

Maternity and Neonatal Summit 2023



Kernow Maternity Voices Partnership Annual Report 2022/23

Contents

Message from our Chair	3
Highlights from our year	4
Our Team	5
About us	6
Year in numbers	7
How we've made a difference	8
Feedback themes	17
Our volunteers	19
Our finances	21
Our plans for next year	23
Thank you	25
Contact us	26

Message from our chair



This year has been a year of growth and change. We have continued to build on the solid foundation we created over the last couple of years. We have created a ground breaking partnership that is leading the way in meaningful service user involvement for maternity and neonatal services in England. This year we have been recognised by the CQC as an area of outstanding practice, we have been asked to showcase our work on the national stage at the Maternity and Neonatal Summit and have also been sharing our journey at events aimed at senior responsible officers for local maternity and neonatal systems and regional maternity teams.

In April 2022 we welcomed Sally Brittain as the new Director of Midwifery at RCHT, she had a tough act to follow but Sally has been a shining light since her arrival. She has brought so much experience and vision to the service and has enabled RCHT to continue the amazing improvement journey they have been on over the last few years. This has culminated in RCHT receiving a CQC rating of "Good" for services being safe and well led with a report that highlighted some wonderful areas of outstanding practice and growth.

Our community engagement has been a focus this year with the recruitment of our engagement officer, Charlotte has been able to lead our programme of engagement and ensure we are reaching out to all areas across Cornwall and Isles of Scilly. Hopefully we may see you out in the community soon!

Our rapid growth has also presented some challenges, we continue to work to ensure sustainability and succession planning within our MVP, as we create more opportunities and build more relationships, capacity is always being pushed to the limit. For next year we will focus on ensuring the MVP is a responsive and flexible organisation which is able to respond to the ever-changing needs of the community, local and national system while protecting the grass roots connections to those that use these services every day.



Nicki Burnett, Chair, Kernow Maternity Voices Partnership

Our highlights

During the last year we have been part of many projects, changes and service developments. Here are some of our highlights that you will read more about later in the report



Birth options pathway development



Language matters flash cards



15 steps visit and report



CQC inspection report



Royal Cornwall Show 2022



Isles of Scilly visit

Our team

We have continued the development of our team during 22/23 to ensure that KMVP can be as responsive and dynamic as possible. Our aim is to bring together a mix of skills and experience to ensure we are able to respond to the needs of the local community. As we have built back from the impact of COVID-19 we have developed our outreach and engagement by investing in an engagement officer to lead this area of our work. We identified the key skills and roles needed within our team to be strategic leadership, quality surveillance oversight, project management and diverse, accessible engagement. Our core team is able to access the amazing support of our volunteers across Cornwall to help them ensure we are reaching out and hearing from all communities.

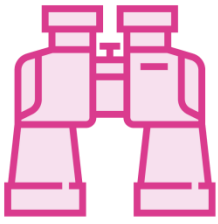
KMVP Core Team 2022/23

Chair – Nicki Burnett

Project manager – Morwenna Gee

Engagement officer– Charlotte Morris





Our vision is simple

Inclusive, safe, personal and kind maternity care for all in Cornwall and the Isles of Scilly. Designed, implemented and evaluated in partnership with the communities that receive the care. We believe in transparency, openness and coproduction. Service users and lay people should have oversight of the quality and safety of services as well as the development and transformation.



Our purpose

To ensure service user voice is at the centre of decisions, to provide insight and oversight to improvements, quality and safety, and to provide strategic critical friendship to the local maternity and neonatal system.



Our approach

People's views come first – especially those who are often marginalised or ignored by institutions and systems. We positively challenge, question, and support the development and oversight of maternity and neonatal services by raising the voices of service users and supporting service users to be involved.



How we find out what matters to you

We are always listening. Our team use multiple approaches to ensure we hear a wide range of voices and give involvement opportunities to as many people as possible. We run community events, use online surveys, are active on social media and attend groups, clinics and events across Cornwall and the Isles of Scilly.



