



ROCHDALE & OLDHAM

# Maternity Voices

Working in partnership to improve maternity services

**healthwatch**  
Rochdale



<b>Date/Time</b>	Monday 25 <sup>th</sup> September 2023, 7:45pm – 9:20pm
<b>Meeting</b>	<b>Meeting #11 Informed Choice</b> Via Zoom
<b>Minute taker</b>	Naomi Burke, Healthwatch Rochdale

Attendees	Apologies Received
Leona, Chair ROMVP Naomi, HWRochdale Jules, HWOldham Katie, Strawberry Moon, ROMVP Vol Advocate Jess, ROMVP Vol Advocate, Service User Grace, Service user ROMVP Vol Advocate Vickie, ROMVP Vol Advocate, Service User Ruth – ROMVP Vol Advocate, hypnobirthing, Service user Lindsey, Home Start Infant Feeding Support	Janice, Rochdale Angela, Oldham Tamoor, Manager HWOldham Kate, CEO Healthwatch Rochdale Abdur, Service User Faith, Director of Midwifery, Oldham Lesley, Deputy, Oldham Amanda, Public Health Nurse Zainab, Community Engagement Midwife Jo, Patient Experience Celeste, Engagement Chris, Patient Safety Denise, Homestart Louise, Health Visitor Antonia, ROMVP Vol Advocate, Doula



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



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3	<b>Review of Minutes/ Action from previous meeting</b>	Minutes #10	<p>Received as a true and factual account, no amendments to be made</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>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>	LB TO CHASE HWR	ASAP 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 GM template. Cathy from GMEC MVP is reviewing. Tameside have a version but Tameside Chair fed back data is not user friendly.</li> <li>• <b>Continuity of Care</b> – We had some feedback around this topic and it has been fed back to the Trust.</li> <li>• <b>15 steps follow up</b> – Was due an update at the end of June from Trust from recommended Actions put in place. These are on hold from the Trust and we are awaiting actions and follow up.</li> </ul>	<p>Chair to raise again as a concern over extended wait for these.</p> <p>Chair to raise again as a concern over extended wait for these and lack of interaction for action from Trust.</p>	LB LB	ASAP ASAP



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			<ul style="list-style-type: none"> <li>• <b>Breastfeeding Welcome Scheme, Rochdale</b> – Chair part of the Rochdale Family Hub steering group around infant feeding in particular interest in Breastfeeding which is part of the Public Health agenda. Continue to gather in Feedback where possible on this topic. Theme of next meeting in December will be Breastfeeding. The Trust are working towards becoming UNICEFF accredited for Breastfeeding, staff training and planning in place. Grace ROMVP Volunteer Advocate has done a great job encouraging sign up locally to the Breastfeeding Welcome Scheme.</li> </ul> <p>Lindsey (Home Start) The infant feeding team offer a monthly Zoom breast feeding support.</p> <ul style="list-style-type: none"> <li>• <b>Badgernet</b> - High Risk pregnancies was raised with the Badgernet team as an area to develop following on from ROMVP feedback. The digital team are reviewing this as nothing built into the app to flag this at the moment. There is a team reviewing the App.</li> <li>• <b>Reducing Infant Mortality Steering Group</b> (Defined as a death of a child under 1 year old) – Chair involved with Public Health, Health Visitors and</li> </ul>	<p>To raise awareness of campaign <a href="#">Breastfeeding Welcome Scheme-Rochdale</a></p> <p>Ask for updates at Meeting #12 from Trust on scheme/accreditation.</p> <p>To Share Public Health Report on Infant Mortality and add to ROMVP Web page</p>	<p>ALL</p> <p>LB</p> <p>ALL</p>	<p>Ongoing</p> <p>Nov 2023</p> <p>Nov 2023</p>
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			<p>Trust. Update on that we are still awaiting the report to circulate for this.</p> <ul style="list-style-type: none"> <li>• <b>Bi-Annual Report</b> – Chair has this in draft, still working on but will be ready approx. November 2023.</li> <li>• <b>ROMVP Workplan 23-24</b> –The new priorities for this workplan are - Breast feeding, Hyperemesis Gravidarium, collaboration with health visitors. Shared to LMNS as part of CNST.</li> <li>• <b>Antenatal Education</b> – Currently a Saturday offer at Antenatal clinics - looking at trialling “Pregnancy Circles” – smaller groups, peer support, in localities. Put on Hold as was due beginning of Sept by fully trained engagement midwives, but staffing capacity has meant it’s on hold.</li> </ul> <p><b>Lindsey:</b> Homestart offer online Antenatal Education/Support via Zoom. Information on Socials.</p> <p><b>Jules HWO:</b> Engagement Midwives said are trialling in Deelish in Rochdale as soon as possible.</p> <p><b>Vickie:</b> Covid antenatal videos are they still available that was spoke about previously about going ?</p> <p><b>Leona:</b> We are awaiting feedback around those if they can be added to Badgernet.</p>	<p>To put ROMVP Annual Report in Public domain</p>		
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5	<b>Local Maternity Services Update</b>	No representative present	<b>apologies received – no updates given</b>			
6	<b>ROMVP Planned Work/Further updates</b>  <b>Open Discussion</b>	<b>Leona, ROMVP Chair</b>	<ul style="list-style-type: none"> <li>• <b>Home Births</b> – ROMVP work temporarily on hold. The Birth Centre – high priority as a protected service but concern still as closing/diverting women in labour. June statistics say that there were 6 births there in. This seems rather low.</li> </ul> <p><b>Vickie:</b> That seems really low, just from thinking of my own experiences. We still are wanting feedback around home births and raise awareness of them. We want to present this to the Trust.</p> <p><b>Vickie:</b> I heard from a lady the other day who was moved during labour! She was sent away from the Birth Centre twice whilst in labour. Midwives told her not ready. Was taken to the antenatal wait room – and she was in labour. Lady is traumatised from the experience and lots of mistakes made. She wants a de-brief. I've encouraged her to share this with the ROMVP. She was moved to labour ward, which didn't even have a bed she had to wait in a room. She had huge concerns that she was going to give birth in waiting area.</p> <p><b>Naomi:</b> Are the Trust giving you as the ROMVP updates and information on the diverts that are occurring?</p>	To Share positive Home Birth Experience	ALL	Dec 2023



