



KERNOW
Maternity
Voices

Working in partnership to improve maternity services



#YourVoiceMatters
@KernowMVP

Kernow Maternity Voices Partnership Annual Report 2021/22

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Message from our chair



I had hoped that I would not have to mention COVID in this report apart from in terms of pandemic recovery and getting back to business as usual. Unfortunately, COVID continued to impact on how we function and continued to challenge maternity and neonatal services to their limit during 2021 and as I write now in May 2022, we are just starting to think about life post COVID. Nevertheless, we have made some huge progress this year and have achieved some big things. This was my first full year as Chair of Kernow MVP and as I take some time to reflect on the priorities we set ourselves at the end of last year along with the challenges we have faced, I can't help but feel proud and incredibly thankful for the support and hard work of so many wonderful colleagues, volunteers and members of the community.

This year we have been able to really concentrate on the sustainability and robustness of KMVP, we have significantly expanded our team which has allowed us to have more meaningful involvement as well as evidence the impact we have had. Our role with safety, governance and quality surveillance within maternity services has really grown this year and I expect it to continue to grow into 22/23. Providing this transparency, assurance and scrutiny is something that I, as a chair, am really passionate about and believe we must ensure all learning from complaints, incidents and feedback is shared, used to inform training and leads to meaningful change with the service to improve the safety of care for all. Lastly, we need this year saying goodbye to the wonderful Jane Urben, head of midwifery at RCHT. Jane, I wish you a wonderful restful retirement you will be hugely missed and there are no words for me to convey how incredibly thankful I am to you for the transformation in culture you inspired within the trust and your legacy will continue to save lives and improve the experience of care for families for years to come. Thank you.



Nikki Burnett, Chair, Kernow Maternity Voices Partnership

Nicki Burnett She/her
Kernow maternity voices partnership chair

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



KMVP supported the relaunch of the Friends and Family Test



We developed and launched Cornwall's own Personalised Maternity Care Plan



We expanded our team and recruited more volunteers



We developed Informed consent training for all staff and co-wrote the guidelines



Cornwall launched the Pelvic Health Service, co-designed with KMVP



We were involved in the response, oversight, and reporting of the Ockenden report

Our team

This year we have been able to expand and strengthen our team at KMVP. We started in 2018 with a chair who was supported by a volunteer, by 2019 we had transitioned to be hosted by Healthwatch Cornwall and our Chair was supported by a Vice Chair. Now in 2022 we are fully embedded within Healthwatch Cornwall, who provide us with admin, comms, volunteer and project management support which allows our core team to be flexible, focused and independent. We have also recruited and developed a wonderful team of volunteers who represent the diverse voices of service users in Cornwall and the Isles of Scilly. This means that KMVP is an independent, responsive, embedded, and sustainable organisation.



KMVP Core Team 2022

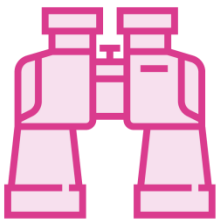
Chair – Nicki Burnett

Vice Chair – Nicola Hill

Project Officer – Morwenna Gee



 The MVP ensure the birthing community and their families are listened to, involved in the design of services, and can provide critical friendship to the service while supporting us to deliver safe and personalised care to all families
- Angela Bellamy Deputy Head of Midwifery RCHT 



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



6

The number of volunteers involved in our work this year

24

The number of paid days a month our independent core team have in March 2022, increased from 8 when we launched in 2018

£56,000

The amount of funding we have received from the Local maternity and neonatal system in 21/22

Feedback and experience



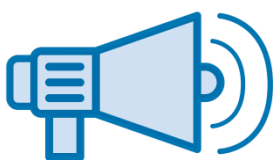
238

Number of people who completed our Birth Experience Survey since its launch in August

159

Number of people who completed a Postnatal Experience Survey since its launch in August

Reaching out



760

Number of respondents to our Maternity journey feedback survey. We published the report in September 2021

74,000

Number of people reached by our Social media platforms

Making a difference to care



182

Number of staff members that have received the Informed consent and decision-making training provided by our chair in partnership with a Consultant Obstetrician and Senior Midwife

How we've made a difference



Changing the world, one family at a time




ANTENATAL, BIRTH & POSTNATAL SURVEYS





We want to hear from you, your feedback is confidential and will be used to celebrate, learn and continuously improve our service. Scan the QR code to access the surveys



QR code to FFT online surveys

Friends and Family Test: An Overview

The KMVP approached the Patient Experience team to request that we work with the Trust to co-design the new Friends and Family Tests (FFT) for maternity in 2021. Launched in August, the digital surveys collect feedback from patients and their family on their antenatal, birth, postnatal and community care experiences.

