



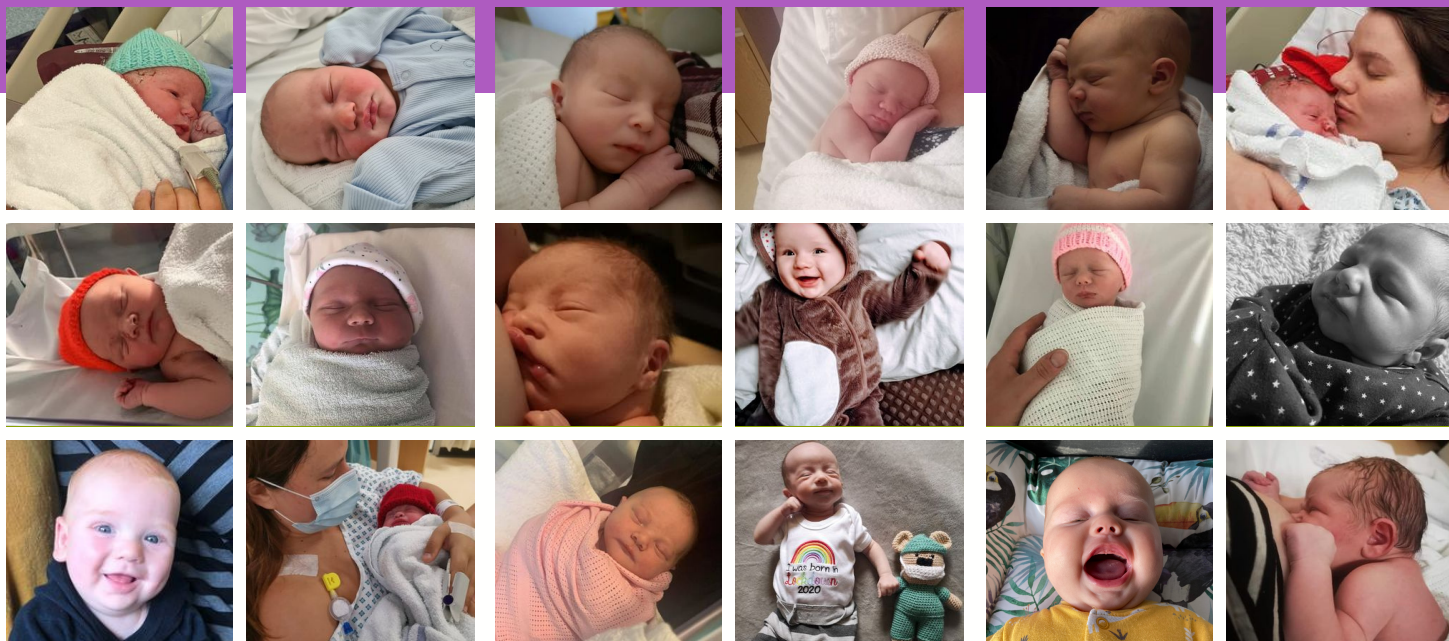
NORWICH

Maternity Voices

Working in partnership to improve maternity services

ISSUE 1

NOVEMBER 2020



A WORD FROM THE CHAIR

I would like to take this opportunity to thank all of the MVP volunteers who give their spare time to share feedback and have input on MVP projects. Especially at a time when restrictions and lockdowns have put extra pressures on professional and personal commitments.

I also share thanks to the professionals at NNUH who have been open and responsive to our feedback and have supported our information sharing efforts on top of everything the pandemic has had to throw at the department.

But most importantly of all I must thank every single person who has completed our survey or got in touch with feedback of their experience of maternity care. It is vital for us to be able to put real lived experiences at the heart of decision making, service change and improvements. The more voices we represent gives our work more impact.

We are always looking to develop and strengthen our MVP. You'll see in this newsletter our appeal for NICU parents as we expand to represent neonatal voices too. We are also keen to support maternity service user involvement from Black, Asian and Ethnic Minorities and under represented groups. If you would like to know more about being involved or would like to share your experience please get in touch.

Take Care,
Jenny.xxx

P.S. If you haven't already completed our survey of your maternity experience please try and do so. The results are a fantastic resource for us to take to the maternity department leadership to push for change and improvement in some areas and celebrate success in others.



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Charities & Organisations



Thank you to the groups and individuals who commit to sharing feedback and supporting the work of the MVP. If you know of any 3rd sector groups or charities that support pregnant women & people or families with young babies who could share feedback with us and represent their communities please get in touch.

If you work with or know of an organisation who supports or includes pregnant women and people and might be interested in feeding in to our projects we would love to hear from you. We are especially interested in involving maternity service users from those from Black, Asian and Ethnic Minority groups and who fall under the protected characteristics of the Equality Act.

For more information please get in touch with our chair Jenny on NorwichMVP@gmail.com

