



ROCHDALE & OLDHAM

# Maternity Voices

Working in partnership to improve maternity services

**healthwatch**  
Rochdale



<b>Date/Time</b>	Monday 26 <sup>th</sup> June 2023, 7:45pm – 9:20pm
<b>Meeting</b>	<b>Meeting #10</b> Via Zoom
<b>Minute taker</b>	Naomi Burke, Healthwatch Rochdale

Attendees	Apologies Received
Leona, Chair ROMVP Josie, Vice Chair ROMVP Naomi, HWRochdale Jules, HWOldham Chris – quality and safety improvement, Oldham Katie, Strawberry Moon, ROMVP Vol Advocate Jess, ROMVP Vol Advocate, Service User Vickie, ROMVP Vol Advocate, Service User Antonia, ROMVP Vol Advocate, Doula Zainab, Community Engagement Midwife Louise, Health Visitor Denise, Homestart Ruth – ROMVP Vol Advocate, hypnobirthing, Service user	Janice, Rochdale Angela, Oldham Tamoor, Manager HWOldham Kate, CEO Healthwatch Rochdale Abdur, Service User Faith, Director of Midwifery, Oldham Lesley, Deputy, Oldham Yvonne, Deputy, Oldham Liz, RAFC Nichelle, Action Together Womens Services Network Adam, The Big Life Group/FASD Amada, Specialist Health Visitor Breastfeeding Grace W, ROMVP Vol Advocate, Service User Grace R, ROMVP Vol Advocate, Service User, BF advocate Celeste, Engagement Manager, Oldham NHS





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Agenda Item		Items Discussed	Summary of Discussion	Actions	Owner	Deadline
1	<b>Welcome and introduction of Rochdale and Oldham Maternity voices Partnership</b>	Welcome  Introductions of attendees via chat  Code of Conduct	Welcome from Chair  Please see list above  Apologies Received noted  Meeting online etiquette reminder	 ROMVP Online Meeting etiquette_v		
2	<b>Information on Rochdale and Oldham Maternity Voices Partnership (ROMVP)</b>	Who ROMVP are  Gathering Feedback Oldham/Rochdale  Sign up to receive updates	Naomi, Healthwatch Rochdale brief update on ROMVP, who they are and what they do. Encourage sharing of our social media channels  Feedback Gathering on Maternity Services. <a href="https://healthwatchrochdale.org.uk/share-your-experience-local-maternity-services">https://healthwatchrochdale.org.uk/share-your-experience-local-maternity-services</a>  We have a ROMVP Contact list, we send out information from ROMVP as well as other services, surveys, invitations to ROMVP meetings etc.	ROMVP Website link: <a href="#">ROMVP</a>  @RO_MVP  For meeting attendees to share feedback link and QR Code to contacts   If you wish to be added to contacts list please email <a href="mailto:info@romvp.org.uk">info@romvp.org.uk</a>	ALL  ALL  ALL	All Ongoing



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3	<b>Review of Minutes/ Action from previous meeting</b>	Minutes #9	<p><b>Please note amendment to minutes:</b> DENISE, Homestart Oldham in attendance (was not on list- apologies)</p> <p>Action Log- up to date: <b>OUTSTANDING – Infographics</b></p> <p><b>ROMVP web page: CQC Report, 3 year plan and amended 15 steps</b></p> <p><b>Badgernet conversations</b></p> <p><b>Continuity of Care</b></p>	<p>Minutes will be available on: <a href="https://healthwatchrochdale.org.uk/maternity-voices-partnership">https://healthwatchrochdale.org.uk/maternity-voices-partnership</a></p> <p><b>Still awaiting GMEC sign off of generic template to be populated by all Greater Manchester and East Cheshire Trusts.LB will push for timescale for this.</b></p> <p><b>To add to Web page.</b></p> <p><b>Trust to update on feedback received.</b></p> <p><b>Feedback Campaign – To run July 2023</b></p>	LB HWR LB TO CHASE ALL	ASAP
4	<b>ROMVP Update</b>	<b>Leona, Chair ROMVP</b>	<p>Involved in the Trust Maternity Transformation programme. Ensuring service user voice is represented. Patient Experience meet ups ensuring wider reach and diversity of voice.</p> <ul style="list-style-type: none"> <li>• <b>INFOGRAPHICS</b> – these were originally Discussed at Meeting #1. The Trust want consistency so are looking at a GMr template.</li> <li>• <b>15 steps follow up</b> – Due an update at the end of June from Trust from recommended Actions put in place. In Autumn to invite service users to observe changes made via a “Walk the Patch”. Next 15 steps to be implemented into ROMVP Workplan 2024-25.</li> <li>• <b>Service User Open Day – Oldham Hospital</b> – was a quiet event, did have some people attend look at</li> </ul>	<p>Chair to raise as a concern over extended wait for these.</p>	LB	ASAP