Find out more about us and the work we do

Website: www.healthwatchcornwall.co.uk/maternity-voices-partnership

Twitter: @KernowMVP

Facebook: @KernowMVP

Instagram: @KernowMVP

Impact and influence in numbers



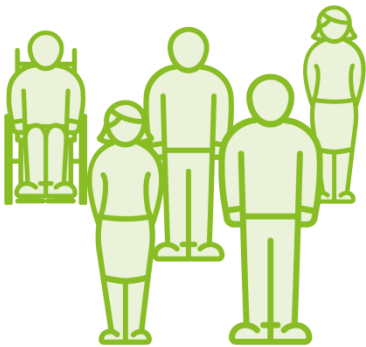
12

The number of volunteers involved in our work this year

34

The number of paid days a month our independent core team have in March 2023, increased from 8 when we launched in 2018

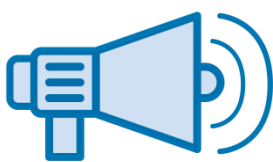
Feedback and experience



1050

Approximate number of people spoken to in the community and at events this year

Reaching out



45,000

Number of people reached by our Social media platforms

Making a difference to care



100%

Percentage of staff members that have received the Informed consent and decision-making training designed in partnership with the MVP

How we've made a difference



KERNOW
Maternity Voices
Working in partnership to improve maternity services



Pregnancy



Birth



Postnatal



Neonatal

Your voice matters

Have you or your partner been pregnant or had a baby recently?

Do you live in Cornwall and Isles of Scilly?

We want to hear from you!

Scan the code to share your experience via our Have your say form

Find us on social media @KernowMVP
Email us on info@kmvp.org.uk

www.healthwatchcornwall.co.uk/maternity-voices-partnership





Delivery suite birth room

Birth options pathway development

The Ockenden report included an immediate and essential action that required the development of a birth outside of guidance pathway. To do this RCHT set up a multidisciplinary group that included KMVP, obstetrics and senior midwifery. This pathway ensures the provision of personalised care, informed consent and safety for everyone. It supports staff to have informed conversations with service users, supports sharing of information, informed decision

making and gives staff clear pathways of escalation when more support is needed. This pathway supports staff to know how to support someone when their decisions is for care outside of the usual guidelines such as maternal request caesarean or birth at home with a more complex pregnancy. This pathway and further details are available on the documents library on Royal Cornwall Hospital Trust's website.

“ I felt like I had no options, like nobody was hearing what I was saying. Then I moved my care to RCHT and it all changed. It felt like the midwife wasn't scared to listen to what I needed. ”

LANGUAGE MATTERS

Service user suggestions

The language we use as health care professionals can have a profound impact on our service users. This language matters virtual card set is co-produced with Kernow Maternity Voices Partnership and provides a suite of sentences that clinicians regularly use, with alternatives chosen by service users.

language ^{is very} **POWERFUL**.
 LANGUAGE ^{does not} describe reality.
LANGUAGE creates the reality it **DESCRIBES**.

<p>^{Instead of saying} "you are HIGH risk"</p> <p>^{Say} "you are on the obstetric led PATHWAY"</p> <p>High risk is a subjective term and can cause anxiety and fear. Pregnancies with complexities or considerations can be described as Obstetric led to differentiate them from those on Midwife led pathways.</p>	<p>^{Instead of saying} "I am GOING to..."</p> <p>^{Say} "PLEASE may i..."</p> <p>Always ask for consent, everything is a choice and the service user should have to opportunity to ask questions before you perform any test or intervention.</p>
<p>^{Instead of saying} "good girl"</p> <p>^{Say} "you are doing a GREAT job"</p>	<p>^{Instead of saying} "GERIATRIC mother"</p> <p>^{Say} "ADVANCED maternal age or maternal age above XX"</p> <p>Be factual without judgement. Only use when clinically needed</p>

Language matters flashcards

As part of our informed consent training staff members told us they wanted more support with understanding language and how to have really good informed consent conversations. In response to this we gathered feedback from the community on phrases and words that were used during their care that they felt could be improved. These common phrases are often used by professionals and can disempower service users or shut down conversations. Women and

birthing people offered suggestions of alternative phrases to enable the sharing of information and conversations to continue in a positive way. This work has been recognised nationally and has been shared with multiple other systems across the country. We have also presented at various national events including the NHS England Maternity and Neonatal summit in March 2023.

