

SHIP LOCAL MATERNITY SYSTEM

University Hospital Southampton 
NHS Foundation Trust

Hampshire Hospitals 
NHS Foundation Trust

Isle of Wight 
NHS Trust

Portsmouth Hospitals 
NHS Trust

Southampton, Hampshire, Isle of Wight & Portsmouth Local Maternity System



Maternity Matters report: A Year On

April 2019



Introduction



SHIP Local Maternity System is a collaboration between University Hospitals Southampton, Hampshire Hospitals, Isle of Wight Hospital & Portsmouth Hospitals NHS Trusts. We are working together to deliver Better Births in Hampshire & the Isle of Wight.

In 2017 midwives and service managers from hospitals within Southampton, Hampshire, Isle of Wight & Portsmouth Local Maternity System (SHIP LMS) worked together with Wessex Voices to develop a survey which would help capture the experiences of local women and their families when using local maternity services. The report was published in January 2018, providing 9 key recommendations to maternity services across SHIP.

Feedback showed that women within SHIP had positive experiences of their care, however there were clear areas where improvements could be made. Women in SHIP told us they wanted:

- ✓ Clear & easy access to information & support
- ✓ Clear communication at referral
- ✓ Improved communication with consistent and easy to understand terminology
- ✓ More information at discharge
- ✓ Consistency of midwives
- ✓ Better management of expectations
- ✓ Improved breastfeeding support
- ✓ Improved diagnosis & treatment of tongue tie
- ✓ Free ante-natal classes for all



This report responds to the Maternity Matters recommendations provided in January 2018, and provides an update on our progress.

We are also working towards the ambitions of The National Maternity Review (Better Births). A link for this can be found on the last page of this report.

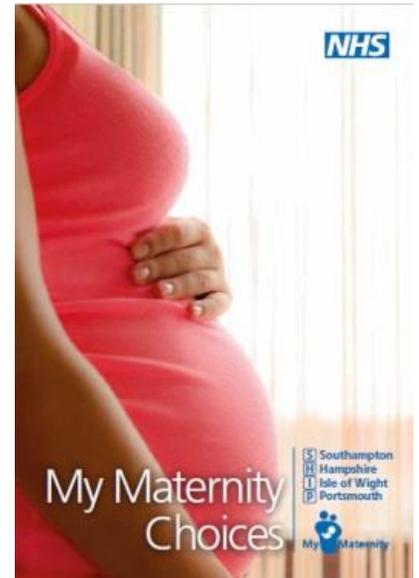


You said...

Make Time

Provide clear and easy access to information and support at all times

As part of our work towards implementing Better Births we have developed the MyMaternity booklet & website, developed with women to provide them with useful information. The booklet is available as a paper copy or online. It explains the antenatal care pathway, provides space to write down the information that is important to women and their families, and their choices before, during and after birth. The booklet also explains the difference between the birth place options, and provides the locations of all options across Hampshire & the Isle of Wight. It also includes the phone number for the 24 hour Labour Line service.



Additional information has also been made available on hospital websites, Facebook pages and the MyBirthPlace website.

Clear communication at referral

Particularly for referrals related to raised BMI

Midwives and health professionals are being trained to have better 'healthy conversations', enabling us to improve the way we communicate with women under our care, especially around areas of health such as raised BMI and smoking cessation.

The SHIP Maternity Academy has been delivering additional training to our staff across Hampshire & the Isle of Wight, ensuring staff to improve the consistency of the information we share.



We recommend that women are referred only after a conversation with their midwife around medical history, lifestyle and health risks to pregnancy and birth so that patients are part of the decision making process and feel fully informed.

Maternity Matters recommendation

Hospitals within SHIP have also spent time reviewing how they support women to maintain a healthy weight whilst pregnant, the services they provide themselves, and those they refer to, such as Weight Watchers.

SHIP Local Maternity system has spent time working with community staff to ensure that the information provided around healthy weight and referrals is consistent and relevant.

