



WARRINGTON & HALTON

# Maternity Voices

Working in partnership to improve maternity services

## Maternity Voices Partnership Meeting Minutes

**Warrington & Halton Maternity Voices Partnership**

**Thursday 25.03.2021 10:30-12pm**

**Microsoft Office Teams**

<b>ATTENDEES</b>				
<b>Name / Area of Work</b>	<b>25.03.2021</b>			
Laura Whelan Chair	✓			
Tracy Thomas Matron WHH	✓			
Dani Gillett Southport, Ormskirk & Sefton MVP Chair	✓			
Adele Pye Warrington & Wigan Sling Library	✓			
Ayaz Vali Warrington CCG Maternity Project	✓			
Claire Gregory Exercise, Rehab Physio; Postnatal Rehabilitation services	✓			
Michael Cullen Dad Matters Homestart Tameside	✓			
Crissi Morad HealthWatch Warrington	✓			
Ellie Harrison Manager Homestart Warrington	✓			
Stephen Tatham Lead Children's & Maternity Family Coordinator CCG	✓			
Deborah Carter Project Director WHH	✓			
Janette Carter Practice Development Midwife	✓			
Elle Knowles Service User	✓			
Sarah Fitsimmons Ward Manager NEST WHH	✓			
Rachel Flynn Maternity Ward Manager	✓			
Debby Gould Interim Head of Midwifery WHH	✓			
Adam Harrison Patient Experience & Inclusion Officer WHH	✓			
Alison Aspinall Head of Communications and Engagement	✓			
Louise Delooze Community Outreach Healthwatch Halton	✓			
Lucy Lamb Service user Rep	✓			
Jennifer McCartney Head of Patient Experience & Inclusion WHH	✓			
Kim Wilcock Birth Suite Manager WHH	✓			
<b>A- Apologies</b>				
Dave Wilson, Healthwatch Halton				
Ailsa Gaskill-Jones, Maternity Matron – Lead for Community & Continuity of Carer				
Rachel Crone – Homebirth midwife				



WARRINGTON & HALTON

# Maternity Voices

Working in partnership to improve maternity services

Item No	Agenda Item	Discussions/Actions
1	<b>Welcome and introduction</b>	Chair Opened up the room to introduce each other, all names and roles detailed above in attendee list
2	<b>Apologies</b>	One apology discussed as above, other representation from Healthwatch Halton are attending.
3	<p><b>Introduction to the Maternity Voices Partnership</b></p> <ul style="list-style-type: none"> <li>• What is an MVP?</li> <li>• Why have an MVP?</li> <li>• About me and my vision as chairperson</li> <li>• Priorities</li> <li>• Get involved</li> </ul>	<p>Laura introduced herself as the new chair, explained she is a mum of 3; she gave birth with all 3 at WHH. After the birth of her first daughter, she began volunteering with the then MLSC group, and transferred over to the MVP when changes began. Unfortunately Warrington &amp; Halton MVP has not been very active over the last 18months or so. Laura is now very keen to reignite the excitement of the MVP and almost feels like she is starting a fresh.</p> <p>What is the MVP? Our MVP is a partnership of families, maternity service providers, commissioners and community organisations working together to review and develop local maternity services. We are a group of volunteers working to make positive changes to the local and regional maternity services.</p> <p>The aim is for at least a 3<sup>rd</sup> of our MVP is made up of service user representatives.</p> <p>Why Have an MVP? Better births initiative states that it is a trusts responsibility to have Co-Production with Service Users &amp; the recent Ockendon Report Highlighted this key message once again.</p> <p>Vision/Priorities Because the MVP has not been recently active, we are starting again and the key aim in the beginning is to increase service user representatives.</p> <p>Social Media: Facebook &amp; Instagram are up and running with Twitter and a Website coming soon. Laura believes that these are key in sharing MVP work and achievements.</p> <p>Hope to get to know attendee's, feels a little daunting today as Laura is not from a NHS background, so at the moment doesn't understand people's titles and roles. Bit is key to work closely with attendees to get to know their part in the support of the MVP.</p>



