



Wigan Borough Maternity Voices Partnership

NEW YEAR, RE-NEWED FOCUS

Nicola Ashurst, Independent Chair Wigan Borough MVP
nicola.ashurst@wiganboroughccg.nhs.uk

Since the last newsletter the MVP has continued to grow and develop - we have been able to get out and about at community events meeting Wigan families and this is definitely something that I will be aiming to do more of over the current months.

In January we also trialled some online surveys designed to gather specific feedback around breastfeeding support and information given during the ante-natal period. We are using the responses to support the teams to create new information leaflets and develop the breastfeeding support offer. The surveys were successful in that they were quick ways of gathering targeted feedback and I am in the process of developing this to create a robust systematic approach to feedback gathering

We have also recently said a fond farewell to our WWL colleague Anne-Marie Goodall who was community matron. We wish her well in her retirement and look forward to working closely with Angela Cropper, her replacement. In addition, we welcomed WWL's new perinatal mental health midwife, Lyndsey Banks to the MVP meeting in January, and she shared future plans and case studies with us.

As always, please do get in touch if you have any feedback, concerns, or if you'd like to get involved with the work of the MVP.

FEEDBACK FROM FAMILIES

IT IS REALLY IMPORTANT TO SHARE SOME OF THE POSITIVE FEEDBACK THAT WE RECEIVE SO HERE IS A SELECTION OF SOME OF THE COMMENTS WE HAVE RECEIVED

My wonderful midwife Lyndsey...I was terrified, she was so calming and reassuring and delivered my baby safely. She was everything I needed

As a first time Mum I have been so nervous but everyone I have been in contact with have put my mind at ease. Merry Christmas everyone. You run a service that never sleeps but I hope you have some important family time too

I gave birth at Wigan and the care I received from everyone was outstanding

I want to thank all the staff who supported me...Nothing was too much trouble and I felt very supported

I was so very well supported by the Midwives on delivery...then the Breastfeeding Support Team were amazing

WINTER 2021/22



WIGAN BOROUGH
Maternity Voices
Working in partnership to improve maternity services

What have we been working on?

Over the last few months, some of the work undertaken by the MVP has included:

- Run online surveys on specific topics, analysed the results and shared with the teams
- Attended community events to gather feedback in person
- Contributed to nationwide/regionwide projects including GMEC's new pregnancy infographic
- Maintained the MVP social media pages



What are our current projects?

We are currently:

- Working with GMEC teams on joint approaches
- Participating in national reviews around MVP funding etc
- Creating an ongoing survey for service users to fill out online
- Developing 'User Experience' feedback cards that will enable us to have a robust systematic approach to feedback gathering
- Attending community events and groups to gather more face to face feedback from families

What is coming up next?

Over the next few months we will be working on a number of projects, including:

- Rolling out the User Experience Cards
- Undertaking another '15 Steps' visit (planned for April)
- Participating in work following on from feedback from our latest surveys
- Attending events to raise awareness of the MVP
- Continuing to 'Walk the Patch'
- Supporting the response to the next phase of the Ockenden Report
- Contributing to the GMEC-wide Equity Strategy
- Developing a new online Q&A session

Links to relevant information:

The following folder contains:

Infant Feeding/Pregnancy Info Survey Analysis
January and February General Feedback Themes
Solihull Approach online courses information

Have Your Say Summary Feb 2022
February Thank You Thursday graphic
Healthwatch priorities flyer

https://drive.google.com/drive/folders/1eqoFKvOIUpiRXouh6EQJDTIG-Z5iT_Zv?usp=sharing

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