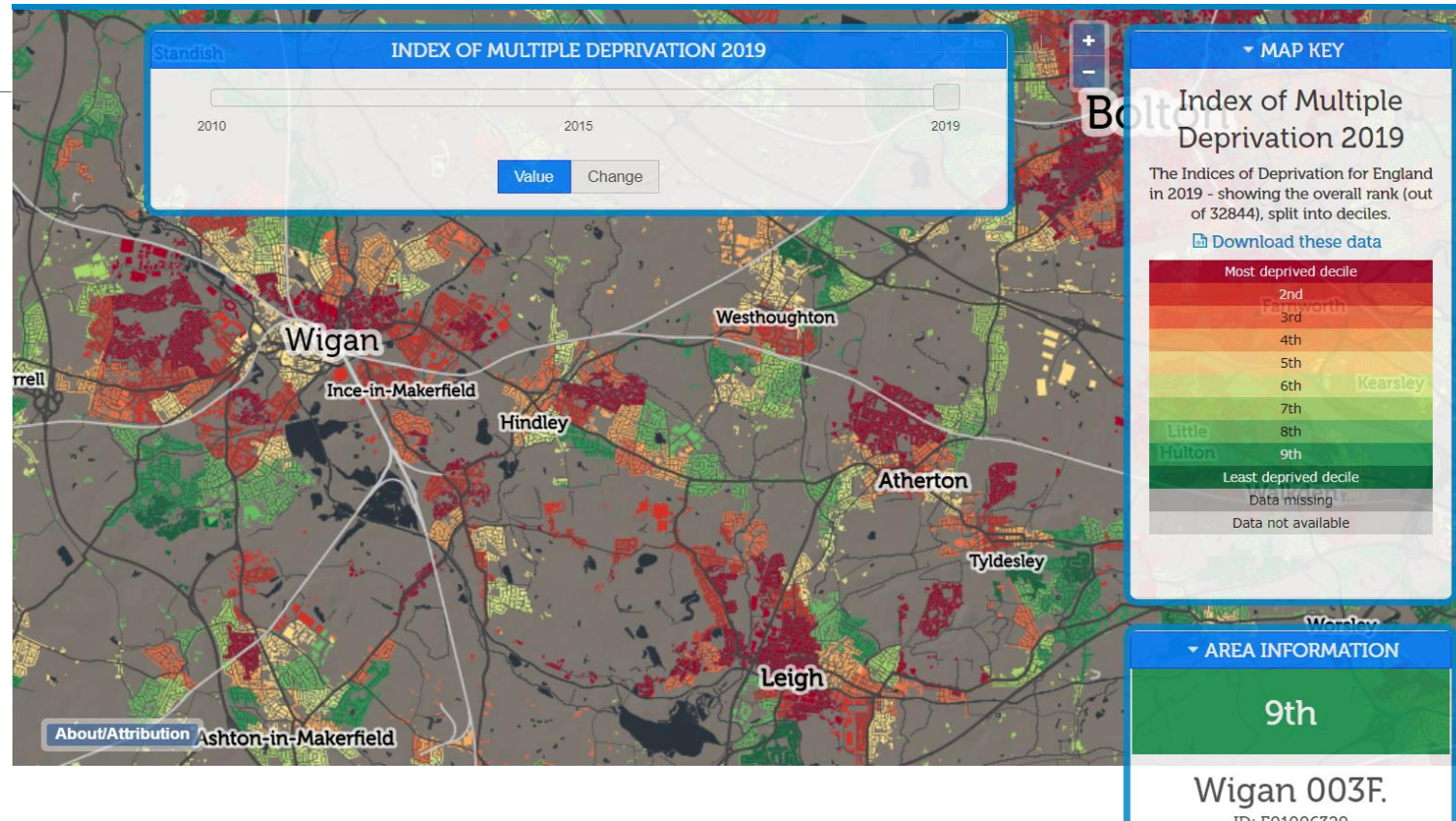


CURRENT PRIORITIES IN WIGAN BOROUGH

This map is an indicator of the types of communities that we have in Wigan: The darker the red colour the more deprivation there is in these areas

Currently, there are 2 continuity of care teams in Wigan: 1 based in the Leigh area and 1 based in Wigan that looks after families with complex needs.



There are a further 3 planned for those areas with the most deprivation



Feedback really matters!

