

Kernow Maternity Voices Partnership AGM

Wednesday 9 February 2022 10-11am

Microsoft Teams

Minutes

	Attendees	
	Nicki Burnett, Becci Robinson, Sue Dobson, Jan Bray, Jessica Slater, Becky Nicholls, Terri Barberry-Redd, Helen Harris, Nicola Hill, Karen Wills, Morwenna Gee, Zoe Nelson, Rhiannon Pring, Jane Urben, Anne Hall, Sam Gale, Row Barber, Josie Dodgson	
1	Welcome and housekeeping	Nicki Burnett
	NB welcomed everyone to the meeting and advised that the meeting would be recorded for the purposes of the minutes. Everyone was advised to keep microphones muted when not talking and to raise a hand to ask any questions.	
2	Presentation of Annual Report 2020/21 and how we've grown in 2021	Nicki Burnett
	NB presented an overview of the KMVP Annual Report for 2020/21. The full report is available on the KMVP page of the Healthwatch Cornwall website here . Most of 2020 was spent supporting service users through Covid. The main role of the MVP was to provide space for families to access information and disseminate relevant information, working with the Trust to present information in a clear and compassionate way. The landscape was changing very rapidly and there was a lot of anxiety and fear with policies and procedures changing frequently. Local guidelines needed to be written and the MVP worked to help provide safe care in an ever-changing situation. Facebook Live check ins were developed and took place every Friday evening. Updated guidance was also published by the Trust on a	

<p>Friday so the check in presented an opportunity to provide advice and signpost people in a timely way.</p> <p>The MVP has also supported an evaluation of EPHR to enable people to access their digital records. A survey was carried out from both a staff and service user perspective from which an action plan was produced, and the Trust is currently working through implementation.</p> <p>From December 2021 the Local Maternity and Neonatal Service (LMNS) has started to transition into perinatal surveillance. The MVP has been involved as a conduit to ensuring service user voice is heard and to offer quality assurance and oversight. It has been a difficult transition at times, but it is really important and the KMVP are very proud of their involvement.</p> <p>Prior to Covid, community engagement was the mainstay of what the KMVP was about however the pandemic seriously affected the way we could engage as there was no access to wards, family hubs or community groups. Social media became the route for all communication and our social media presence has grown significantly during Covid, increasing our reach quite dramatically.</p> <p>Community engagement is now starting to open back up and the team are attending community groups, speaking to people, and have worked really hard with some harder to reach groups.</p> <p>During 2022 there will be a programme of community engagement events with on event taking place each month in different areas of Cornwall. Special guests from different groups will also attend to offer advice etc., and there will be free refreshments including vegan cake. The first event is on the afternoon of 22 March in Hayle. Everyone please share details with friends, family, and networks.</p> <p>The KMVP has also been involved in several other initiatives over the last 12-24 months, a section of which includes:</p> <ul style="list-style-type: none"> • Pelvic Health Services – part of an early pilot with NHSE. A Pelvic Health Service survey informed the bid for the new service and the work is ongoing with a lot of new recruitment to get the new service off the ground. The Service has been commended at 	
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	<p>regional and national level on how it has grown and responded to service user feedback. It is anticipated that the Service will continue to grow from strength to strength.</p> <ul style="list-style-type: none"> • Personalised care plans/informed consent – this has picked up pace from the Ockenden report and has been designed by service users. Informed consent and decision-making training will inform the roll out of Personalised Care Plans. All professionals will take part in training led by the MVP and health professionals in collaboration. The training has been well received and the staff have been very positive. • Safety and quality oversight – looking at perinatal quality surveillance and the safety of maternity services. NB recorded her thanks to the Royal Cornwall Hospitals Trust and the Maternity Leadership Team for their openness and trust in working with the MVP through this work which has made a very positive difference. • Social Media growth continues. • KMVP growth and change – in March 2020 the KMVP Chair worked 3 days a week with a Vice Chair supporting with 3 days a month. We are now a much more diverse team with wider skill sets, and dedicated project support, allowing us to respond to the ever-growing workload in a timelier way. • Volunteers – the MVP would not be able to do what we do without the support of our volunteers. We are hoping to continue to recruit new volunteers throughout the forthcoming year and if anybody knows of anyone who may like to volunteer with us we would love to hear from them. 	
3	Impact and value of MVP from a midwife	Zoe Nelson
	<p>The LMNS commissions maternity services and works in partnership with providers and community services to deliver the maternity transformation programme, covering Cornwall and the Isles of Scilly. The LMNS's aim is to develop a strong, cohesive, safe, and responsive maternity service, bringing together providers to ensure safe and personalised care for service users and ensure key stakeholder and families have a voice in designing those services and their</p>	

