

## **Norfolk & Norwich Maternity Services Liaison Committee**

### **Draft Minutes of meeting held on Tuesday 13<sup>th</sup> October 2015**

#### **Present**

Lisa Brophy .....	(LB)	MSLC Chair
Rachel Graveling .....	(RG)	MSLC Vice-Chair
Glynis Moore.....	(GM)	Head of Midwifery, NNUH
Felicity Hancock.....	(FH)	Breastfeeding Peer Supporter
Martin Cameron .....	(MC)	Clinical Director of Obstetrics, NNUH
Jane Fuller .....	(JF)	Commissioning NEL CSU Representative
Rebecca Champion .....	(RC)	Engagement Manager North Norfolk CCG
Catherine Lock.....	(CL)	Delivery Suite Co-ordinator
Annabel Trick.....	(AT)	Family Nurse Partnership
Elizabeth Turner .....	(ET)	Research Midwife NNUH
Laura Donaldson .....	(LD)	Research Midwife NNUH
Lesley Bradfield .....	(LeB)	Service User Rep Time Norfolk
Rachel Scarff .....	(RS)	MSLC Co-ordinator

#### **1. Apologies for absence**

Pam Sizer .....	(PS)	Community Midwifery Matron
Sian Verney .....	(SV)	NCT Antenatal Teacher, NCT Breastfeeding Peer Supporter
Jackie Heffer-Cooke .....	(JHC)	Service User Representative / Orange Grove Clinic
Tracey Andrews .....	(TA)	Improvement Officer Children's Centres Norfolk
Lorna Hughes .....	(WS)	NCH Health Visiting Team Leader South
Patricia Hagan .....	(PH)	Great Yarmouth CCG Representative
Karin Bryant .....	(KB)	Assistant Director Central Norwich CCG
Dilly Turton.....	(DT)	Health Watch Norfolk
Ruth Sanders.....	(RS)	Midwife Cley
Ann Walker .....	(AW)	Senior Midwife
Luisa Lyons.....	(LL)	Infant feeding Coordinator

#### **2. Minutes of Last Meeting**

The minutes of the last meeting held on 14<sup>th</sup> July 2015 were approved. PDF copy available for website.

#### **3. Work plan 2015/2016**

**Item 1** – Delivery Suite changes – RS to ask JHC to help purchase more mood lighting for Del Suite use as these are a cost effective way of setting the scene. CL also confirmed a formal thank you to JHC for her previous donations of items such as stereos which again help set the scene for birthing mothers. RS to also forward the Febromed birthing frame details to MSLC for information. **Action: - RS**

**Item 2** – Antenatal Clinic accessibility – Review survey results in January around perception of wait times. GM advised senior Antenatal Clinic Staff are currently investigating and creating pictorial information instructions to assist with language barrier issues identified. Main languages are Polish, Lithuanian and Portuguese, update next meeting. LB added that a local Muslim parenting group was keen to have input following some of their own experiences. LB to invite leader to meet with Jane Holden of Antenatal Clinic or come to next user meeting. RS to follow up response around the use of the NCT multilingual resource from NCT within the new NNUH website. **Action: - RS/LB/GM**

**Item 3** – Maternity Specification Input – RC confirmed that a timeline can be created to assist in MSLC being allowed appropriate time to input into future specifications and plans for 2017/2018 RC to create timeline.

JF confirmed we are waiting for the local quality schedule and the results of the National Maternity Review. Update next meeting. JF and GM advised that the Dashboard is being updated nationally. Plans for 2017/18 will have MSLC involvement earlier on and more proactively. **Action: - RC/JF**

**Item 3a** – Input into ODAU & changes in service – RS to provide any data to MC to support an ODAU and investigate adding a question in around the integration of triage in Cley. **Action:- RS**

**Item 4** – Shorter paper copy of Survey to be drafted for use in specialist areas such as with the FNP teams. RS to communicate directly with AT. **Action: - RS**

**Item 6** – Access to all complaints and PAL data, PALS now being sent, RS to forward to GM complaints email chain to allow for GM to send over data. **Action: - RS/GM**

GM Suggested that the Maternity Guidelines Process be added to the work plan as the trust requires PPI involvement into leaflets. **Action: - RS**

#### 4. Matter Arising from last meeting

- a) **Home Birth Service bids in the future?** – GM advised that the latest maternity survey from February and March, highlighted dissatisfaction in the length of stay and continuity of carer. It was acknowledged that most respondents were multips' (second pregnancy or more); their preference was half and half. Full published report available in November / December. PS advised in absence that she is yet to link in with Birmingham and RS and PS will meet soon. **Action: - PS/RS**
- b) **C/F Face of Labour** – MSLC input into this – C/F RS to email KD for any updates. **Action: - RS**
- c) **GROW and the Increase in Induction rate** – LB expressed concerns on the increase of induction rate (both anecdotal increase as well as from the MSLC report from 22% to 28% in past 5 years locally) and its impact on staffing levels at the trust. MC confirmed that some of the contributing factors that the rate is up are things such as the strive nationally to prevent stillbirth. The process of GROW, and more education into reduction of fetal movements results in an increase. MC also confirmed the health of women giving birth over the past 5-10 years in more complicated, identification has also increased of issues such as high fluid and small babies during scanning. MC confirmed that these increases are as a result of RCOG guidelines and not local policy. It was mentioned that potentially a business case to increase consultants and midwives will help with staffing. The rate should plateau at around 26-27%. RS asked RC if commissioners could subsidise the impact of GROW and the plight to reduce still births. RC confirmed it could possibly be looked into for the 2016/17 intentions to incorporate this. It was also confirmed the Propess outpatients process was to start in October but delayed. GM to send MSLC the leaflet. **Action: - GM/RC**

