



ROCHDALE & OLDHAM

Maternity Voices

Working in partnership to improve maternity services



Date/Time	Monday 16 th January 2023, 7:45pm – 9:30pm
Meeting	Meeting # 8 Theme: Antenatal/parent support update
Minute taker	Naomi Burke, Healthwatch Rochdale

Attendees	Apologies Received
Leona, ROMVP Chair Naomi, Healthwatch Rochdale Kate, CEO Healthwatch Rochdale Janice, GMICS Commissioning Programme Manager- Children and Maternity Rochdale Jules, Healthwatch Oldham Amanda, Specialist Health Visitor Infant feeding Rochdale Health visiting service Louise Wileman, Health Visitor and CONI co-ordinator in Rochdale Zainab, Community Engagement Midwife NCA Claire, interim community midwifery manager Josie, ROMVP Vice Chair/Service User Jess, ROMVP Vol Advocate/Service User/ Nurse Grace, ROMVP Vol Advocate/Service User	Abdur, Jess, Diane, Service Users Sid, Community Engagement Midwife NCA PIMH/Early attachment services Heather Ramsbottom, Assistant Director of Midwifery Ali, Homestart Rochdale and Bury Angela, Commissioner Oldham Linzi, Home Start



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<p>Ruth, ROMVP Vol Advocate/Service User/ Hypnobirthing teacher</p> <p>Vickie, Service User/ Infant feeding peer support</p> <p>Antonia, ROMVP Vol Advocate/Sling Library/Doula</p> <p>Denise, Home Start Infant Feeding peer support Oldham</p> <p>Wendy, Midwife Infant Feeding specialist</p> <p>Jen Michaels - Lead Midwife, community and birth centre, NCA</p>	
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Maternity Voices
Working in partnership to improve maternity services

healthwatch Rochdale healthwatch Oldham

JOIN

Meeting #8

Monday 16th January 2023

7:45pm - 9:15pm

zoom

Please email for joining details
info@healthwatchrochdale.org.uk



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Agenda Item		Items Discussed	Summary of Discussion	Actions	Owner	Deadline
1	Welcome and introduction of attendees	Welcome Introductions of attendees via chat	Welcome from Chair Please see list above			
2	Information on Rochdale and Oldham Maternity Voices Partnership (ROMVP)	Who ROMVP are Gathering Feedback Oldham/Rochdale Sign up to receive updates	Naomi, Healthwatch Rochdale gave an update on ROMVP, who they are and what they do. Encourage sharing of our social media channels Feedback Gathering on Maternity Services. https://healthwatchrochdale.org.uk/share-your-experience-local-maternity-services 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: ROMVP For meeting attendees to share feedback link to contacts If you wish to be added to contacts list please email info@romvp.org.uk	ALL ALL ALL	Ongoing
3	Review of Minutes/Action from previous meeting	Minutes #7	All up to date: Action Log No further comments OUTSTANDING – Mapping exercise around local breast feeding support and breast feeding friendly places	Minutes will be available on: https://healthwatchrochdale.org.uk/maternity-voices-partnership	ROMVP Volunteer Advocates	Moved to new workplan 2023-24