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			<p><b>Leona:</b> Yes, I get updates. The Last months figures shared indicated that diverts are a frequent occurrence and happening more than they would like. Putting it down to safe staffing levels and the fact staff are being put on the labour ward instead of the birth centre where they want to be.</p> <p>I am hearing from across the MVP network that their Trusts are facing similar situations – it isn't just Oldham. It is imperative we get feedback to support what the service users experiences are.</p> <p>We are going to be asking service users their experiences and asking if they were diverted or birthed in chosen place.</p> <p><b>Ruth:</b> This is a huge concern to me and also to women I speak to as they do not know that the centre is closed until they ring up, whilst in labour and many don't have a plan B – or even know what their options are for Plan B.</p> <ul style="list-style-type: none"> <li>• <b>Midwife Recruitment</b> – 22 new student midwives have been inducted at Royal Oldham.</li> <li>• <b>Staffing</b> – Many staff are being pulled off Birth Centre and put onto Labour ward. Staffing models have been rejiggled and new roles added. Safe staffing is a priority at Trust. The Trust are reassuring the ROMVP that things are improving.</li> </ul>			
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			<ul style="list-style-type: none"> <li>• <b>Holistic Service</b> – Suspended the offer. ROMVP gathered and shared positive experiences of treatment with Trust. Service Users stories were very positive. We also were told people are happy to pay for a Holistic service (Aqua natal, reflexology, pregnancy massage etc) and Hypnobirthing information is being requested more across the areas.</li> <li>• <b>Adding the “Neonatal” to our MVP title</b> – We have not yet taken this on board. There is confusion across Maternity Voices partnerships. The guidelines state it is a choice to adapt the "Neonatal". As a GMEC we have discussed the additional strain and pressures on the MVP adding more focus on Neonatal and we do not have the capacity. We already do include service users of this. If we do add the “N” can there be extra funding to incorporate into this as also it will be a big branding change. We want to emphasise that we wish to listen to all voices.</li> <li>• <b>Feedback and Issues</b> - We have very good relationships with the Trust Patient Experience Team and feed back into the monthly Divisional Assurance Board. We also have an MVP GMEC rep who attends the</li> </ul>			
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			are gold standard for Service User and Volunteer engagement that we are flying the flag. We are doing a lot of great things – THANK YOU!			
8	<b>Agreed Actions: review with group</b>	Review of Actions from Meeting #11	Brief outline of Actions	<b>See “actions” column and separate Action Log</b>	NB	
9	<b>AOB</b>	<b>Informed Choices</b> Open discussions	<p><b>Birthing Centre Statistics:</b> Leona relayed information around the drop in birthing figures at the Oldham Birth Centre.</p> <p><b>Ruth:</b> Do they share that data frequently?</p> <p><b>Leona:</b> There is a dashboard with the information on, but it is not easy to understand or access.</p> <p><b>Vickie:</b> This is where the infographics would be really helpful and so much better for women to understand where they are birthing and options with real experiences within them.</p> <p>Trust have assured that Oldham birthing centre staffing are key. Priority and staff only pulled when it is not in use. But this doesn't seem to be what is happening. What are woman's options?</p> <p><b>Grace:</b> How can we get these stats – how many births have happened and where?</p> <p><b>Leona:</b> The GMEC Chair Cathy has access to the Dashboard I have asked if Leads can</p>			