“Following the publication of the Wessex Maternity Matters report, we shared the feedback around BMI referrals with our staff and asked them to review their conversations with women at the time of referral to ensure they knew the importance of the appointment” - **Portsmouth Hospitals Trust**

You said...

Improve Communication
Use consistent and easy to understand terminology



SHIP has recently replaced the plain folders used to hold a woman's notes with MaMa Academy Wallets which include guidance and consistent information on safety, signs to look out for, when to contact your midwife and contact information for the hospital you attend.



Personalised care, centred on the woman, her baby and her family, based around their needs and their decisions, where they have genuine choice, informed by unbiased information.

Better Births

You said...

More information at discharge

Provide appropriate information after birth

SHIP hospitals provide information at discharge, including contact phone numbers and local information to support you and your baby.

Websites like Wessex Healthier together and the Baby Buddy App have been designed with the support of women and their families, and we take care to ensure that the online resources we share have been produced in this way.



Wessex Healthier Together provides information in over 100 different languages, and Baby Buddy includes both videos and pictures, as well as written information.

Better postnatal care is a core part of the SHIP LMS Better Births strategy.



Over the next year we will be working with women and their families to help us identify and improve areas where postnatal care could be better.

This will include improving the handover between midwifery and health visiting teams, and ensuring that we provide the best bereavement care.



You said...

Consistency of Midwives

Ensure that women have access to a consistent service at times that suit them



The SHIP LMS Continuity of Carer project is looking at ways to provide women with a consistent midwife, or small team of midwives in line with the recommendations of both the Maternity Matters report, and the recommendations of Better Births.

Continuity of Carer, to ensure safe care based on a relationship of mutual trust and respect in line with the woman's decisions

Better Births

We are initially working towards providing improved consistency of midwives to women with specific requirements such as those with additional needs, a history of multiple or premature births, women who choose to birth at home or those from a vulnerable background.

SHIP is committed to ensuring women receive continuity of carer and will provide training over the next year to support us in developing our ambitions to offer greater continuity of carer between now and 2021.

We are also providing greater continuity of carer through community hubs as recommended in Better Births, and providing continuity not only of midwifery care, but also obstetric care.





You said...

Manage Expectations

Ensure all communication is open and transparent, particularly when discussing birth plans and options

All SHIP hospitals provide birth planning conversations in line with Personalisation & Choice through Better Births, including information on realistic choices, support to understand why there may be changes to the birth plan and what other options may be available. If a woman's birth plan needs to be changed due to a medical need whilst she is pregnant, women are referred to specialist midwives who can provide support in planning their birth with these medical considerations in mind.

We recognise that some women are not able to have the birth they planned due to unit closures and staffing issues. We are working hard to plan the workforce we will need in future to deliver the best possible care. Changing the way we work to provide greater continuity of carer will also help enable midwives to have protected availability for women on their caseload.



This booklet will go through your choices, and give you space to record decisions about your care. It will help you to:

- Tell us what you need and make choices that work for you
- Have more choice about how you have your baby and where you have your baby
- Share the choices you have made

MyMaternity Booklet

Development of our MyMaternity booklet & website has also supported better personalised care planning and quality conversations between the women and her midwife, and share these choices with other health professionals.



You said...

Improve Breastfeeding Support
Provide specialist support at easy to access locations across the region

All hospitals in SHIP are working to expand and develop our breastfeeding support in a number of different ways, detailed below. We will also be looking at further improving breastfeeding support over the next year and develop a SHIP-wide standard as part of our commitment to the NHS Long Term Plan.

At Hampshire Hospitals...

- ✓ Health visitors attend women earlier in their pregnancy so that there is more overlap in the support provided by maternity services and Health Visitors
- ✓ On site volunteer peer support and breastfeeding counselling is available alongside midwifery support, delivered by women trained to support other women



On the Isle of Wight ...

- ✓ Drop in sessions are available, but haven't been well attended. The St Marys Maternity team are reviewing where these are held to increase access
- ✓ Reviewing breastfeeding support in the immediate postnatal period and at home

At University Hospital Southampton...