Wigan Borough Maternity Voices Partnership

YOU SAID, WE LISTENED

I did not always see the same midwife during community appointments	I felt that antenatal sessions did not give enough info, especially on breastfeeding and what you can expect if birth doesn't go to plan.	Breastfeeding support is not always readily available, although when referred to the Infant Feeding Team support is good	I felt that at times some members of staff lacked compassion and I did not feel that I could ask for help (especially on the post-natal ward)	I did not feel that I was given much choice in my care and sometimes these choices are not explained fully
Have already developed 2 Continuity of Care Teams in the Borough	Continue to signpost families to the free online sessions. Now that COVID restrictions are slowly easing beginning to offer more face to face sessions again	Discussed with Safety Team who will create an action plan on how to improve Infant Feeding Team now have drop-in support at Startwell Centres	Discussed with Safety Team and they will create training opportunities for staff to ensure that they are following all best practice guidelines.	Website is currently under development to ensure that families have all of the information that they need to make informed choices about their care
There are plans for 2/3 more teams to be put in place by 2023, meaning that most families will see the same Midwife throughout their pregnancy	Develop the offer throughout the coming months to ensure needs are met by listening to families to see what they want from sessions	Create opportunities to grow the Infant Feeding Team. Recruit peer supporters to provide additional breastfeeding support services	When Covid restrictions are eased create opportunities for volunteers to support families, particularly on the post-natal wards	Provide leaflets for families to show where they can find info & find opportunities to ensure that all staff are aware of best practice guidelines around providing choices for families

Used maternity services in the last few years?
We want to hear from you! More information:
Email: Nicola.Ashurst@wiganboroughhccg.nhs.uk


[@facebook.com/WiganboroughMVP](https://www.facebook.com/WiganboroughMVP)
[@MvpWigan](https://www.tiktok.com/@MvpWigan)
www.healthierwiganpartnership.nhs.uk

WHAT NEXT?

- Work is constantly evolving!
- Focus on maternal mental health: a new perinatal mental health midwife has been appointed this week and she is due to start in September
- Digital midwife: A midwife who is responsible for leading on communication is currently being recruited
- New midwives to staff the new Continuity of Care Teams (consultation is starting about this at the moment)
- Infant Feeding Team – peer supporters and neo-natal feeding specialists
- More work on the various reports and recommendations
- Summer re-launch events

HOW CAN YOU BE INVOLVED?

- We want to hear from all voices, all experiences, whatever stage of the journey to parenthood you are on!
- Follow us on social media
- Get in touch:
Nicola.Ashurst@wiganboroughccg.nhs.uk

Wigan Borough
Maternity Voices Partnership
is now online



@WiganboroughMVP



@MvpWigan

Please like and follow our pages!

Wigan Borough
Maternity Voices Partnership

BI-MONTHLY MEETING

TUESDAY 20TH JULY
10.30AM, ONLINE

If you or your family have used maternity services recently we want to hear from you!



More information:
Email: Nicola.Ashurst@wiganboroughccg.nhs.uk
or scan the QR code for your link to attend



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www.healthierwiganpartnership.nhs.uk



Wigan Borough
Maternity Voices Partnership

RE-LAUNCH EVENTS



If you or your family used maternity services recently we want to hear from you!

JOIN US WITH YOUR LITTLE ONES FOR A WALK IN YOUR LOCAL PARK TO FIND OUT WHAT WE'RE ALL ABOUT:

HAIGH HALL, WIGAN
4TH AUGUST 2021
FROM 10AM

More information:
Nicola.Ashurst@wiganboroughccg.nhs.uk
or scan the QR code



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Other resources you may be interested in:

The Deal 2030 



Have a happier family life
FREE online parenting courses from bumps to teenagers
Use code DEAL2030

Understanding your child with additional needs
For new parents and the child Mums, Dads, Grandparents, Family & Friends
Use code DEAL2030

Have a happier family life
FREE online course Understanding your teenager's brain
Use code DEAL2030

www.inourplace.co.uk (Use 'Deal2030' code!)

Our People Our Place Our Future

DAD MATTERS      

Free Antenatal Groups
For dads-to-be and new dads up to 12 weeks

@DadMattersUK
Dadmatters.org.uk

1st and 3rd Tuesday each month
3rd Saturday of each month



I've learned to listen to myself and not expect to be a superhero... Thank you very much for a very helpful class and giving me plenty

I feel reassured that the concerns I have, everyone has. And feel reassured that I have the tools to deal with them.

For more information:
Contact your local Dad Matters Coordinator
Email us at DadMatters@homestarthost.org.uk
Find us on social media
OR visit our website.

Book your FREE tickets here:
Dadmatters.org.uk/antenatal-groups-online

GMCA  
in Greater Manchester

QUESTIONS
AND
FEEDBACK?