KMVP promotes the new survey links to our audiences via our social channels (Facebook, Twitter and Instagram) and also at events using a flyer with a QR code linking to the surveys. The FFT is also

promoted by the trust at the birth centres, in the wards and through the midwifery teams in the community.

The data from the surveys is accessible to both the Trust and KMVP. The KMVP regularly monitors the results to identify common themes and trends. These are consolidated into a quarterly report which is presented at maternity governance meetings. The results are discussed at board level and information is also shared with teams.

The FFT is a vital listening tool to improve the quality of care. If you would like to complete the surveys then do it, today. [CLICK HERE](#)

All professionals who supported us were kind, supportive and patient. All interventions were explained and supported decision making



Personalised care and support plans

Better Birth (2016) set the target for every person using maternity services to have a personalised care and support plan which covered their entire journey from antenatal booking to postnatal care. In Summer 2021 RCHT launched their very own PCSP designed by services users within KMVP. This booklet is a tool designed to support conversations between the healthcare professional and the service user. These conversations can help to explore what is important to the individual and help them to make decisions about their care. The booklet includes space to journal thoughts, write questions and record decisions about consent.

It also introduces the BRAIN acronym which stands for Benefits, Risks, Alternatives, Intuition and Nothing. This is a tool to support the sharing of information to allow informed consent and decision making throughout the maternity journey. Personalised care is more than a booklet, it is a fluid and ongoing process, it is about the service user being the primary decision maker during their pregnancy and birth and being supported with all the information they need to do so. KMVP supported the launch of the PCSP by co-designing promotional materials, writing and delivering staff training and creating an evaluation tool which looks at the booklet as well as the personalised care planning process.



Share your views with us

If you have recently used maternity or neonatal services in Cornwall and the Isles of Scilly we want to hear from you. Scan the QR code to go straight to our surveys or send us an email.

Email: info@kmvp.org.uk



**We are
looking for
volunteers**

Get involved with Kernow MVP & support the transformation of maternity & neonatal services

✉ volunteer@kmvp.org.uk

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



Your voice matters

Drop in session open to all families

Upcoming dates

Wadebridge family hub

Tuesday 26th April 12.30-2

Friday 15th July 10-11.30

Hayle family hub

Friday 17th June 10-12

Bodmin family hub

Tuesday 24th May 10-11.30

Friday 9th September 10-11.30



@KernowMVP

For more details check our Facebook events or email info@kmvp.org.uk

Volunteer development and community engagement

Volunteer recruitment and engagement has been difficult due to COVID restrictions since March 2020, this year restrictions started to lift and some face to face engagement was able to restart. We have run a social media campaign to recruit more volunteers which has been successful and we have a wide range of volunteers now signed up and able to influence our work. We started to get back out into the community slowly, this began with our project officer attending community groups that were

starting back up again after lockdown, these groups were able to be used as focus groups for some of our feedback work. We have now developed a schedule of KMVP run community events in a variety of locations across Cornwall, these are informal events where we provide refreshments and activities and use the time to collect general feedback, signpost to support and raise the profile of KMVP within the community. We invite partner organisations such as Healthy Cornwall, Breastfeeding Peer Support and Home Start Kernow to attend and support the event.



Expectation of staff

1

All clinicians need to read, discuss and update the care plans at every contact

2

Take time to understand what is important to the pregnant person, their history, their social and family life and their goals for their pregnancy

3

Ensure service users are supported to equally participate in the discussion, supported to make informed decisions that are respected and ensure service users give informed consent for every offer of care.