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4	ROMVP Update	LB, Chair update	<p>Involved in the Trust Maternity Transformation programme. Meets regularly with head of midwifery and wider professionals. Ensuring service user voice is represented. Gives a platform for feedback, escalations, praise, concerns, information. Round table discussions – antenatal, postnatal, midwives and they also update. Patient Experience meet ups ensuring wider reach and diversity of voice.</p> <ul style="list-style-type: none"> • CQC Visit – held conversations report live from December 22. There are a lot of pointers in the report which is quite a difficult read in parts, and the “requires Improvement” was around things such as: staff training, appraisals, staff levels, storage of medications. Chair said that she knows already via the Maternity Improvement Programme that issues raised are already being dealt with and progress being made to rectify issues. She is confident that the Trust are doing all they can to fix. Some things such as the training have been affected by staffing shortages and other priorities such as the new Badgernet. 	<p>Share CQC report Link to download Report</p>	NB	
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			<p>QUESTION, Kate, CEO HWR <i>Do MVP have service user feedback to identify improvements on the back of this report then?</i></p> <p>Response, Leona, Chair <i>There are monthly meetings in place, round table discussions where the ROMVP feedback is shared, any feedback gathered goes directly to the Trust, and the meetings are also minuted and an action log in place. Also have weekly meetings with Patient Experience Team.</i></p> <ul style="list-style-type: none"> • Infant Mortality Steering Group- Safer Sleep – big campaigns around this and reducing risks. Thermometers available. Awareness around co-sleeping. In Oldham rates of Infant mortality are quite bad and Chair working alongside Public Health, they are seeing what can be done to reduce numbers. <p>Louise: <i>I deliver safer sleep training in Rochdale to all professionals, this training is available on the RSCPB website. If anyone wants to speak with me about the safer sleep work we do in Rochdale, please contact me. My email address is louise.wileman@nca.nhs.uk</i></p> <p>Naomi: <i>There is a grant available for Winter Warmers, we could apply for this?</i></p>	<p>ROMVP Feedback Link</p> <p>To Share Safe Sleep training resource/link</p> <p>To share information via socials around safe sleep</p> <p>To apply for a Winter Warmer Grant via Action Together</p>		
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		<p>Vickie: <i>Re-Use Littleborough help to provide equipment, at little cost or for free such as cots, moses baskets etc.</i></p> <ul style="list-style-type: none"> • 15 steps – Action Plan via Trust, This will be revisited in the Summer due to staffing and pressures on the system. • Infographic – Still awaiting finalisation of this (originally implemented for discussion in ROMVP Meeting #1) • Community Engagement Midwives- (Zainab introduced to call) ROMVP will be working closely with Zainab and her colleague Sid across Rochdale and Oldham to try to reach those who are seldom heard or whom have English as an additional language. Aim to bridge gaps in service user feedback and identify key priorities. <p><i>Chair congratulated Josie, Vice Chair, on the recent birth of her little girl.</i></p> <p>Vice Chair Update Raising the profile of ROMVP by being out on the ground and attending a variety of baby sessions in local community spaces in Oldham and Rochdale including the Oldham Childrens Centres. Enjoyed being out.</p>	 <p>15 Steps for Maternity across Ro</p>		
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			<p>Feedback trends when out have been around caesarean sections – mums not ready to be sent home, Positive feedback around the support offered to Oldham mums around Breast feeding</p> <p>Wendy – <i>This is why it is very important to ensure that we have the data collection form in place so that Rochdale Mums can also be contacted.</i></p> <p>Leona – <i>Thank you Wendy, yes we have this as an item agenda under AOB for discussion and the form has been sent to all contacts for review/comment.</i></p> <p>Denise – <i>Home Start rent out breast pumps for a 2 week period, £10 deposit.</i></p> <p>Amanda – <i>Health Visiting Teams in Rochdale have pumps to borrow if there is a medical need.</i></p>			
5	Local Maternity Services Update	<p>Update from Royal Oldham</p> <ul style="list-style-type: none"> - No staff present, update kindly given by Jen Michaels 	<p>Community Engagement Pathway – Pregnant women to be seen as early as possible, referred via a robust and correct pathway</p> <p>Staff Training – there is a national crisis around Midwifery staff, therefore to ensure that our women are safe in their birthing, training has not taken priority, it has been moved to ensure we can meet the needs of our birthing families to ensure safe births. Staff have training needs and requirements and from March '23 this will be addressed</p>	For a member of Trust to be part of quarterly meetings as requested Terms of Ref/ CSNT requirements	LB to raise	<p>Quarterly</p> <p>March 23</p> <p>June 23</p> <p>Sep 23</p> <p>Jan 24</p>

