

CAMBRIDGE UNIVERSITY HOSPITALS NHS FOUNDATION TRUST

Minutes and Actions from Rosie Maternity Voices on Tuesday 11th January 2018 at 11:00 in Room 10, Clinical School

Attendees: **Jess Slender (Chair and User Rep),**
Jane Wallington – User Rep
Mertel de Vekey – Stakeholder rep (NCT)
Katie Robins - Programme Manager
Nicola Fegan – Matron for Women’s Services
Anna Shasha – Head of Midwifery
Liam Barford – Comercial Development Manager, W&C
Rosy Jordan – Patient Experience Midwife
Anna Richardson – User Rep/Doula
Sophie Messenger – User Rep/Doula
Linda Robinson – Coordinator, Homestart Essex
Maddie McMahon – Breastfeeding Counsellor/Doula
Janet Latimer – Bereavement Midwife
Selina Halsall Crowgey – Bereavement Midwife

In Attendance: Linda Ambrose (Minutes/Actions)

Apologies: Jan Butler, Julie Taylor-Robertson, Rachel James

Minutes

Ref	Type	Area	Detail	Owner
1	Minute	Welcome, Introductions, Conflict of Interest, Minutes, Actions	<ul style="list-style-type: none"> Minutes of the last meeting 26/9/17 passed. Purpose of meeting to define a way forward for future commercial activity and to foster a closer relationship with the Commercial team. The lack of user representatives was noted; this was primarily due to sickness. 	-
2	Minute	Actions from last minutes:	<ul style="list-style-type: none"> Funding from ACT – Alex Cavanagh. SJ to contact Alex Cavanagh regarding possible Friends of Rosie funding. 	JS
3	Minute	Update on work from September RMV meeting:	<ul style="list-style-type: none"> <u>Patient Experience Bereavement Questionnaire:</u> Response rate was not as much as hoped – only 22-25% responses from service users received. These were parents who lost a baby in June 2016 – June 2017. LA to scan results document and include with Minutes of meeting. <u>General Outcomes:</u> <ol style="list-style-type: none"> Rosie Bereavement team were highly praised. Arrange advanced bereavement training of specific groups (doctors and sonographers), in particular their bedside manner. This is already underway in conjunction with SANDS and ED. Bereavement team will liaise with Emergency Department also re. experiences of women in that department who attend with miscarriage. Completion of pregnancy pathway to help women through subsequent pregnancies following a loss. 	

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			<ul style="list-style-type: none"> Stickers: it was suggested that a sticker be designed, to be put on medical notes, which would alert the staff to previous pregnancy loss. Unfortunately CUH does not use paper notes and placing alerts on EPIC is problematic. Further ideas welcome. Sticker on red books for subsequent babies - referred to as 'Rainbow Babies'. Agreed that this could be implemented but would have to be Community Midwifery led. (Action: AS to progress) Women who experience very early miscarriage (under 12 weeks) are under the care of the Gynaecology Department not Bereavement Team. PETALS offers support for these women. SM: More visible support is needed for all women at whatever stage of pregnancy loss. Bereavement Team are trying to improve postnatal communication and increase staff awareness about the different teams and what they are responsible for. Consent for post-mortem will now be discussed with parents and taken by Specialist Midwives on DU. Angela D'Amore, NICU Consultant, to be invited to appropriate RVM meetings. Stillbirth Information on Rosie website and link to Doula UK: Doula UK's website did not seem to have a specific section on stillbirth. MM and Bereavement team to agree stillbirth information to be uploaded to Doula UK. A doula with 'Access Kind' on Doula UK denotes a doula with experience of pregnancy loss. Women who have suffered pregnancy loss are not required to pay for doula support for doulas who advertise through this site. All women who use Rosie services are offered bereavement counselling. However it was noted that, particularly out of area women, were not happy to come back to the Rosie after a pregnancy loss. 	JS
4	Minute	Liam Barford: Commercial Relationships	<p>LB explained commercial activity from his point of view and acknowledged that this may differ from how RMV may view this . LB acknowledged the importance of understanding RMV views.</p> <ul style="list-style-type: none"> These are challenging times to ensure equitable provision for all; equitable standard provision (- what does this mean Jess?) must always be maintained with any additional provisions aided by the commercial team, this can include through commercial partnerships. Necessary to look at what can be offered by other providers to improve our services whilst keeping this ethos. This is done through service user feedback, complaints, looking at what private companies are already providing and trials and research offered by academia. Any provision has to be measured under demand, capability, capacity, quality, finance and service user feedback. Process of deciding on commercial activity should have input from as many as possible eg service users, CUH Trust, other NHS Trusts, NHS England, PHE, professional groups. Possible 2018/19 commercial development projects: LB to attend RMV meetings when applicable to discuss these. The rules for paying advertisers promoting their services within the NHS are complicated. Communication will be the key to an improved relationship. It was acknowledged that all have the same goal to provide the best for service users. LB responsibility to identify the right opportunities and timing for future commercial relationships and he is looking at this for other areas of the Trust primarily Paediatrics and not just for the Rosie. 	LB

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Actions Open or In Process

Date of Original Log	Type	Area	Action	Owner	Deadline	Comment
11.1.18	Action	Whose Shoes	AS to circulate summary of actions from Whose Shoes and to ensure RMVP volunteers are invited to the launch of the Whose Shoes poster	AS	13.3.18	
11.1.18	Action	Rainbow baby stickers	Sticker on red books for subsequent babies - referred to as 'Rainbow Babies'. Agreed that this could be implemented but would have to be Community Midwifery led.	AS	13.3.18	AS speaking to bereavement team.
11.1.18	Action	Rosie dashboard	AS to circulate dashboard	AS	13.3.18	AS looking in to sending to wider group
11.1.18	Action	Bereavement training	Bereavement team will liaise with Emergency Department re. experiences of women in that department who attend with miscarriage.	SHC	13.3.18	
11.1.18	Action	RMV dashboard	RMV dashboard to be circulated to Rosie staff	AS	13.3.18	
11.1.18	Action	Actions from last minutes	Funding from ACT – Alex Cavanagh. SJ to contact Alex Cavanagh regarding possible Friends of Rosie funding.	JS	13.3.18	
11.1.18	Action	Update on work from September meeting	Patient Experience Bereavement Questionnaire: LA to scan document and attach to minutes.	LA	13.3.18	
11.1.18	Action	Liam Barford: Commercial Relationships	JS and LB to meet to discuss future relationship between RMV and Commercial Development.	JS	13.3.18	Meeting date TBC
11.1.18	Action	Patient information Leaflet review	JS/KR to liaise re volunteers for central PIL panel.	JS	13.3.18	Complete – MM and HH should be contacted
11.1.18	Action	RMV Questionnaire	Volunteer required to analyse feedback	JS	13.3.18	