Using please and thank you instead of demanding or ordering. It's our body and we should feel as though we have a say in what happens, not just given instructions and expected to follow them



15 steps visit

Kernow MVP carried out their 15 steps for maternity challenge at Royal Cornwall Hospital in October 2022. The team from KMVP and a group of recent service users visited a variety of areas where maternity and neonatal care is provided. 15 steps for maternity is a toolkit developed by NHS England, used to help service user experience inform quality improvement.

This is the second 15 steps visit KMVP have made to RCHT with the first being carried out in early 2020.

KMVP published their second 15 steps for maternity report which contains a series of recommendations put forward by the team of service users. The report also highlights some of the wonderful work that has happened to continually improve care and experiences for families who are pregnant and give birth in Cornwall.

The highlights include the focus on safe and personalised care throughout the delivery suite and Truro birth centre as well as the calm and welcoming environment within the Neonatal unit.

Inspected and rated

Good



CQC inspection report

The CQC inspection team visited Royal Cornwall Hospital Trust in December. As part of the 2 day visit KMVP met with the team and discussed our work. They asked lots of questions and were really interested in how we work in partnership with the senior team within maternity. We were able to provide examples of where the involvement of the MVP has had a positive impact on families across Cornwall and how we work with the trust to achieve safe, personalised care for everyone. The report of this inspection was published in March this year and highlighted the following

"We found the following outstanding practice:

- The service had a highly evolved, embedded and valued Maternity

Voices Partnership that was able to actively ensure women and birthing people and families' voices were heard by the trust and used to make worthwhile improvements. For example: positive language cards, patient information leaflets including risks and information on ambulance transfer times, discussion tools, informed consent training for staff and more.

We saw evidence that the MVP was active within the trust and their advice was welcomed at trust board level. The MVP had a direct line of contact with the maternity safety champions that sit at trust board level and told us they were approachable, and the culture was positive and open.

The MVP chair told us senior leaders at the trust welcomed challenge and actively included MVP views within regular assurance and governance meetings"



Montage of pictures from Royal Cornwall show 2022

Royal Cornwall Show 2022

In June 2022 we attended the Royal Cornwall show alongside Healthwatch Cornwall. We had a fantastic 3 days, giving out stickers, fuzzy bugs and leaflets. We talked to hundreds of people and learnt so much about their experiences of care across Cornwall and Isles of Scilly. We were able to provide a quiet place to rest, rehydrate and feed babies which was a welcome

respite from the chaos of the show for some families. We heard some repeated themes across the 3 days including the return of services post COVID, the desire for more face to face support in the community and the varied experiences of infant feeding support both in the hospital and the community. These experiences were all fed back to the system and used to inform our ongoing work.



Thinking of volunteering with us?

We would love to have you on board. There are lots of opportunities to get involved with our work in maternity and neonatal services for Cornwall and Isles of Scilly. Please check out our website or get in touch to discuss

Website: www.healthwatchcornwall.co.uk/maternity-voices-partnership

Email: volunteer@kmvp.org.uk



Isles of Scilly visit

In March 2023 we received a warm welcome from the families and healthcare staff on the Isles of Scilly. Our visit gave us an insight into some of the challenges of island life for pregnant families. All islands are supported by one midwife and a dedicated birthing unit situated at St Mary's Hospital.

Some notable difficulties were expressed by the service users we talked to; including weather and travel disruptions, cost of changing accommodation (in order to be within

close proximity to their place of birth) and the logistics of having to manage work and child care commitments. However, all universally praised the high level of personalised care they received.

The findings of the visit led us to make some recommendations in consultation with the midwifery team that travelled with us which are intended to alleviate some of the challenges that island life poses to pregnant families.