		Laura is working 1 day a week for the MVP currently.
4	<b>Examples of MVP achievements throughout LMS</b>	<p>Dani Shared a slide of some of the great work happening across Cheshire &amp; Merseyside  <a href="#">MVP Success stories.pptx</a></p> <p>For more info on what is happening here are their contact &amp; social media details to follow and have a look.</p> <p><a href="#">Cheshire &amp; Merseyside MVP Network.docx</a></p>
5	<p><b>Gathering feedback and information</b></p> <ul style="list-style-type: none"> <li>• How do we already gather feedback?</li> <li>• How can we gather more feedback?</li> </ul> <p><b>Connecting with service users</b></p> <ul style="list-style-type: none"> <li>• How can we increase awareness of the MVP?</li> </ul>	<p>Gathering Feedback and Family Voices Going Forward</p> <p>Laura (Chair) explained that she would like the following ways to collate feedback from a wide range of our local communities:</p> <p>Online Survey's; Emails; Virtual feedback sessions; post covid-19 walk the patch (this is where Laura will walk the units of the hospital and speak to patients currently on the wards/neonatal units etc..., to get live feedback while the families are in it); Go to community settings and speak to women and families attending; utilise Social Media (including Polls, Live Events and regular posted updates to engage conversation).</p> <p>Crissi Morad – Maternity services report pre-covid; this gained feedback about local Warrington health services, which included maternity services (However Dads weren't a part of that particular feedback).</p> <p>They have a feedback centre on their website (Healthwatch). There is a Virtual Voices panel about all health services in Warrington and a survey released every 2 weeks; incentives a apart of completion to aid in bringing people back into Warrington to shop/visit etc.... If local people complete the survey, they are in a chance to win vouchers to spend in Warrington Market.</p> <p>Explained that they are happy to come back and explain more about it and happy to report back any key themes to the MVP that come out of the survey &amp; virtual voices panel; also offered to tailor any additional questions that the MVP may want to know to the survey.</p> <p>They produce a monthly newsletter, which they are happy to help and support the MVP. Also explained that they would be happy to use their social media channels to share and promote our MVP. Stated she would make contact with Laura after the meeting, for further discussions.</p>



WARRINGTON & HALTON

# Maternity Voices

Working in partnership to improve maternity services

Alison Aspinall – Feedback through Social Media, PALS to chat more about their input with Feedback channels.

Tracy Thomas – Lots of exciting things happening great to see collaboration here today. Changes to website – Need women's feedback/active involvement to develop the MVP Further.

Important to link into Seldom Heard Communities to get feedback from all communities.

Rachel Flynn – Ward C23 is in the process of data collection also. They are aiming on gaining consent from women on the postnatal ward to contact the families a week or two after discharge to have frank and open conversations around their experiences.

Laura (Chair) explained that she would be really interested to see the themes that come out these discussions.

Jennifer McCartney – Number of feedback mechanisms to gain feedback through WHH;

Friends & Family Test, this info is analysed and can be fed back into the MVP.

National Maternity Survey

Care Opinions – comms & Jen directly to work with feedback and help share this with the MVP.

Clare Gregory – Next Week 3 new groups for new (up to 12months postpartum) & expectant parents, to gain feedback. 3 sessions a month for the next 12 months, all around PNMH, Confidence & general wellbeing. Linking in with Health Start – Clare explained that she would be happy to add further questions to their survey & gain more feedback. Stated she would get in touch with the chair after the meeting for further discussions.

Ellie Harrison – Community groups & Buggy Walks; these groups are aimed at seldom heard communities and vulnerable families. They run weekly groups and work closely with Dad Matters & they are also doing walk & Talks for dads.

Elle – Antenatal classes online – happy to ask questions & gain their feedback and then bring back the themes to the MVP Meetings. Will also soon be fully trained as a Breastfeeding supporter.

Laura (chair) would love to work with Elle to help increase Service user presence at the MVP and also use her networks to increase awareness of the MVP.



WARRINGTON & HALTON

# Maternity Voices

Working in partnership to improve maternity services

Deborah Carter – Explained that there are lots of opportunities ready to revolutionise services around Continuity of working with communities and social media to reach/impact across all of the services.

Posters. Social media, leaflets and using hospital platforms.

Be good to ensure midwives are also briefed on the service to help them talk to our women; arm them with leaflets to give out.

Talks about the Mamma Wallet and how this will be used to collate information across a women's pregnancy journey; with looks at using QR codes in the future to share more info in an accessible way.

Laura (Chair) Stated the wallet can be a little over whelming and not always read.

Patient portal to be able to access their patient records and appointments.

Rachel Flynn – QR Code is being used in Infant Feeding services to ensure women have instant access to support. With the hopes of having them applied to bedside cabinets in the postnatal wards, so women have instant access during their stay.

Alison Aspinall – Talks about promoting the MVP and having materials for within the maternity services.  
Could do with having a mini – comms plan to ensure all communications are consistent and cover all Warrington maternity services (including community etc...)  
Also likes the idea of a QR Code, instead of a stack of leaflets.

Laura (Chair) Asked the question 'do we produce information in other languages'

Alison Aspinall – Explained that currently we do not do this as standard, but can upon individual requests.

Tracy Thomas – Linking in with profile of staff – organise listening events for staff to help shape importance of service user voices for co-production/supporting feedback of their services.

Jennifer McCartney - They use lived experiences when beginning meetings. Believe opening up with lived experiences helps to impact and can be more powerful in increasing service



