**Rochdale and Oldham Maternity Voices Partnership Work Plan 23-24**

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| **SERVICE USER LEAD KEY FOCUS AREAS – Listening to local voices (Rochdale / Oldham)** | | | | | |  |
| **AREA FOR ACTION** | **EXPECTED OUTCOME -success criteria** | **Timeline** | **RESCOURCES AVAILABLE** | **KEY PARTNERS WORKING WITH MVP** | **RESOURCES TO SUPPORT** | **ACTIONS/HOW THIS WILL BE ACHIEVED** |
| **Breast/Chest Feeding Support** | Improved support both in hospital (postnatal ward) and once discharged in community. Rochdale and Oldham offering to feel more aligned in terms of quality of support provided | Ongoing- Brought Forward from 21-22/ 22-23 | Commitment from Trust to go for UNICEF acc.  Barriers are staff availability and training. Inconsistency between Oldham and Rochdale funding streams  Volunteer Advocates (Peer support qualified non medical) | Wendy Blackwood  NCA Infant Feeding Team  Health Visiting Teams  Home Start Host  Family Hubs -Rochdale | Awareness raising campaign and feedback ask for National Breastfeeding week  Funding for Peer Support | Peer Support group has been cited to be seen as preferred method of support for breast/chest feeding service users. Rochdale Family Hub launch looking to recruit peer support B/F consultants as part of the program to better support and increase B/F rates.  B/F welcome scheme launched for Rochdale, GW Volunteer Advocate supporting promotion and sign up of venues. Rochdale online article.  Working towards UNICEF Baby friendly accreditation by 2025 |
| **Health Visiting Team** | Build better relationship/awareness between HV and MVP.  Understand barriers/set up/funding around why there are inconsistencies in quality of care service provided across Rochdale and Oldham | Ongoing- Brought Forward from 21-22/ 22-23 | HW Rochdale  Local networking | Health Visiting Teams Rochdale and Oldham | HV representation on our quarterly meetings.  Contact details for Rochdale info shared | To create a raising awareness Campaign with HV in Rochdale and Oldham – Summer 2023  Have had interest from HV wanting to attend MVP meetings and connect to see how we can work better together.  HV Teams have been restructured speak with lead around mapping this to show service users who their HV Team are. |
| **Better support for Hyperemesis Gravidarum** | Improved support for people suffering with HG. Better information from Trust regarding medication and risks involved.  Clear mapping/Pathway of treatment  Peer Support group | Ongoing- Brought Forward from 21-22/ 22-23 | *Engagement Midwives*  *Key Stakeholders NCA ROH*  *Lived experience Service users* | Trust  ROMVP Volunteer Advocates  ROMVP Service Users |  | Task and Finish group set up with lived exp SU involvement to ensure changes to current pathway address real life experiences and concerns. End of June completion date expected to be extended but good progress being made.  HG to be added to list of high risk/complex pregnancies pathway which will ensure continuity of care and access to additional support.  HG to be added to GP refresher knowledge to support better education/understanding of the condition and the appropriate treatment |
| **NCA/TRUST: key areas ROMVP involved** | | | | | |  |
| **Workstream update meetings** | Regular monthly meetings booked in to allow sharing of updates between Trust and ROMVP and for actions to be review and followed up in response to **SU Feedback –** Achieve accountability and drive change based on SU Voice | **ONGOING** | **-Trust NCA**  -Monthly Governance  -Patient Experience  -Monthly Board  -Divisonal Assurance Board (DAB)  -Engagement Midwives | DOM or Deputy DOM | **Service User Feedback** – Link for web form to gather  Care Opinion Access  On the ground Engagement sessions across Rochdale and Oldham  Quarterly Meetings  Social Media Campaigns  #Feedback Friday | PPEG Monthly Meetings minuted with Actions in Action Log progress monitored to ensure feedback is acted upon.  Key Themes/Comments fed back to Divisional Assurance Board monthly as part of Service User Voice report which combines Engagement MW and ROMVP SU Feedback for action  Key Trends from feedback are identified and used to focus the theme of the quarterly meetings ensuring what matters most to service users is the main focus. |
| **15 Steps**  FOLLOW UP VISIT | MVP/Service User review of maternity departments across Rochdale Infirmary and ROH – resulting in report of findings, presentation to Trust and agreed actions to follow up | **Deadline for Trust to provide update on action plan**  **30 June 2023** | ROMVP  Engagement Midwives  Patient Experience  Deputy HOM | Heathwatch Rochdale  Commissioners  Dad Matters  Service Users  Ward Managers  HOM | **Report and recommendations** | 15 steps taken place in both Oldham and Rochdale previous FY.  Report and recs  Follow up visit “Walk The Patch” Planned for Autumn 23 |
| **Maternity Transformation Program**  Maternity Strat  CQC  Ockenden 2 | Ensure Service User Voice is represented and heard when making decisions on how future care/service offer should look  Define how best practice maternity care should look going forward as business as usual  Actions following CQC Report  Compliance with all outstanding actions | Phase 2 roll out 2023 | Q: How will Trust ensure support for next FY, as ask is more | ROH  LMS  NCA |  |  |