National and Regional influence

During 22/23 KMVP have been involved in multiple pieces of work at a regional and national level. We have shared our work to help support other areas and enable innovation and development.. We have presented on specific pieces of work such as our informed consent training and personalised care plans as well as on our structure and how we deliver our workplan. KMVP were also involved in the SQW function and funding review for MVPs across England. We were used as a case study to highlight good practice and took part in interviews and focus groups, sharing our experiences.

This review is being used to inform the development of national guidance for setting up and delivering a successful MVP.

KMVP have been involved in the development of training for board level safety champions, supporting them to understand how to use maternity outcome data alongside soft intelligence and service user voice to receive assurance that maternity and neonatal services are safe and providing high quality care. We used our experience of working closely with local safety champions to inform this training and show what positive impact having embedded service user voice can have including supporting a positive psychologically safe culture and flattened hierarchy as evidenced in Royal Cornwall hospital trust recent CQC inspection report.



Quality and safety surveillance



Maternity governance



Perinatal mortality review



Maternity guidelines

This year KMVP have focused on strengthening our involvement in the quality and safety surveillance work. We now have embedded service user voice in maternity governance, perinatal mortality review and maternity guidelines, as well as within the safety champions structure. The challenge from the MVP is welcomed across the senior leadership team for both midwifery and obstetrics as well as at trust board level. This work ensures that when an adverse outcome happens, the response and investigation is transparent and informed by the perspective of service users and that lessons learnt are shared and embedded.

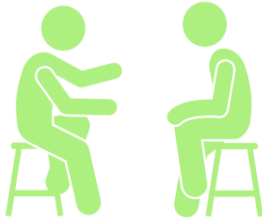
Examples of guidelines KMVP have been involved in reviewing and developing this year include:

- Increased BMI in Pregnancy
- Birth outside of guidelines
- Community birth
- Reduced fetal movements
- Pre-labour rupture of membranes at term
- Epidural analgesia for labour pain
- Large for gestational age
- Caring for Women Involved in Surrogacy
- Centralised CTG SOP
- Conflict of clinical opinion in maternity

Feedback themes



Cross border care



This includes communication between care providers, understanding choice of care providers and transferring care between providers throughout the maternity and neonatal journey. Positive themes around neonatal care communication between units and support for parents when babies are transferred to specialist centres for care. Complexities raised around communication between maternity, health visiting and mental health providers when families may access some services from Devon and some from Cornwall

Infant feeding



During 22/23 we collated a strong theme around infant feeding support from our community engagement. Themes include tongue tie assessment and division and understanding of breastfeeding from services such as urgent care and primary care. We wrote and delivered a report on the feedback we had collected and recommendations to the LMNS which was used to influence the system wide infant feeding strategy and planning.

Latent phase of labour care



An ongoing theme is around support and care during the latent phase of labour. This includes information and preparation for this phase of labour, triage, pain relief and communication. Women and birthing people have told us that they sometimes felt unheard during this phase of labour, that they needed and wanted more pain relief than was available and that they did not feel prepared for what to expect. People have suggested things such as more information and support during pregnancy and clear triage pathways for ensuring access to pain relief.



Contact us to get the information you need

If you would like to share your experience, find further support or get involved in the transformation of maternity and neonatal services in your local area get in touch with us! We are here to listen.

Website: www.healthwatchcornwall.co.uk/maternity-voices-partnership

Email: info@kmvp.org.uk

Volunteers



Our volunteers

Our volunteer team are at the heart of what we do. We continue to focus on growing our volunteer numbers and are also committed to working towards a more diverse and representative team.



Rebecca

“Volunteering with KMVP allows me to support a service that functions with every ounce of its compassion and care, genuinely making a difference with every action it delivers. Volunteering with KMVP feels like family every time we meet.”