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			<p>have access. Was told the Trust should share all the info with us.</p> <p><b>Comment:</b> Why are the Trust not on this call? Are they not supposed to be here?</p> <p><b>Leona:</b> there is no one to cover evening meetings, has been request for daytime. We have done this previously, but they haven't been well attended by SU.</p> <p><b>Grace:</b> we could all submit a Freedom of information request for Stats – if we as a group want these we should ask via this FOI.</p> <p><b>Leona:</b> I don't know how useful this will be to do, not sure if it would provide any more detailed information we can already access via the like previously provided by Zainab. I can ask on a call I am on tomorrow.</p> <p><b>Ruth:</b> Antonia did mention this at a previous meeting when asking stats information. Do you have to break it down more and be more specific? It would be nice for comms and also local interest, and I feel will massively help our families make better informed choices and decisions.</p> <p><b>Topics we want to focus on:</b></p> <ul style="list-style-type: none"> <li>• <b>Pregnancy After Loss</b> – Discussed with ROMVP volunteers, October is Baby Loss Awareness Month. We want to promote rainbow clinic and bereavement services – we need people to be better informed around their choices with baby loss. We</li> </ul>			
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		Discussions Service User/ Vol Advocates.	<p>don't get feedback around this topic. It is sensitive. But all feedback appreciated.</p> <ul style="list-style-type: none"> <li>• <b>Informed Choices</b></li> <li>• <b>Home Births</b></li> <li>• <b>Induction</b> – The Trust ward manager does want to meet with us as an ROMVP and discuss the Trust Induction Policy. How it is working, if the information helps them make decisions, images etc. (Leona to confirm date and time)</li> </ul> <p><b>Feedback:</b></p> <ol style="list-style-type: none"> <li>1) Lady knew she had her babies quickly. Hospital told her not ready, although knew she was. They told her to have an induction. Felt the hospital didn't explain risks or alternative choices. She felt misinformed around her situation. Her first labour was 45 mins from start to finish. Questioned and explained to staff about her births are fast and she didn't feel like she knew enough. Wasn't overdue.</li> <li>2) Another experience was – classed as "Geriatric" which is insulting as it is. Very active at 37-41 weeks gestation. Was breech, head down etc always moving. Scare monger tactics used as didn't want to induce. Asked for</li> </ol>			
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			<p>stats, asked for backed up evidence – all of which wasn't received.</p> <p>3) Hated going to antenatal clinics as didn't know what they were going to scare with next. Told was putting babies life at risk. (still get upset) Asked for evidence around these risks and Consultant gave me a website to look at in waiting room, which was annoyed with. Felt as an older mother was always told a new risk I was imposing on unborn baby – blood pressure, pre-eclampsia, low iron. Terrified me. Just hated appointments.</p> <p>4) Wanted home birth and constantly told cant, I asked "WHY" I had severe pelvic girdle and low iron. Had B12 injections. Noone could back up the reason why I shouldn't have a home birth a reason as "you are older" isn't a valid enough reason. I didn't realise that I should have continue with B12 injections after birth also – no one told me.</p> <p>5) When I have questioned staff when looking at where and how I wanted to birth – staff just said "your risk doubles" but this doesn't mean</p>			
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			<p>anything – no real quantifying evidence.</p> <p>6) First time mum, really read up on and informed self about breast feeding and hypnobirthing – self taught and researched. Knew what wanted. Terminology and language scared service user. Ended up being “dosed up” to give birth when this wasn't what had wanted. Demanded to push – body wasn't reacting as was so drugged up. Feel as a first time mother put trust in professionals and moment not enjoyed.</p> <p>7) HG- medication professionals tell you at all times when you are desperately poorly with HG that there are HUGE risks around things like cleft palette. You are terrified that the medication can harm your baby but when you look at the risks it is very minute yet you are made to feel it is major.</p> <p>8) Options in pregnancy – didn't know my options. Pregnancy in 2022. 4<sup>th</sup> pregnancy but 1<sup>st</sup> to got to 12 weeks. No antenatal. First appointment was at 16 wks with midwife. At 30 wks no one had told me or mentioned a Birth Plan. Knew I wanted to go to</p>			
