

## Minutes

### Present

Lisa Brophy (LB)	MSLC Chair
Rachel Graveling (RG)	MSLC Vice Chair
Sian Verney (SV)	NCT Antenatal Teacher
Barbara Jackson (BJ)	Antenatal/Postnatal Services Manager
Annabel Trick (AT)	Family Nurse
Jackie Heffer-Cooke (JHC)	Orange Grove Clinic / Yogabubs
Tracey Miller (TM)	MLBU Team Leader
Emma Dufficy-Rope (EDR)	Senior Midwife MLBU
Claire London (CL)	Midwifery Student
Sophie Giles (SG)	Public Health NCC (Children and Newborn)
Dilly Turton (DT)	Healthwatch Norfolk
Rebecca Champion (RC)	Engagement Manager – North Norfolk for Central CCG
Lesley Bradfield (LBr)	Time Norfolk
Frances Bolger (FB)	Head of Women's and Midwifery Services
Ann Walker (AW)	Clinical Midwifery Manager
Martin Cameron (MC)	Clinical Director of Obstetrics
Sherry-Anne Halliday (SH)	MSLC Co-ordinator

### 1 - Apologies

Pam Sizer (PS)	Midwifery Matron
Elizabeth Turner (ET)	Research Midwife
Lisa Weller (LW)	Babies at Peace

### 2 – Minutes from Last Meeting

	The minutes from the last meeting on 11 <sup>th</sup> October 2016 were approved by the committee	
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### 3 – Actions from Last Meeting / Matters Arising

a)	Storage of Meeting Notes Following on from the last meeting, RC in communication with the comms team about getting them back on the NNUH website.	RC awaiting feedback from Comms team
b)	Statistics to MSLC FB brought examples for discussion. RG confirmed a copy of the dashboard would be appreciated so we could look for trends for discussion We also used to receive a copy of complaints and PALs information	FB to look into and arrange for information to be forwarded
c)	Specialist Mental Health Bid Due to have results in March	
d)	Birth and Beyond Framework PS absent	PS follow up involvement of MSLC if possible

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9:30am – 11:30 Room 22 (Guist Ward) NNUH



e)	<p>Translation Project The list with links provided by the MSLC have been circulated and currently being looked into. Diagrams have been added to some documentation around the ward to try and assist Joanne Keeble leading with project (absent from meeting) AW and FB confirmed some literature is due to be made available which was found via twitter Screening leaflets are being looked into DT confirmed Healthwatch may have access to some national leaflets if needed</p>	<b>Ongoing</b>
f)	<p>Quality Schedule Jane Fuller absent for discussion</p> <p>FB discussed Maternity Safer Care (which was published in October) This is a Government initiative where the Quality Improvement Plan is due to be made public at the end of the month. A press release is imminent about funding that has been received for training for part of this project which has the target of making services safer (<a href="http://www.nnuh.nhs.uk/news/2017/01/nnuh-secures-funding-for-enhanced-levels-of-maternity-care/">http://www.nnuh.nhs.uk/news/2017/01/nnuh-secures-funding-for-enhanced-levels-of-maternity-care/</a>)</p>	
g)	<p>Leaflet Review</p> <p>It was discussed that the MSLC would like to have notice regarding the leaflet review dates so we can be involved where possible. There was a meeting last Friday to discuss the leaflets. Also, there is the potential for the language translation to be linked into this project as they are being reviewed.</p> <p>LBr discussed that she had previously put together a stillbirth leaflet with Rebecca Lock last Summer as a result of feedback received by Time Norfolk from Service Users. This was originally rejected as it was too “basic”, however it’s felt this should be picked up again as more women feel this would be beneficial.</p> <p>FB confirmed there is a Stillbirth hub, and NNUH has been selected as a trust working party. AW due to meet with hub in the near future.</p>	<p><b>FB to forward leaflet review meeting details</b></p> <p><b>LBr to link up with FB/AW regarding leaflet</b></p>
h) & j)	<p>EPAU and Sonography</p> <p>LBr due to meet with Nicola Tuck, but was postponed but LBr will make contact again to re-schedule. FB confirmed another contact would be Kelly French</p>	
i)	<p>GP Pathway for Pregnancy Loss Counselling services RC confirmed that NSFT run the Wellbeing Service. Currently you can only get GP referral to Wellbeing, you can no longer self refer. Wellbeing insist they do not refer direct to Time Norfolk – they give a list of places to individuals to self refer if needed. LBr to forward more information to RC as some individuals have been known to pass referrals direct.</p>	