Hayley

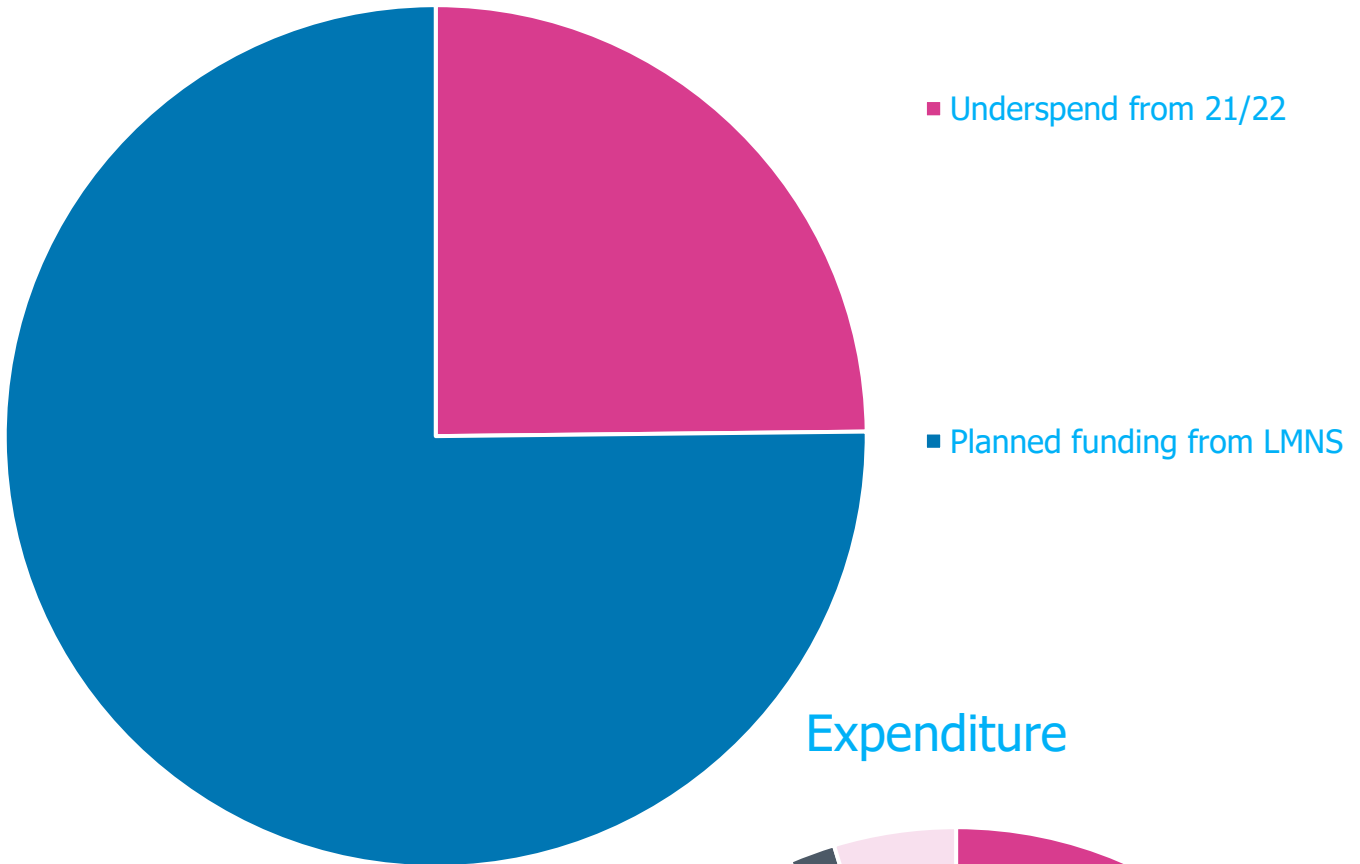
“Since joining nearly a year ago with KMVP I have had some amazing experiences volunteering. My favourite without a doubt was participating in the '15 Steps' at RCHT where we were able to walk the patch of the maternity unit and provide feedback. The ultimate satisfaction in knowing our MVP makes a difference is that the hospital has since implemented so many changes off the back of the 15 steps. I enjoy spreading the word of the MVP and how we work at local support groups and listening to amazing birth stories from service users which I can then feedback to the MVP on. An added bonus is that I met some amazing fellow volunteers and found friends for life by joining my local MVP!”