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			<p>wider advertisement/involvement as wish to do again and do in other venues.</p> <p>Based on feedback and conversations gathered, service user guest speakers spoke about Hyperemesis Gravidarum and the effect it had on them and their families.</p> <p>This has been a reoccurring theme over a number of meetings and the Trust has listened and we have managed to ensure that some of our service users and a volunteer advocate are part of a task and finish group – will update more on this later via Jess.</p> <ul style="list-style-type: none"> <li>• <b>Infant Feeding Task Group</b> – Chair part of the Rochdale Family Hub Task group around infant feeding in particular interest in Breastfeeding. Believe that there is a pot for this also in Oldham but has no links as yet. Chair stated that it is very important the two areas work together for cohesion and continuity. The Breastfeeding feedback that ROMVP has received has been helpful with this group and they have listened to points made and raised. Volunteer Advocates have also contributed to this workstream see</li> </ul>	<p>To raise awareness of campaign  <a href="https://www.facebook.com/RochdaleOldhamMVP">Breastfeeding Welcome Scheme-Rochdale</a></p>	<p>ALL</p>	<p>Ongoing</p>
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			<p>update from Josie around Breastfeeding Welcome Scheme</p> <ul style="list-style-type: none"> <li>• <b>BREASTFEEDING</b> – Continue to gather in Feedback where possible on this topic and Josie will update further later on the Breast Feeding welcome scheme in Rochdale.</li> <li>• <b>Badgernet</b> - We have not had a lot of feedback around this. But we have had some service user questions which we will respond to.</li> <li>• <b>Reducing Infant Mortality Steering Group</b> (<i>Defined as a death of a child under 1 year old</i>) – Chair involved with Public Health, Health Visitors and Trust. Oldham has the highest in Northwest (higher than national average) in infant mortality. Looking at ways to reduce inc education, young mums, safer sleeping, early booking, genetic counselling. New public Health report out ROMVP mentioned within – service user voice.</li> </ul> <p>QUESTION: Ruth: I am just wondering how you would give reassurance or guidance to expectant parents as to which is the best place to give birth or have treatment based on that information around infant mortality at Oldham? Leona: There isn't really an easy way of doing it, there is a dashboard you can view</p>	<p>LB to send response to Badgernet Questions</p> <p>To Share with minutes Public Health Report on Infant Mortality and add to ROMVP Web page</p>	<p>LB</p> <p>LB to secure</p>	<p>ASAP</p> <p>End July '23</p>
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		<p><b>JOSIE, VICE CHAIR ROMVP</b></p>	<p>online but its only up to December 2022 and also includes a bit of skewed data as it covers all Northern Care Alliance data not just Oldham.</p> <p>Antonia: You can put in a freedom of information request to get insights into your hospitals data, which would help more around the earlier topic of the infographics. As Doulas we are advised from GMEC to raise a complaint if you do not get a response in a timely manner from your freedom of info request. Although we don't like to complain, in this case a complaint has to be dealt with so the more complaints raised, the better as more will get done.</p> <p>Update on engagement over last month. Been to Baby Days in Oldham and Balderstone Library Mums Group to name a few. Feedback has dwindled. Not too sure if this is as services are working better or people don't wish to engage. Seems to be very similar topics of conversation: Badgernet (in a negative sense), Continuity of care and Staff absences.</p> <p>Announced Finishing as Vice-Chair at end of June and will still be a volunteer advocate.</p> <p>Chair thanked Josie for her commitment and time spent over the last 12 months in the Vice-Chair role.</p>			
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		<p><b>LEONA, CHAIR ROMVP</b></p>	<p>Comments in Chat box wished Josie well, thanked her for her enthusiasm, were glad not fully stepping away and said was an honour to have volunteered alongside her and the passion to make a difference shines through.</p> <p>Chair commented that the Vice-Chair role is in draft as looking at how to best utilise the role. Stated some Volunteers already interested in role.</p> <ul style="list-style-type: none"> <li>• <b>Annual Report</b> – Chair has this in draft, still working on but will be ready for public end July 2023</li> <li>• <b>ROMVP Workplan 23-24</b> – The old workplan is finalised and all done. The new priorities for this workplan are - Breast feeding, Hyperemesis Gravidarium, collaboration with health visitors.</li> </ul> <p>The HG topic was the main focus of an early meeting, this is currently being recognised to ensure service user voice heard to implement change around awareness raising. Based on ROMVP feedback the commissioners have ensure that all GP's have been made aware of HG and its affects and retraining offered around this topic.</p> <p>All these priority topics have been brought forward form the last workplan. ROMVP want to ensure</p>	<p>To Share remunerated Vice-Chair role once live</p> <p>To put ROMVP Annual Report in Public domain</p> <p>For workplan to be agreed upon and shared</p> <p>To create key links and contacts with the Health Visiting Team in Rochdale and Oldham</p>	<p>LB</p> <p>LB</p> <p>LB ALL</p> <p>LB</p>	<p>End July 2023</p> <p>Sept 2023</p> <p>Sept 2023</p> <p>Aug 2023</p>
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			<p>working with the family hubs and especially the Health Visitors. I believe there has been a lot of restructure and mapping/bases changed and key contact not made.</p> <p>Antonia: There is a real problem with changeover of staffing to all services and things not being followed through or having continuity. Seem to always be going back to square one or in the case of infographics getting nowhere at all.</p> <p>Leona: In the case of the infographics the coordinating person left without handover, in this case it could have been better managed in regards to breastfeeding it is also difficult as teams restructure with little or no cross over period. Many come into a role with their own agenda so it is up to us to re-raise and remind.</p> <p>Antonia: Could this be something that is raised wider at GMEC level as a cause for concern?</p> <p>Leona: Not sure its an issue that GMEC could resolve. Any concerns would be escalated locally in the first instance via Trust and Commissioners</p> <ul style="list-style-type: none"> <li>• <b>Update on antenatal classes that was discussed at last two meetings.</b> The planned work to reformat the offer in Oldham has been put on</li> </ul>			
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		<b>LEONA CHAIR ROMVP</b>	<p>hold for the time being. Work is being done within Royal Oldham to improve current offer . Current offer is running on Saturdays in Rochdale and Oldham Hospital Antenatal Clinic via midwife availability but hit and miss.</p> <p>Antonia: Why can you not roll out the amazing videos made during covid by the student midwives. My Birth, My Choice. Could roll as virtual offer?</p> <p>Chair commented unaware of these</p> <p>Zainab: Looking at making use of the Badgernet to add links to video portals around antenatal education</p> <p>Denise: Home Start do offer a virtual antenatal education sign up with a QR code. Commissioned via Oldham Tameside and Glossop but would never turn away a Rochdale mum in need of our help. Welcome to sign up and also to request our support at any point and we have lots of other support in Rochdale and Bury. Very positive in that we are working with Jen Michaels around Parenting classes via the Family Hub offer and these will hopefully bridge gaps also.</p>	Engagement Midwife to connect with digital midwives around Antenatal Education on Badgernet app	Z & S	ASAP
5	<b>Local Maternity Services Update</b>	No representative present	<b>apologies received – no updates given</b>			
		Zainab, Community	<ul style="list-style-type: none"> <li><b>National Visit from NHS England</b> to showcase progress at ROH and offer guidance on improvements.</li> </ul>			