WARRINGTON & HALTON

# Maternity Voices

Working in partnership to improve maternity services

		transformation/development. Shows who it is making a difference for rather than data and stats.
6	<b>How can the MVP help you?</b> commissioner and providers	Laura (chair) Explained that it will take a little time to build up the MVP and the numbers of service user representatives. Laura invites the attendees to get in touch with the MVP via <a href="mailto:hello@whhmaternityvoices.org.uk">hello@whhmaternityvoices.org.uk</a> email to discuss further how the MVP can support their services and vice versa.
7	<b>Dad Matters</b>  Dad Matters flyer  Dad Matters antenatal group flyer  <a href="#">Dad Matters – Supporting Dads in Greater Manchester to have the best possible relationships with their families.</a>  <a href="#">Dad Matters UK - Facebook</a>  <a href="#">Dad Matters Warrington - Facebook</a>	<p>Michael Cullen Explains that the project has been running for almost 4 years; the service offers support, advice and antenatal education to dads, plus 1:1 to dads with children up to 2yrs of age.</p> <p>Pre-Covid-19 they also used to attend antenatal classes at the hospitals and invite dads to come and join them for a group discussion/educational session. Now they have virtual antenatal classes every 2<sup>nd</sup> &amp; 3<sup>rd</sup> Tuesday and 3<sup>rd</sup> Saturday of the Month.</p> <p>They have Closed and open Facebook groups/pages. Stated there is a new on one now just for warrington.</p> <p>Every 4<sup>th</sup> Tuesday of the month they hold a mental health Group for dads within each specific area where there is a co-ordinator; hopes the Warrington one will be up and running soon. This is a safe space for open/frank discussions of all things dads mental wellbeing.</p> <p>To access their service, referrals come from local GP's, HV's, Maternity Units, Midwives, Perinatal Mental Health Teams, Sure Start Centres &amp; Home Start.</p> <p>Their main aim is to signpost to the right service for each individual to get them the help they need.</p> <p>Run walks and talks in local parks, where again it is a safe space to chat about wellbeing. These are not open to the public at the moment, due to current restrictions and Dads will access them through their local co-ordinator when referred into the service.</p> <p>They have a bank of volunteers alongside their Co-Ordinators who support with their Social Media, moderate and provide admin support for their closed groups and help with the outreach project (this is where dads stand in foyers and carparks of local maternity units, speaking to dads as they wait for their partners to return; sharing their info/resources and raising awareness of their service).</p>



WARRINGTON & HALTON

# Maternity Voices

Working in partnership to improve maternity services

		<p>Ellie Harrison - Explained that they have current funding for a co-ordinator in Warrington, working 2 days per week.</p> <p>Currently have dads starting their training for Dad Matters Volunteers; which starts tonight.</p> <p>All Dad Matters walk and talks happen at the same day &amp; time across the uk where one is being held.</p> <p>Dads are important and all services should support dads and the next steps are to reach hospitals and gain access to WHH for the outreach service.</p> <p>All risk assessments have been completed for the outreach project and it is believed it is the best way to reach dads and have regular conversations with them.</p> <p>Ellie asked if there was a link in the hospital she could make contact with to get things moving forward.</p> <p>Michael Explained that they have leaflets, posters and pull up banners to share with the hospital to promote the new dads service.</p> <p>Alison Aspinall – Said she could share the information on the trusts and mvp social media and website channels/</p>
	<p><b>ANY OTHER BUSINESS</b></p>	<p>Stephen Tatham – Discussed smoking in pregnancy, physical and emotional wellbeing. Ockendon recommendations and the requirements of the Maternity Units, Commissioners highlighted the importance of the ensuring the Quality of services and not just the data/stats.</p> <p>Discussed how they can collaborate with the MVP to help with the assurance of patient voices being used to enhance/develop services across Warrington maternity providers.</p> <p>Wants to use these channels to share success stories and the failures to learn from them collectively. Early help offered to young people and children, preconception planning &amp; support, antenatal planning and use self-assessments to gauge their effectiveness.</p> <p>Pulling together what the CCG's and the Trusts key priorities are and working together for a common goal. Having the next steps being a balance for MVP, Trusts and CCG's collectively- how do we use are strengths to work together.</p> <p>Would be useful to come together outside of this meeting for a forum around co-production of a shared work plan and using the MVP links in to the community to achieve it.</p>



WARRINGTON & HALTON

# Maternity Voices

Working in partnership to improve maternity services

		Laura (chair) Asked if everyone could send her an email to collate a attendee list; this will be used for MVP meeting invites, agenda and minutes to be shared.
	<b><u>DATE AND TIME OF NEXT MEETING</u></b>	<p>Future meetings were discussed; Tracy Thomas thought that quarterly meetings were not enough to begin with whilst the MVP is still starting up and believed that monthly would be beneficial to keep the momentum going for now; with a view to change in the future.</p> <p>Everyone agreed monthly would be beneficial and happy to attend future meetings.</p> <p>Monthly Meetings TBC Laura to schedule and share with the group.</p>

## Action Log from MVP meeting 25.03.2021

No.	Actions	Responsibility	Progress
1.	Schedule monthly meetings going forward and share	Laura & Tracy	
2.	Share minutes	Laura	
3.	Organise a scribe for future meetings	Tracy	
4.	Organise a sub meeting around CCG/Trust & MVP priorities	Stephen, Tracy & Laura	
5.	Organise access to WHH grounds for Dad Matters Outreach Programme	Tracy to Liaise with Ellie	
6.	Organise a comm's strategy / sub-meeting	Alison	
7.	Forum for service user engagement/recruitment	Laura	
8.	Organise Trust Staff MVP Awareness events	Tracy & Laura	

	Off track with no plans in place for recovery / deadline passed
	Off track with plans in place for recovery
	Complete
	Scheduled