| **CNST** | Provide supporting evidence of requirements met for CNST – desired outcome for Trust to be compliant | UPDATE DUE August 23 |  | Deputy Director Of Midwifery  Northern Care Alliance |  | **Childcare remuneration not in the ROMVP budget/ funding**  **Trust to cover on ad hoc basis** |
| **ROMVP – LOCAL DEVELOPMENT** | | | | | |  |
| **Quarterly ROMVP Meeting** | Multi disciplinary meeting online to update service users on ROMVP workstreams, Progress, updates and provide opportunity to discuss directly with the Trust Rep any issues | March 23  July 23  September 23  January 24  March 24  Last Monday of Month – 8pm – 9:15pm |  | Healthwatch Rochdale  Healthwatch Oldham  ROMVP Chair and Vice Chair  Service Users  ROMVP Vol Advocates  Professionals  Organisations  PIMH services | Social Media  Website  Networks | .  Minutes and Action Logs.  Agenda and minutes circulated and on web site. |
| **Raise profile of ROMVP** | Through on the ground engagement, events, social media, local community groups, Trust promotion (displays throughout hospital/clinics and on social media/website) | Ongoing |  | Healthwatch Rochdale & Oldham  Action Together  Local Community Groups  NCA Trust  Networks  Commissioners  Service Users ROMVP Volunteer Advocates | Existing groups in place  Community Centres  Stay and Play  Wall Board in Rochdale Antenatal – update when required | Pop-up Banner provided  Engagement f2f and via online  Active awareness raising across Rochdale and Oldham via Networks |
| **Recruit diverse group of ROMVP Volunteer Advocates** | Attract a diverse range of people as engaged Volunteer Advocates which represent our local diverse communities  Set up a #ROMVP100 | Ongoing  Drive #4  July 2023  Summer 2023 | Current ROMVPs  HWR Volunteer resource pack/induction | Healthwatch Rochdale  Share with wider networks including Action Together, BAME forum, Faith and community partnership, LGTBQ Network | New Community Engagement Midwives in place to work alongside | New Volunteer Engagement Facilitator role to be filled by Oct 23 part of this role will be to actively recruit new advocates and manage current ones |
| **Monthly Commissioner/Healthwatch contract update meetings** | Track progress and highlight areas of importance/chance to escalate any barriers faced with work plan | Ongoing Monthly via Teams  @1 hour |  | Healthwatch Rochdale  ROMVP Chair, Vice  Commissioners  -Oldham  -Rochdale | Monthly Highlight report |  |
| **Engage with local community/gain feedback through listening events, surveys, ROMVP Topical Q&A sessions.**  **Specific focus to be put on hearing voices of seldom heard.** | To collect lived experience stories and feedback from women, birthing people and their families to feed into Maternity Strategy and wider maternity services.  Creating opportunities for dialogue with people whom wouldn’t feedback via normal channels. | Ongoing | Healthwatch Oldham – Engagement  Healthwatch Rochdale – Engagement  ROMVP Vol Advocates – groups/orgs  Local Networks | Healthwatch Rochdale/ Oldham  ROMVP Vol Advocates  Patient Experience Team NCA  Local Community/ Faith Groups | Require More funding for interpreters/ room hire/ incentives for participation | Plan to host 4 listening events per annum via HW Oldham with HW Rochdale to mirror based on feedback  Plans to regularly engage via informal drop ins at local group. Volunteer Engagement Facilitator role will map out 6 month engagement plan |
| **Link in with NMV as and when required** | Touch base and keep an eye on current issues nationally and take learnings from other MVPs | Ongoing | Laptop provided by HWRochdale | National Maternity Voices |  |  |
| **ROMVP- LMS NETWORK INVOLVEMENT AND DEVELOPMENT** | | | | | |  |
| **Ockenden 2** |  | Ongoing |  | Trust  GMEC/LMS | Awaiting instructions/requirements regarding Ockenden 2 |  |
| **Equity and Equality Workstream** |  | Ongoing |  | Trust  GMEC/LMS  HWRochdale |  |  |
| **Monthly GMEC MVP Update** | Support and advice peer to peer opportunity to learn from other MVP Chairs locally | Ongoing | Laptop provided by HWRochdale |  | NMVP Facebook  Chair Whatsapp    GM & Eastern Cheshire Chair contact | Active in media groups. |
| **Monthly NW MVP Update** | Support and advice peer to peer opportunity to learn from other MVP Chairs Regionally | Ongoing | Laptop provided by HWRochdale |  | NMVP Facebook  Chair Whatsapp    Northwest Regional Chair contact | Active in media groups. |

**Rochdale and Oldham Maternity Voices Partnership Quarterly meeting: Agendas and Minutes.**

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| **Meeting and Date** | **Agenda** | **Minutes** | **Action Log**  **Working docs** |
| **Meeting #9 Badgernotes** 17.04.23 |  |  |  |
| **Meeting #10 Meet the Advocates** 26.06.23 |  |  |  |
| **Meeting #11 Informed Choice** 25.09.23 |  |  |  |
| **Meeting #12 Infant feeding** 18.12.23 |  |  |  |
| **Meeting #13 March 2024** |  |  |  |