- ✓ 24 hour telephone access to maternity services is provided
- ✓ Women can access face to face support 5 days a week through community peer support
- ✓ The Breastfeeding Babes support service is available at Princess Anne Hospital Monday-Friday 10am-1pm
- ✓ A lactation consultant is available
- ✓ Updated breastfeeding information is available on the hospital webpage
- ✓ Colostrum harvesting is encouraged for all women to support them to express milk from 36 weeks in their pregnancy and enable them to bring their own milk into hospital if breastfeeding is challenging



At Portsmouth Hospitals Trust...

- ✓ Maternity centres are open 7 days a week from 8am-8pm for any infant feeding support
- ✓ A drop in infant feeding support room is available at Queen Alexandra Hospital
- ✓ Home visits for infant feeding support where it is needed
- ✓ Multi-agency infant feeding team for postcodes PO1-PO6



You said...

Improve diagnosis and treatment of tongue-tie
Provide further training for staff in diagnosis and treatment

SHIP hospitals have undertaken work to improve the provision of tongue-tie diagnosis and treatment, including training of staff and providing an increased service.

Our breast feeding advisors have reviewed the tongue-tie information and pathways available to support the sharing of consistent information based on the best evidence, for women in Hampshire & the Isle of Wight and are developing a Wessex-wide pathway.

University Hospital Southampton, Hampshire Hospitals and Portsmouth Hospitals have extended their tongue tie service from 14 days to 28 days, at which point Health Visitors will provide ongoing support.

All of our hospitals offer free antenatal classes, available to all expectant mothers. We are currently focussed on enhancing what is available and improving how we communicate with women about these classes.

University Hospital Southampton..

- ✓ Working on making booking of antenatal classes easier through online booking

Portsmouth Hospitals..

- ✓ Improved how we communicate with women about antenatal classes

You said...

Free antenatal classes for all
Ensure everyone who would like to access antenatal classes has the opportunity to do so

Isle of Wight..

- ✓ Developing classes for women who need more support

Hampshire Hospitals..

- ✓ Introduced confident birthing classes



Acknowledgements

SHIP LMS would like to thank the women and families who took the time to share their experiences with us in the Maternity Matters report. Your contribution to the ongoing development of our services is invaluable and truly appreciated.

We would also like to thank Wessex Voices, and particularly Healthwatch Hampshire who undertook the engagement on their behalf, for their hard work in developing Maternity Matters, and their support in ensuring we hear women's voices.

In addition to this, we would also like to thank the maternity staff involved and the Strategic Clinical Network in not only implementing the recommendations of this report, but also supporting our Local Maternity System Vision of ensuring women and families have Better Births in Hampshire & the Isle of Wight.

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References & Further Information

Maternity Matters: Discovering experiences of maternity services
(Southampton, Hampshire, Isle of Wight & Portsmouth)

www.wessexvoices.org/uploads/9/2/1/6/92161062/maternity_matters_report_2017.pdf



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University Hospitals Southampton NHS Foundation Trust

<http://www.uhs.nhs.uk/OurServices/Maternityservices/MaternityServices.aspx>

Hampshire Hospitals NHS Foundation trust

<https://www.hampshirehospitals.nhs.uk/our-services/a-z-departments-and-specialities/m/maternity-services.aspx>

Isle of Wight Hospitals NHS Trust

<https://www.iow.nhs.uk/our-services/planned-care-services/maternity/maternity.htm>

Portsmouth Hospitals NHS Trust

<https://www.porthosp.nhs.uk/your-birth/>

Wessex Healthier Together

<https://www.what0-18.nhs.uk/>

Baby Buddy

<https://www.bestbeginnings.org.uk/baby-buddy>

MyBirthPlace

<https://mybirthplace.org/wessex/>

MyMaternity

<https://mymaternity.org.uk/>

Wessex Voices

<https://www.wessexvoices.org/>

MaMa Academy

<https://www.mamaacademy.org.uk/>

Better Births

<https://www.england.nhs.uk/wp-content/uploads/2016/02/national-maternity-review-report.pdf>