#### 5. Updates on ongoing items

- a) **Skin to Skin Infographic** – Now in Antenatal clinic and widely distributed.
- b) **Birth Reflections Service** – Report to be presented next MSLC meeting, but very short staffed.
- c) **Maternity Guidelines** – GM advised will chase the program and smooth process. Now added to Work plan for 2016 and be a key area of focus. RG fed back results from Twins leaflet lead by Richard Smith, this was done by email. Process needs firming up.
- d) **Partners staying overnight** – Feedback has been mixed with a number of negative issues highlighted. RS confirmed they had received a number of positives. GM confirms process will stay until evaluation. GM to send MSLC leaflet. **Action: - GM**
- e) **NUUH Revised website** – GM confirmed will sort new photos of Delivery Suite, Use of website for multilingual information is still being discussed with Fiona Devine. GM to support RS to get this actioned. Previously TA had suggested CC be listed on there too. **Action: - GM**
- f) **Pathway to Parenting** – GM confirmed course content from PS can be sent to MSLC for their perusal during next user meeting. **Action: - PS**

#### 6. User Representatives Feedback

- a) Following the most recent user rep meeting, AT gave feedback from a service user that had some negative experiences with the sonography departments and/or EPAU this was specifically around use of language and her feeling judge around her young age. MC advised that EPAU not under Maternity Services and they were under Gynaecology. GM advised feedback to be provided to Rachel Cocker Senior Nurse in Antenatal Clinic to action.
  - i. LB gave feedback from a service user who had felt that the communication was not satisfactory around the still birth of her first baby and loss of subsequent pregnancies. This was again specifically around the language used and around the information given on the next steps of the induction process. The current process was discussed and it was

highlighted that although all information is told to parents suffering a loss, more of it in writing to be later referred to could be hugely beneficial. CL to link us with MSLC and LeB to develop new literature.

**Action: - CL**

- b) Death of a baby study day – some members of the MSLC attended this training and it was agreed it was very valuable. MSLC will notify all members when next course dates are available.
- c) Online Survey – During the summer organic results only. It was agreed that RS to continue to push and market the survey to achieve a good number of results quarterly. The annual target of 300 respondents was reached in July. New targets to be set next meeting.

## 7. NNUH Maternity Statistics

- a) Maternity Services Statistics - reviewed with the last quarter's data and a comparison drawn from the six years of data that has been produced at the beginning of the year. The increase in induction rate had been discussed in relation to GROW.
- b) PALS – A positive thank you had been received by the PALS team and it was discussed that Complaints still to be supplied to MSLC for review.
- c) Friends and Family test results for the last six months show that women give both positive and negative comments for the same things such as length of stay in postnatal ward. GM to forward graphs to MSLC for digestion. **Action: - GM**
- d) Staffing standards – GM confirm that a pilot of using a 6 bed bay for triage OAU in Cley to ease congestion in Delivery/Antenatal Clinic has started and will last 3 months.

## 8. Confirmation of Next Meeting

- a) Next user meeting is Tuesday 24<sup>th</sup> November 2015 Wicklewood 10am.
- b) Next main MSLC meeting is Tuesday 12<sup>th</sup> January 2016 Boardroom 4th Floor West Block 10am.

## 9. AOB

- a) MSLC email address, it was agreed that to assist in NHS IT governance the MSLC co-ordinator will have an nhs.net email account to send and receive all MSLC related mail. This has been actioned by RC and comes under the North Norfolk CCG container in that the MSLC's umbrella is North Norfolk CCG as they are the lead commissioners of Maternity Services. The external mail address of [NorwichMSLC@Gmail.com](mailto:NorwichMSLC@Gmail.com) will remain as the main public contact. Also the main telephone line for the MSLC will continue to remain the same.

### Action Log

ITEM	NOTE	ASSIGNED TO	BY WHEN
3.1	Mood lighting donation request	RS	User Meeting
3.2	Invite members of multilingual groups to meeting	LB	Next meeting
3.2	Update on pictorial instructions of language barrier	GM	Next meeting
3.2	Multilingual welcomes pack from NCT on website	RS	Next meeting
3.3	CCG timeline of input for maternity	RC	Next meeting
3.3	CCG Quality Schedule update	JF	Next meeting
3.3a	Provide survey data for backing ODAU bid	RS	Next Meeting
3.4	Paper copy of survey to be created and sent	RS	Next meeting
3.6	Access to complaints as well as PALs, email to GM	RS / GM	Next Meeting
3.	Add Leaflets and Guidelines process to work plan	RS	ASAP
4. a)	MSLC to see copies of Maternity Survey results	PS	Before User meeting
4. b)	Face of Labour working group update email	RS	Next meeting
4. c)	Propess outpatient leaflet to MSLC	GM	Next meeting
4. c)	GROW Investigate business case for increase staff	RC	Next meeting
5. d)	Partners staying overnight leaflet to MSLC	GM	Before User meeting
5. e)	NNUH Website Del suite tour photo update	GM	Next meeting
5. f)	P2P Course content to MSLC	PS	Before user meeting
6. a)	Update on still birth information leaflet development	CL	Next meeting
7. c)	Friends and Family test result graphs to MSLC	GM	Before user meeting