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			<p>the Birth Centre – good feedback from friends pre-covid. Under consultants. Just shut it down and told me no – you're high risk. I argued it. Contracted Covid, reduced movements. Was admitted. A midwife told me that there should be an "Options Clinic" that I can book onto. Next consultation asked for this, was asked WHY from staff, she said just ask me. Her view was a bit bias. I never saw the same consultant at all throughout pregnancy journey. Requested to see the same one as found one I really liked. Although I did request only saw her once towards end. Did own hypnobirthing course as was no antenatal classes.</p> <p>9) At 40 weeks plus 3 had had lots of scans, bloods, growth. Went to see midwife. Noted high blood pressure. I was convinced reader was inaccurate, but this time when got to hospital was high. Was told we think you have pre-eclampsia so you will need to be induced. My exact words were "I do NOT wish to be induced as more likely to end in a section" whereby I then got handed some leaflets and a form to sign. Refused to sign it. I felt immense pressure. I felt with my past trauma in pregnancies</p>			
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			<p>meant I needed to trust the professionals. Handed me a piece of paper, circled a statistic which said 1 in 4. Was basically told I couldn't go home, or I'd have a seizure or have a still birth. Due to past experiences, I was terrified. Even the language was unkind. Noone confirmed I definitely had pre-eclampsia. This was confirmed later at a debrief. Went to get induced due to the blood thinner I was on couldn't induce until 12 hours after last injection and wouldn't allow me home. Didn't want to sit in a bed for hours, requested to go home - refused. I heard a different midwife tell other women waiting for induction, by the time they got to me didn't really explain. The full induction was not fully explained nor where the different options such as balloon, pessary, or gel. Didn't know that it may have taken up to 4 pessaries, women in next bed had been there 3 days in agony. I witnessed 10+ women go into labour whilst I was in that ward – one women even almost gave birth in the corridor, the head crowned. I was naïve didn't expect to be there for 4 days nor was this told to me. I did everything by the book. My baby was not ready to</p>			
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			<p>come. My view from this is that if the baby is not ready – there are not enough pessaries in the world that would move it on any quicker. I was against having a section, and they refused me but I would have taken that option over the terrible time I had being induced with what I know now.</p> <p>10) Feel that they limit the information given to you, so therefore you don't know too many options and it makes it easier for maternity staff. This takes away our choices, it doesn't empower or inform us as women. We lean on the experts, but feel they are not the best as their opinions seem unbiased.</p> <p><b>Chair summarised this very passionate discussion and has taken some notes to look at with the Trust:</b>  <b>Leaflets and information given</b> – easy read, images used, informative but not technical language used. Aware of ethnic minorities and other service users.  <b>Statistics and Data available</b> – so that when women and birthing people say “show me the evidence behind this” it is there.  <b>Induction Methods</b> – what the options are, which are the best for you.</p>			
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			<p><b>Birth Options Clinic</b> – incorporate into Antenatal education offer.</p> <p><b>Birth Plans</b> – to do earlier ensuring information is relevant so choices can be made that are personalised to the person.</p>		
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Date of next Rochdale and Oldham Maternity Voices Partnership meeting:  
**Monday 18<sup>th</sup> December 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:14.11.2023



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