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		engagement midwife	<ul style="list-style-type: none"> <li>• <b>Open Day</b> – Service user feedback is key to policies and procedures. Action Plan needs to be in place.</li> <li>• <b>15 steps</b> - each ward manager/area given specific actions and tasks. Linking to this want to do observe/listen/act and have service users/Volunteer Advocates involved. There will be 2 in Rochdale and 2 in Oldham.</li> </ul> <p>Ruth: We heard at previous meetings around the continuity of care in pregnancy is this being achieved?</p> <p>Zainab: Protected staffing on Maternity unit. Birth Centre running well as a result. 36 weeks check up inc a tour and follow ups get to see labour ward. It is an integral part of service.</p> <p>Leona: I know there was talk of a huge rebrand of the birth centre at Oldham and a rename as part of a big launch.</p>			
6	<b>ROMVP Volunteer Advocate updates</b>  <b>Open Discussion</b>	Jess, Hyperemesis Gravidarum (HG)	Shared story at a quarterly meeting and via the Open Day at Oldham. Gave Sid (Engagement Midwife) Case Study account of experience and Husbands of HG. Part of a task and finish group, also incorporated service user feedback gathered as ROMVP. Trust now working with service users and actively listening to them and ensuring involved from a lived experience perspective. Working on guidelines, making information simpler, specific steps dependant of severity.			



