

# CAMBRIDGE UNIVERSITY HOSPITALS NHS FOUNDATION TRUST

## ROSIE MATERNITY VOICES

Minutes of the meeting of the held on Thursday 6<sup>th</sup> July 2017 in Rosie Birth Centre.

**Present:** Rachel James, User Rep, Cambridge VBAC Friends Peer Supporter and (unpaid) Director of Caesarean in Focus CIC (Chair)  
Dorothy Woodhouse – Divisional Secretary (Minutes)  
Elizabeth Locke, Healthwatch Cambridgeshire  
Harriett Hunt – Service User  
Hannah Thomas - Service User  
Rebecca Peckham – Service user & Cambridge Sands Rep  
Candice Lattimore – NCT  
Sophie Messenger – Doula  
Anna Richardson – Doula  
Caroline Zwierzchawska - Doula  
Jess Slender - Service User, Hypno Teacher & Doula  
Kym Field – Service user & Cambridge Sands Rep  
Zoe Bates - Service user & Cambridge Sands Rep  
Ellen Dyer – Service User & Sonographer  
Kimberley Skinner, Patient Experience & Quality Midwife  
Lesley Bennett, Infant Feed Midwife, Rosie  
Sarah Hackett, Infant Feed Midwife, Rosie  
Alex Cavanagh, ACT  
Vicki Galbraith – Lead Midwife LMW/Post Natal Ward  
Amy Smith – PALS & In-Patient Lead Manager  
Jan Butler – Consultant Midwife  
Nicola Fegan – Matron LMW, Sara, Daphne, Clinic 21 & 24  
Tora Clark-Ward – Risk Manager and Midwife  
Alberto Cala – Senior Clinical Midwife DU  
Claire Parker - Senior Clinical Midwife DU

Apologies: Anna Shasha, HOM  
Julie Taylor-Robertston – RBC & Community Manager  
Linda Ambrose - Secretary

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### 1. **Meet and Greet**

Rachel welcomed everyone to the meeting and each individual introduced themselves.

Minutes of the last meeting 25.4.17 were agreed.

### 2. **4G's – Gives, Gains, Ghastlies and Ground Rules.**

The attendees divided into four groups and brainstormed the following topics under the above headings.

### **What would be GHASTLY**

Them and Us.  
No One Turned Up  
Work was not shared equally.  
Defensiveness not listening.  
Break in confidentiality  
Realistic expectations from all parties.  
Not Service User led but not personal.

### **What we'll GIVE**

Knowledge and experiences  
Time.  
Feedback.  
Communicating with users and staff.  
Positive – encourage.  
Listen.  
Manage expectations.  
Best Practice.  
Empathy.  
Provide forum.  
Partnership.  
Open.

### **What we would like to GAIN**

Communication – people need to hear about what we are doing.  
Action.  
Everybody playing their part and getting involved to help make changes.  
How we can improve the services for mums and babies.  
To find what money is available.  
Appreciation and understanding of each other's roles.

### **GROUND RULES**

Listen to users experiences and stories.  
Everybody's voice is valued.  
Realistic agendas.  
Diversity and respect for opinions.  
Be open about people not prejudice.  
Let people talk and finish.  
Use laymen terms not medical jargon.  
Be prepared to read ahead of meeting so we can make decisions.

Action: the 4G's made into a separate document and shared with the Terms of Reference for new members. R James

### **3. Work Done since May**

## **Funding from ACT – Alex Cavanagh**

ACT (Addenbrookes Charitable Fund) have provided funding for the RMV Committee for £2,000.

RJ asked how volunteers will claim expenses?

AC advised that a separate bank account is set up for RMV to administer themselves.

Following discussion it was agreed that a Treasurer will need to be appointed.

All volunteers claiming expenses will e-mail RJ direct.

It was suggested that Petty Cash be made available at the meetings for claimants.

Other ways of fund raising discussed to make up for the shortfall in proposed budget involving attendance at MVR and ACT events.

AS had said she would approach FOR (Friends of the Rosie) during her absence AC said that he was meeting with Mary Sands FOR tomorrow and would discuss this with her.

**Action: A Cavanagh**

## **Volunteers' Get-Together Parents**

This meeting took place last week and future ones are scheduled to take place in between the RMV meetings. Discussion around the history of the MSLC and the new RMV start up and their purpose and objectives for the future will do took place.

Topics for discussion at future meetings will be projects and surveys and KS will attend the September meeting to talk about them.

The following groups have been contacted to see if they would like to become involved as associate members North Cambridge Community Forum, Health Watch, Home Start and Romsey Mill.

## **Outreach (21<sup>st</sup> July Focus Group) – Sophie**

The Trust are holding a Focus Group on 21.7.17 to discuss the recent trend in complaints regarding communication and conflict of information given to women.

Hannah will attend as a representative from RMV.

It is possible to open up feedback online so more women can contribute via Facebook but some thought needs to go into the content. Action R James & K Skinner

## **Parent Survey Results – Rachel James**

Now funding is in place, the website and parent survey can be created, to share widely online with parents and RMV partners to share widely on their social media

It was suggested that in time, a 'Thank You' page specifically for reporting good and positive feedback is set up for all to access.