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## 4 – User Representatives Feedback

a)	<p>LB confirmed as a result of discussions, we have trialed a change in approach from the questionnaire to targeted feedback regarding a particular subject.</p>	
b)	<p>Printed copies of the feedback received regarding the Bounty Service were provided to the group for discussion. This was received via social media – Facebook groups</p> <p>Discussion regarding the content and general feelings of service users that it some like the service, others don't, but also that it should be made clear it is optional.</p> <p>There was discussion regarding the possible introduction of cards on the bays to indicate interest in Bounty or not, but also information posters in waiting areas as a pre-cursor for discussion.</p> <p>FB will also consider spot checking with the representative on the wards. TM confirmed that any issues highlighted on MLBU are probably easier as there are 4 rooms – and recent feedback had been received and passed onto the representative about the service</p>	<p><b>BJ to look into posters and cards</b></p> <p><b>FB to arrange chat with rep</b></p>
c)	<p>Discussion about way forward for feedback</p> <p>General agreement that targeted feedback would allow focus on specific topics – people may be more likely to respond. Also that previously the questionnaire had backed up National surveys. It is felt that small focused feedback would allow for noticeable changes in response.</p> <p>AT happy to assist with feedback from younger demographic. RC can arrange for feedback requests to be shared via the CCG to GP surgery screens (as long as there is a long deadline) SG happy to share requests via the Living Well service JHC requests and receives feedback via Orange Grove which can be shared – also happy to share requests TM confirmed that EDR is currently heading up feedback specifically surrounding the MLBU</p> <p>In relation to feedback going forward, LB suggested selecting from the NICE Intrapartum Care Quality Statements. LB is also looking into a NICE training session in Norfolk – details to follow if this goes ahead.</p> <p>Agreed that Statements 3 and 4 would be preferred to investigate first “Statement 3. Women at low risk of complications do not have cardiotocography as part of the initial assessment of labour.</p> <p>Statement 4. Women at low risk of complications who have cardiotocography because of concern arising from intermittent auscultation have the cardiotocograph removed if the trace is normal for 20 minutes.”</p> <p>Discussed it may be best to include “births in 2016” in request for recent feedback, and also ensure language is clear for users.</p>	<p><b>SH to compile question and circulate on social media</b></p>

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<p>It was also discussed that internal checks could be undertaken to verify compliance with the above statements. There is potential for spot checks on the delivery suite, and also discussions with staff.</p> <p>As an aside, LB discussed use of “peanut balls” for use with epidural patients.</p> <p>There was a general discussion surrounding movement in labour/inductions/education of midwives</p> <p>Also whether Parentcraft included education surrounding positions.</p> <p>CL explained she had completed a recent project and suggested videos of options for birth locations eg home birth. Also highlighted there is limited information on the trust website.</p> <p>AW, JHC and CL discussed the current Baby TV arrangements – and that NNUH only have control over 30 minutes of every 2 hours of viewing. The remainder is advertising. There is the potential of having NNUH TVs available, and we could create our own videos for showing. These could also be incorporated into the website/YouTube etc. It was highlighted there used to be a virtual tour of the Maternity Suite on the website, however this is no longer available.</p>	<p><b>FB to look into local checks</b></p> <p><b>LB to email regarding peanut ball</b></p> <p><b>JHC/AW/CL looking into video options</b></p> <p><b>AT to be involved with younger mums</b></p>
<p>Further discussions:</p> <p>FB confirmed Friends and Family Test due in February/March</p> <p>MLBU looking offer aromatherapy shortly.</p> <ul style="list-style-type: none"> <li>• A selection of blends will be available, and some midwives have been trained to mix blends.</li> <li>• Options of massage/inhalation</li> <li>• Potentially in pool for early labour, however as would have to be rinsed and fresh water for later stages this may not be practical</li> <li>• There will be internal auditing of the service</li> </ul> <p>AW confirmed 4 offices being converted in January to provide a triage area in delivery suite. This is hoped to take 2/3 weeks. Once operational it is hoped this will help with delays experienced</p>	

## 5 – Confirmation of next Meetings

a)	Next user representative meeting (agreed after meeting) – Tuesday 28 <sup>th</sup> February	
b)	Next main MSLC meeting – Tuesday 25 <sup>th</sup> April 2017 – 10:00 to 12:00 Brancaster Room	
c)	Potential Dates for 2018 Meetings Discussed: Wednesday 10 <sup>th</sup> January 2018 Wednesday 18 <sup>th</sup> April 2018 Wednesday 11 <sup>th</sup> July 2018 Wednesday 10 <sup>th</sup> October 2018	<b>SH to request room bookings</b>

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## 6 – Any Other Business

	<p>RC discussed new Epilepsy Specialist Service for North Norfolk CCG – which will include support for pregnant women</p> <p>JHC passed over £285 on behalf of YogaBubs which was raised at their Christmas Party for mood lighting. It should be enough for two units for the delivery suite, and one for MLBU</p>	
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For and on behalf of the Norfolk and Norwich MSLC  
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