			<p>and looked at further. (links to CNST compliance)</p> <p>QUESTION: Jess – Will the midwives be receiving training on hyperemesis gravidarum and will the treatment guidelines be updated by the Trust? I suffered with two pregnancies. Referred to gyni service. Offered termination which refused. Offered medications that had dire side effects. Despite plans in place – midwife knowledge out of date especially around keytones.</p> <p>Response: Firstly apologies for this and the way that you felt. If you could please share your story in more depth we can look further into this to help with improvements to services. We have looked now at holistic therapies to treat HG as well as individualising care plans. The Trust guidelines are very specific in the diagnosis and management of HG.</p> <p>Leona – HG was raised and a key theme at one of our quarterly meetings, it is apparent that there is still work needed around this topic. The Trust did say they would work with us around raising awareness on Instagram.</p> <p>Badgernet – Phase 1 has rolled out, Phase 2 implemented from Mid February '23. This has had challenges as a new service – digital maternity notes that has replaced the paper green notes. We have given training on this to staff, it should be</p>			
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			<p>accessible in all Trust buildings, the badgernet will be of great benefit once teething problems ironed out.</p> <p>Oldham Birth Centre – Newly appointed staff. (Kate - antenatal and Claire – community midwife) Integrated staffing models. Birth Centre aims to be back open and available to mothers. Has been closed on occasion due to staffing levels. Looking at an enhanced recovery system around elective caesarean sections. Triage to be more streamlined. Home births being more readily available.</p> <p><i>Vickie- I planned on having a home birth, wanted to stay at home. Midwife thought baby breech. I ended up not having delivery wanted and feel let down.</i></p> <p><i>QUESTION: Do any of the community midwives have access and training around a mobile scanner?</i></p> <p><i>RESPONSE: Looking at the bigger picture in that there is extensive training needed around sonography and cost of equipment. There is currently new training being given within units ongoing (Triage/foetal medicine)</i></p> <p>We are trying our hardest to attract more staff, more holistic offers and looking at Hypnobirthing and Aqua natal offers.</p> <p><i>QUESTION: Vickie- Has the acupuncture now been paused?</i></p>			
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			<p>Josie – I'm a massive advocate for the birth centre acupuncture, it was brilliant for me over the last few weeks of my pregnancy.</p> <p>RESPONSE: There is currently only one member of staff who can run it, we are keen to keep the service going. There are ongoing discussions to develop this offer and upskill/train other staff as it is a high demand offer.</p> <p>QUESTION: Ruth -Do you currently have an offer around hypnobirthing? I am a qualified hypnobirthing teacher and am happy to offer my services.</p> <p>RESPONSE: No current offer, standard antenatal classes are running out on a basic level. Hypnobirthing was stopped due to the covid pandemic and we have since had staffing issues. Will be something we can add to the new Antenatal programme being developed.</p>			
6	PIMH	Apologies sent	<p>Can find more information via the websites.</p> <p>Early Attachment HMR link</p> <p>PIMH</p>	<p>For the PIMH and Early att team update to be shared within Minutes received 01.02.23</p> <p></p> <p>HMR PIMHS Update.pdf</p>	NB	Ongoing
7	Antenatal, Parent/Infant Education	Update given by Leona, Chair in absence of	Antenatal Education Programme update.	To share information around the new classes once launched	ALL	When launched