<p>implementation.</p> <p>The LMNS has a very good relationship with the MVP which provides real time feedback to inform service design and ensures inclusivity. Language and biases have been challenged and the MVP has given that challenge in a safe space and as a result the maternity service is way ahead of other services.</p> <p>Successful collaboration with vulnerable communities e.g. the gypsy and traveller community through the MVP has seen some extremely positive outcomes. This engagement is a statutory obligation, and it is vital to make sure that patient user voice is part of what we do.</p> <p>As previously mentioned, the LMNS and MVP have successfully co-produced several pieces of work together and the challenge service users can give should not be underestimated.</p> <p>Being a critical friend has been uncomfortable at times, but the LMNS would much rather have the MVP suggest things that need to change rather than having that message enforced by the CQC.</p> <p>The recommendations of the 15 steps report, including the transitional care garden and birthing care posters have made a significant impact and have been critical to service design and improvement.</p> <p>Vital lessons have been learnt through the pandemic and communication has been a key success.</p> <p>It is extremely important to hear positive stories as well as what needs to be improved and the MVP have been very supportive in ensuring the positive stories are heard.</p> <p>The recognition of the Personalised Care Plans and Pelvic Health Service would not have been achieved without the background of co-production and service user feedback which has really helped the design.</p> <p>NB is also one of the Safety Champions for Maternity helping to escalate areas of concern and sharing these with the LMNS Board to develop actions.</p>	
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	<p>The Ockenden Report enabled the Service to ensure that the MVP embedded in everything that we do and having the MVP in attendance at some of the professional meetings has improved the culture. Staff now feel that they can speak up and having a service user present at meetings has created a change of atmosphere which has been a huge benefit.</p> <p>The Continuity of Care modelling has also been produced in partnership with MVP.</p> <p>It was recognised that the maternity workforce is physically and mentally exhausted however the positive stories being shared by the MVP bring far more motivation than the public clapping on the doorstep for which the MVP were thanked.</p> <p>ZN recorded her thanks to the MVP for what they bring to the LMNS and shared an emotional video with the meeting which articulated her perspective on what it is like to work with the MVP.</p>	
4	Friends and Family Test (FFT)	Nicola Hill
	<p>NH updated on the Friends and Family Test digital surveys which have been co-designed with the MVP and relaunched in August 2021. The surveys are completely anonymous, but any serious issues or complaints do get followed up on internally.</p> <p>The responses have highlighted many more positive experiences than negative.</p> <p>There are four different surveys focused on different areas. Respondents may complete just one or all the surveys.</p> <p>The surveys have been promoted by distributing postcards which include a QR code to take staff and service users straight to the survey.</p> <p>The data is monitored and assimilated into quarterly reports and any trends identified. Results are presented to the Board for discussion and to inspire actions to make improvements and share positive comments.</p>	

	<p>Submissions from the post-natal community have been quite low, most likely because engagement once birthing families have left the ward is more difficult.</p> <p>Everyone was encouraged to help raise the profile of the surveys and share any ideas how to increase accessibility and completion rates.</p> <p>A copy of the slide presentation, including next steps is attached.</p>	
5	Update from Maternity Services	Jane Urben
	<p>JU addressed the meeting and reported that the last couple of years have been extremely challenging for maternity services.</p> <p>Whilst a lot of progress has been made, that has been severely affected by Covid.</p> <p>Maternity Services value the strength of the partnership with the MVP and they aim to be open, honest, and transparent and want to listen and want the MVP to be the voice of the maternity service.</p> <p>The Service are determined to give the best standards of care possible and have received lots of messages about care but also the problems caused by restricted visiting, issues of being able to maintain communication with families and accessibility have all been raised.</p> <p>All the feedback has been extremely valuable in helping the Service to adjust and react and a lot of lessons have been learnt during the pandemic which can be built on.</p> <p>There has been a lot of scrutiny nationally around maternity services, and the LMNS have responded positively.</p> <p>Planning for a new hospital is underway and the maternity service have provided information and feedback and the plans are looking amazing. The MVP will also be critical in taking the plans forward.</p> <p>JU referred to ZN's reference to being a critical friend. She accepted that whilst it may be difficult or uncomfortable for the service but in her view it is critical to hear the voice of the service users as this is</p>	

	the only way to build the service around the people that really matter.	
6	Priorities and focus for 2022	Nicki Burnett
	Infant feeding has recently featured on social media posts with a phenomenal response from service users. Information is being collated and further discussions will take place around this very soon.	