## **PALS Report – Amy Smith**

Details of the PALS Report for the January – March and April – June were summarised and the highest trends highlighted were staff attitude and communication.

The work of PALS and the process for raising concerns ie making a complaint or compliment was explained. Noted that the PALS data is presented at the Clinical Governance Meetings held by the Trust on a quarterly basis.

Actions requested were the recording of complaints -v- birth numbers in a percentage comparison to be added to the report. **Action A Smith**

As well as adding a link to the data (Collation of PALS responses for all to read) via the following websites for the Rosie, RMV and Birth Afterthoughts, RMV website can describe the different routes available to feedback or resolve complaints e.g. Ward Manager (if still in hospital) or PALS, and difficult birth experiences e.g. Birth Afterthoughts, Petals, GP, health visitor, etc.

In response to the above request it was noted that collation of PALS responses is included in the Patient Surveys which are reviewed at a monthly meeting by KS. Where action happens, RMV could disseminate to service users 'you said, we did' content on RMV Facebook page.

KS also attends PEC (Patient Experience Committee Meetings) and she will ask that Communications Dept to make maternity more specific in their report. **Action K Skinner**

### **Service Users' Voice – any key themes, areas of concern or questions which have come up.**

The following questions from the Volunteers' meeting were raised by RJ:-

*"Is it true women are being asked to bring their own sieve for use in the birthing pools on the RBC"?*

It is true this was a short-term problem, Claire Parker assured us an emergency order had been placed and women were not expected to bring their own sieve. This will be communicated on the RMV Facebook page to provide reassurance. **Action R James**

*Health Watch received an anonymous telephone call asking why Community Midwives visits immediately after the birth (when discharged home from hospital) were only telephone calls not an actual visit.*

This is not the case all women are seen on Day 1-5 after discharge with a visit. There was discussion over understanding this procedure on Days 1-5 and when the Health Visitor takes over the care.

Unfortunately, there was one recent case when a mother did get ready for her first visit and the midwife did not turn up. An apology was given by Jan Butler at the meeting.

Another service user experienced a community midwife phoning to arrange their first visit whilst the mother was still on the ward. This occurrence was noted, though the community midwife making the call was out-of-area and not a Rosie Community Midwife.

JS said that she had a positive experience on her first visit with an out of area midwife.

KS said she will take the matter to the Community Team Leaders Meeting to ensure that there are no telephone calls made to mothers before discharge takes place. **Action K Skinner**

**Discussion and Actions – All** - none as discussed above.

### **Maternity Rosie Dashboard Intro and Questions – Tora Clark-Ward, Risk Manager**

TWC gave a review of the Maternity Dashboard, which is used by staff to see immediate trends or changes in care it is a good trigger system. This is used to report to the CCG on a monthly basis. There is no national standard for the dashboard but most of the Trust in the Est of England region collate data under the same categories. We are developing our dashboard as we go along it is a good way for us to check the status of care and pick up problems.

RJ asked if the VBAC rates are captured, as the last time service users saw the dashboard (Jan 2016) they were missing due to EPIC issues.

JB reported that these are will be available soon and that 72% VBAC was recorded in May.

### **Update on [#WhoseShoes](#) – Jan Butler**

#WhoseShoes is a facilitated board game from the creators of #MatExp bringing together staff and service users. Each Trust pays fee £5K to use this game/method to form their own interactive group which is journey specific rather than a focus group. From the discussions a piece of artwork is created for displaying in the hospital, a visual reminder of the pledges made. It has had a transformational effect on other Trusts which have used the tool. The Rosie #WhoseShoes is planned for 24.11.17 details and update and will follow shortly upon AS return.

### **Nomination of Chair – All**

The ballot and voting for a new chair took place and Rachel James was elected as the new chairperson.

As mentioned earlier Rachel will continue but she will need a deputy to help support her in this role, which will be addressed at the next meeting.

### **Any other Business**

#### **4 G's – Rachel James**

Extend this to 5 to include Guests.

Do we want a theme?

Do we want people speaking about their experiences?

This was received as a good idea and that we could start with baby loss and bereavement care, a local charities, community & voluntary groups 'what they do', Feeding support, Hypno Birthing and homebirth.

Noted that Homebirth group experiences are not recorded on I Pads like in patients but that this has been addressed and they will soon have a paper survey.

#### **Hypno Birthing Update at the Rosie – Claire Parker**

CP said that the Rosie has approved funding to train 20 midwives in Hypnobirthing in November/December. The local trainer is Teri Gavin-Jones based at Colchester Hospital. The intention is to offer classes to 6 couples per month at a reduced market rate price.

#### **Vote of Thanks – Rachel James**

Vote of thanks proposed for Allia (Rachel's employer) for allowing Rachel to use her annual volunteers day to attend this meeting.

**Date of the next meeting – Tuesday 26.9.17 at 11.00 -13.00.**