		<p>Angela/Karen with support from Jen Michaels</p>	<p>Update: There are currently very basic antenatal classes reset up on Saturdays – it is recognised that they are not perfect, but working towards ensuring they can be made better.</p> <p>The new antenatal programme put on hold. Need to be realistic around it, staffing shortages, time capacity are main factors in holding this. There is also an ask of Health Visitors in the work and again staffing shortages.</p> <p>There will be focus groups set up which were originally aimed for end of January '23. ROMVP to be informed of new dates which is looking at towards end March '23. New programme wants to ensure that it is a gold standard programme and all areas covered to ensure the best start in maternity/baby journey.</p> <p>Jen: There are currently ad-hoc sessions of basic antenatal classes and education being held by the good will of staff. They are currently approx every other Saturday and open for people when are a specific gestation – 28-34 weeks.</p> <p>Lots of work gone into new offer. Working closely to ensure asking and delivering relevant and helpful areas of information. You can take tours of birthing centre and labour suite via the current antenatal class offer.</p>			
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8	Topical Service User feedback Open Discussion	We received 3 questions from the Public	<p>QUESTIONS:</p> <ol style="list-style-type: none"> 1. Will the continuity teams be returning? 2. There should be more promotion of self-referring pregnancies. I've not seen much of it to be honest as it was daunting for our first child back in 2017/2018. We called our Surestart. We didn't see promotion of the Badger Voice service and so we had to wait over the Christmas period to self-refer, if we knew it was online, we could have done it straight away. <p><i>Jess: In regards to digital notes, what will happen to those that go to different trusts? I had my babies at Tameside Hospital, but live in Heywood, they are still on paper notes, would we end up with 2 sets of notes?</i></p> <p><i>Vickie: Pushed to sign up at 30 weeks. I had therefore a mix of notes in paper format and notes online. Was confusing and not consistent.</i></p> <p><i>Antonia: Will be interesting to see via the Apps what is happening</i></p> <ol style="list-style-type: none"> 3. I am currently compiling a little guide for the whole pregnancy journey. I have notes scattered everywhere 	For transparency questions with responses to be viewable on ROMVP Website.	HWR to publish	End March 23
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			<p>from the last two pregnancies. Will you guys make something similar as I prefer to have a little guide to reassure me of what to expect e.g. when morning sickness occurs, what foods to eat, stages of growth etc. Lots of my clients have asked questions in terms of the pregnancy journey and I have guided them over it. If not, then I hope to share it with you later on in the year to share with others.</p> <p>Grace: <i>I am sure there is some high level guidance of what to expect at each stage on the NHS website.</i> https://www.nhs.uk/pregnancy/week-by-week/ <i>Tommy's also has great information on pregnancy. You can pop your due date in and get weekly emails with explanation of how you baby has developed and what symptoms you might be experiencing.</i></p> <p>Janice: <i>Need to be really careful around information that is shared. Requires clinicians approval, safe advice and meet national guidelines.</i></p>			
9	Agreed Actions: review with group, NB	Review of Actions from Meeting #8	Brief outline of Actions	See "actions" column and separate Action Log		

11	AOB	<p>Survey</p> <p>Healthwatch Oldham</p> <p>Denise, Home Start</p> <p>Liz, Rochdale Play Zones</p> <p>Wendy, Infant Feeding</p>	<p>Monitoring Survey – please complete to capture demographics of attendees</p> <p>CQC Survey for Maternity Partners Link to CQC Maternity Voices Survey : https://www.healthwatcholdham.co.uk/news/2022-12-16/share-your-views-and-experiences-maternity-services-partner £10 payment for focus group £50 prize draw survey</p> <p>On Friday 27th January '23 "Healthy New Year" event at Oldham Library, wealth of stalls. All welcome Baby Bistros back up and running in Oldham</p> <p>The aim of the new Play Zones is to have a fenced area to encourage sports. Consultation to see what residents want and how they would use it. Rochdale Borough Football Club are putting in the bids for 5 playzones, one in each township.</p> <p>In line with the NCA Framework, written consent is required from service users to pass their details on to orgs such as Home Start for further support under Data Protection rules/law. A draft form has been shared for comments Naomi – We have had no comments received back and it was sent to 40 service</p>	<p>For all attendees to complete meeting demographics survey</p> <p>To share link, contact HWO if interested in Focus Group</p> <p> OLDHAM GROUP LIST (Poster) Baby Bi</p> <p>Link to questionnaire in chat Overview:  Maternity Voices Playzone consultatic</p> <p>To re-share draft for further comments  HomeStart Support DRAFT Consent For</p>	All attendees	
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			<p><i>user contacts including ROMVP Volunteer Advocates</i></p> <p>NB – There was further service user questions around this topic. Please see embedded document with Wendys direct response 03.02.23</p>  <p>Response to SU Qs from Wendy Infant I</p>			
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Proposed date of next Rochdale and Oldham Maternity Voices Partnership meeting:

Monday 27th March 2023 via Zoom, 7:45pm – 9:15pm

Theme: Badgernet/Badger Notes: Digital Maternity Notes

<https://us02web.zoom.us/j/84636524479?pwd=QmRySWw1dHZIS0doRmMxUHpqOGdLQT09>



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.

Signed off 06.03.23 Leona Barlow, Rochdale and Oldham MVP Chair leona@romvp.org.uk



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