Spotlight on Continuity of Care at NNUH

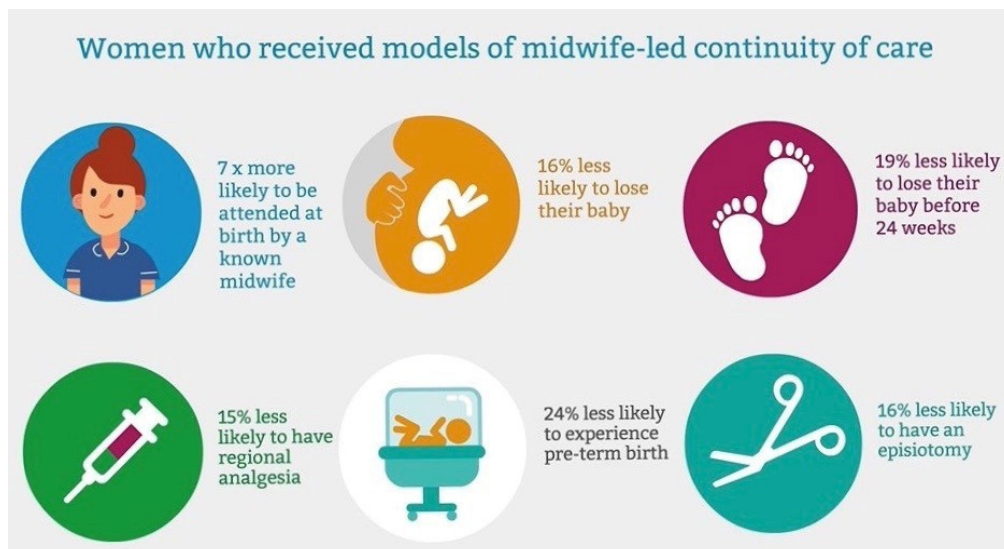
By Jodie Yerrell - Better Births Midwife

Better Births set out a vision for maternity services in England which are safe and personalised - at the heart of this vision is the idea that women should have continuity of the person looking after them during their whole maternity journey.

When being cared for by in a Continuity of Care team the pregnant person will be see the same midwife (or a colleague from the same team) throughout their pregnancy, during labour and birth, and after your baby is born.

As you will see below there are a number of evidence based benefits to receiving midwifery care through the Continuity of Care model.

Continuity of Carer and Improved Outcomes



We are really grateful for the MVP to help us prepare for the launch of the teams by collating FAQs that women may have whilst there are two models of care running.

How would the information be best shared as each team launches?

What information about the team would women and birthing people find helpful?

Social media will play a big part in our communications and the MVP has such a great social media reach, which alongside the Trust Communications Team will enable to messages to be shared widely.

MVP FEEDBACK

One of the most common themes of feedback from our MVP survey and speaking to new parents is that seeing lots of different midwives or health care professionals during pregnancy has a negative impact on your experience.

We will be listening to your experiences of CoC in 2021 to see if this has a positive impact.

Maternity Voices Partnership Projects

If you follow our social media pages you will see our regular appeals for your input on projects as people who have recent experience of using the maternity services. This is because we are involved in a range of projects to try and ensure that the experiences of parents and families are at the heart of changes and developments at NNUH.



Survey: We run a survey to gather the experiences of new parents through pregnancy, birth and postnatal midwifery care. We are able to use this information to identify themes both positive and negative which we discuss at our multidisciplinary meetings. This feedback forms short and long term actions for improvements in the department.



Birth Statistics Info-graphic on social media: You got in touch to say you would like to see the NNUH birth statistics shared in the same way as many other Trust's across the country. This is something we are working on and hope to share soon!



Maternity Department and NICU Video Tour: This has been in the pipeline for years and we are really pleased to have pushed ahead and finally be close to the filming stage. This is a huge success for your feedback - you told us it was worrying not being able to see the department and that there was a lack of information, especially for Delivery Suite.



Continuity of Carer: As you will have seen in the update from Jodie Yerrell Continuity of Carer (having the same midwife lead as much of your care as possible) is making great strides. It will be rolled out across the county in 2021. We will be supporting information sharing, monitoring and evaluating this new way of working.



Neonatal Voices Partnership: It is becoming increasingly recognised that there is a very close relationship between Maternity and Neonatal care. Due to this we are being encouraged to widen our reach and represent families who have used the Neonatal Intensive Care Unit (NICU) at NNUH. We will be developing supportive relationships with the leadership of the NICU and begin to share feedback, represent your experience and coproduce changes for the future.



Digital Maternity Notes: In line with National guidance NNUH are working towards moving over to mPHR (Maternity Personal Health Records). This involves having access to some of your maternity records online which will eventually remove the need to carry paper notes. It is hoped that this digital resource will have additional benefits and empower pregnant women and people with more information. We are involved in discussions to try and make the service as useful and accessible as possible.



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Maternity & Neonatal Voices Partnership

Next year we are hoping to expand our work of representing the experiences of parents & families to include those who have spent time on the Neonatal Intensive Care Unit (NICU) at NNUH.

Feedback gathered by this group will enable us to see what works well and what areas could be improved. We will then work with parents and the neonatal staff to produce a work plan including the areas identified

We will need parents and families who could share their own NICU experience and help to gather and represent the experiences of others. The Covid pandemic has encouraged us to work creatively and our volunteers keep in touch via email, Facebook group and video calls.

If you would like to register your interest in being involved in this group please email Jenny at **NorwichMVP@gmail.com** with **Neonatal Voices** in the subject line.



Future Project - Experiences of Pregnancy with Epilepsy

Do you have lived experience of pregnancy whilst having epilepsy?

Could you share your experience to help plan a care pathway for care for women and pregnant people in the future?

We will be working with a consultant obstetrician at NNUH to try and make sure that service users' needs and wishes are at the heart of future plans - but we need to hear from you. This could be via phone call, video call or email, all feedback is welcome.

If you would like to register your interest in being involved in this project please email Jenny at **NorwichMVP@gmail.com** with **Epilepsy Project** in the subject line.

KICKS COUNT

If you are worried about your health or the health of your unborn baby or notice a change in your baby's pattern of movement please contact your midwife or maternity team.

A change in your baby's movement could be a signal that something is wrong and needs monitoring by midwives. They are ready and waiting to answer your questions and care for you.

Even if you are self-isolating or symptomatic reduced movements need monitoring, just inform your unit when you call them so staff can treat you in the relevant PPE and area of the hospital.

Call your midwife via Medicom - 01603 481222

Call the Delivery Suite Maternity Assessment Unit - 01603 287328