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		<p>Antonia March with Midwives</p>	<p>Working with Royal College of Gynaecology guideline. Work done on the "Puge" Scoring to ensure that Mental Health Aspect included and ensure used as a assessment tool. Mental health is a huge focus as women have been diagnosed with PTSD, and had trouble bonding due to the extremity of their HG. IMPACT that is huge is that there is now a 72 hour window open door plan for HG sufferers for continuity of care as well as IV therapy to be effective. Looking at getting specific HG nurses/advocates, improving training around HG, when things have been brought to table, been beneficial to get there and then feedback and insight.</p> <p>Working with midwives/doulas etc across Greater Manchester and Eastern Cheshire. Issues raised on Midwife/staffing with Mike Raeve and meetings been had with Andy Burnham Mayor. Lots of key people involved. Comments made from the top were that they didn't realise how bad services were and the impact the lack of maternity staff was having specifically on the mental health of parents and staff. Maternity – preconception to 5 years old, key priority at the Greater Manchester Integrated Care Board, population health model.</p>			
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		<p>Denise: Just to add as an update, "Restart" just been taken over by Homestart and can items such as prams etc for families in need. Operates over Stockport, Bolton, Oldham, Tameside</p> <p>Awaiting new premises Duke St Mill, Rochdale. Want to be a hub for yoga and wellbeing for pregnant families and have a whole host of services in there. Specific interest in Baby Loss. All Profits used to put back into offering services for free for families experiencing/experienced Baby Loss. Own story shapes passion. I wasn't aware that Oldham has a rainbow clinic for parents. There is literally no information on this anywhere.</p> <p>Grace is one of our ROMVP Volunteer Advocates, she has been a tremendous support and advocate for breastfeeding. Shes had an article in Rochdale Online, but uptake is slow</p> <p>Denise: Home Start are working on getting places "Breast Feeding Welcome" in Oldham. We have actively restarted this scheme and always on the lookout as to who can approach and display the stickers. I would like to know what is included in packs at Oldham hospital after birth. Does anyone have an idea of what is included especially around local information and support?</p>	<p>Zainab to contact Rainbow Clinic Oldham to promote/ raise awareness through social media and trust website</p> <p><a href="#">Rochdale Online : Breastfeeding scheme</a></p> <p>To gain insight into contents of Take Home packs from Oldham and share.</p>	<p>ALL</p> <p>LB</p>	<p>Aug 2023</p>
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		<p>Ruth Hypnobirthing</p>	<p>Leona: Huge thanks have been passed on to us for Grace from Public Health Program Officer. She has highly complimented her passion and support on promoting this scheme.</p> <p>Rolling out sessions. Aim that they are fun and affordable, accessibility is key using social media to spread word around service. Looking at offering a cheaper option for service users also based on Pregnancy relaxation sessions for a shorter time frame around 1 hour over 4-6 weeks. Also want to ensure that I can inform and educate through service in particular around "Choice".</p> <p>Ruth: I want to let people know my positive experience around home birthing, be and advocate for women's choice in childbirth and options available.</p> <p>Josie: I am happy to share my positive birth story from my second birth. I also am a big advocate for the Acupuncture that I received was really beneficial and had a great impact on me in pregnancy.</p> <p>Vickie: When Pregnant with second baby, experienced Pelvic Girdle pain and pubic dysfunction. Acupuncture was offered. Is this still an offer as in my experience don't feel it was widely advertised.</p> <p>Zainab: Not decided to reinstate the holistic therapies, no funding. Would be great to</p>	<p>To Share positive Home Birth Experience</p>	<p>Ruth</p>	<p>ASAP</p>
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			get as much evidence via feedback to log the impact made from this service.	To gather feedback around holistic therapies to further evidence impact and need	ALL	Aug 2023
7	Agreed Actions: review with group	Review of Actions from Meeting #10	Brief outline of Actions	<b>See “actions” column and separate Action Log</b>	NB	
8	AOB	Ethnic Minorities Menopause Survey	More Feedback needed from people of an ethnic minority around their lived experiences of perimenopause/menopause. Also looking for feedback from people who have gone into early menopause following childbirth.	<a href="#">Menopause Survey Link</a>  <b>Email Healthwatch Rochdale</b> <b>info@healthwatchrochdale.org.uk</b>	NB	
		<b>To Note:</b> Below Agenda Items were not discussed: <ul style="list-style-type: none"> <li>• <b>ROMVP 12 month review/impact – will be included in annual report</b></li> <li>• <b>Terms of Reference – Final amendments made. To circulate Final version with minutes for sign off</b></li> </ul>				

Date of next Rochdale and Oldham Maternity Voices Partnership meeting:  
**Monday 25<sup>th</sup> September 2023, 7:45pm – 9:15pm, Via Zoom**

If you would like to receive updates and information around Rochdale and Oldham MVP or would like more information on becoming a Volunteer Advocate for the ROMVP, please let us know.

Minutes true account : Leona Barlow, Chair ROMVP Date: 04.07.2023



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