Finances



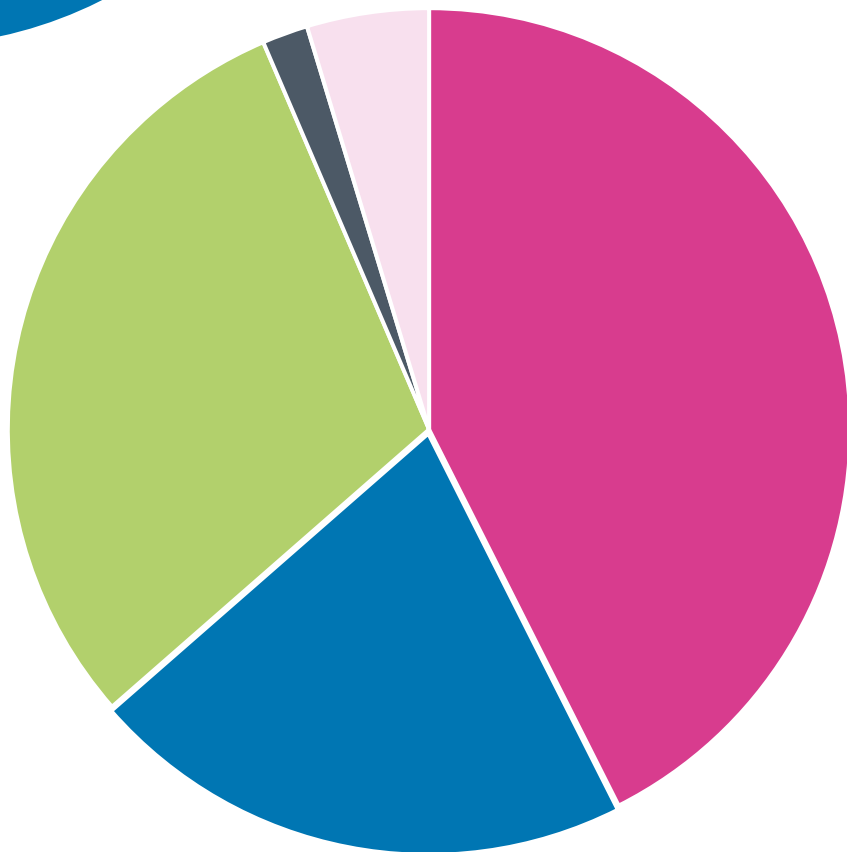
Budget 2022/2023

Income



Expenditure

- Healthwatch staff costs
- Admin and Overheads
- Lay Chair and Vice chair
- Staff and volunteer expenses
- Outreach, events, comms



Our plans for next year



Forward view



Our workplan for 23/24 includes:

- Review published 3 year delivery plan for Maternity and Neonatal services
- Relaunch of Personalised care plans
- Roll out of Kernow parenting journey pregnancy circles and group care across Cornwall
- Support the establishment of an Independent senior advocate role across Devon and Cornwall
- Support refurbishment and transformation on Wheal fortune and Wheal Rose



Thank you

Thank you to everyone that has helped us this year. We could not do this work without you all.

- Every service user, family member and community representative that has shared an experience and feedback with us
- Royal Cornwall hospital trust maternity and neonatal services
- Cornwall and the Isles of Scilly local maternity and neonatal system
- Cornwall Council
- Healthy Cornwall
- Healthwatch Cornwall
- South west perinatal team
- Cornwall partnership foundation trust
- NHS Cornwall and Isles of Scilly



Contact us

Kernow Maternity Voices Partnership
6 Walsingham Place
Truro
Cornwall TR1 2RP

Tel: 01872 273501

Email: info@kmvp.org.uk

Website:

www.healthwatchcornwall.co.uk/maternityvoicespartnership

Twitter: @KernowMVP

Facebook: @KernowMVP