P05 | Royal Cornwall Hospital Trust Maternity

Informed consent and decision making training

In response to IEA7 from the interim Ockenden report, an Informed consent working group was set up. This group was multidisciplinary and included our MVP chair, Professional midwifery advocate, Consultant obstetricians, labour ward midwives, community matron and consultant midwife. This group identified staff training as a priority and discussed how we could develop meaningful, localised training to include the PCSP and Informed consent. It was decided that a 90 minute slot on the mandatory PROMPT training would

be identified and training developed jointly by KMVP and clinicians. This training includes case studies and three main discussion points, Language, Choice and Unconscious bias and Documentation and evidence. These training sessions are mandatory for all staff groups working in maternity and have received extremely positive feedback. We create a psychologically safe space for staff to share their thoughts, ask the difficult questions and explore how their experiences impact on the care they give.



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



Ockenden response

The Ockenden interim report was published in December 2020 and included seven immediate and essential actions that needed to be implemented by trusts across the country. The full final report was published on 30th March 2022. During this year, RCHT and KMVP have worked closely together to benchmark the local services against the actions in the report and develop a clear and robust action plan to work towards being 100% compliant with them all. This included our work around informed consent, developing the personalised care plan and also reviewing the maternity website and

information leaflets. Together with a group of service users these reviews were completed in July and December 2021. The reports have been written and submitted to RCHT with recommendations on what improvements are needed. KMVP also provide oversight and assurance through the local maternity and neonatal system on the Ockenden response and have been able to scrutinise any evidence that RCHT have provided to the regional and national teams. We will continue to work closely with RCHT and our LMNS to ensure that service user voice is at the centre and informs all improvements to services as they respond to the full report.



Perinatal pelvic health service

Cornwall and the Isles of Scilly were successful in their bid to NHS England to become an early implementor for Perinatal Pelvic Health Services. This bid was informed and built around engagement KMVP conducted in 2020 which highlighted the gaps in the current service and showed the extra support and care service users thought would make a difference. The service launched in 2021 with a specialist pelvic health midwife and two specialist physiotherapists, the service provides training for staff, telephone and face-to-face support to those who sustain perineal trauma during birth and education for the community. The service was designed

in partnership with some specialist pelvic health volunteers who had recent lived experience, they were able to steer the project and ensure the design was appropriate and accessible for those the service was built for. The role out of this service was phased to ensure capacity and flexibility. This will continue through 2022 and evaluation of the service will be ongoing. The aim is for all pregnant people to have access to information and education about pelvic health during pregnancy, for staff to deepen their understanding of perineal trauma and pelvic health issues and all people who need follow up pelvic floor advice or wound care support to be able to access it soon after birth

Maternity Governance and guidelines



**Maternity
governance**



**Maternity
forum**



**Maternity
guidelines**

KMVP attends these 3 monthly meetings within RCHT, every month, to ensure service user voice is central in decision making and to provide positive challenge. We also have a role in ensuring transparent quality assurance and oversight. In these meetings we review all serious incident investigations and hear about themes from complaints. We discuss staffing, training and quality improvement ideas.

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

- Multiple pregnancies
- Breech birth
- Triage
- Reduced fetal movements
- Caesarean section
- Pre-labour rupture of membranes at term
- Antenatal care and risk assessment
- Management of COVID-19 in pregnancy
- Shoulder dystocia
- Epidural analgesia for labour pain
- Third stage of labour

Feedback themes



Information & education



This includes antenatal education which was stood down during COVID, accessible leaflets and lack of up-to-date information on the website. This is linked to the information review for the Ockenden response. Service users have told us that they want access to more information to support them in making choices during their maternity journey. They also wanted to be offered support and information about infant feeding, baby care and postnatal recovery

Postnatal ward



We received lots of feedback about visiting restrictions on the postnatal ward which continued throughout 2021. This went along with themes of delayed pain relief, short staffing, issues with discharge process and general environment issues. We did however also receive some positive feedback about supportive staff taking the time to listen and offer advice and being friendly and caring.

Informed consent and decision making



An ongoing theme is around informed consent and decision making. This includes ensuring informed consent for all interventions, sharing information about risks, benefits and alternatives and the decision of the pregnant woman or person being respected. This feedback was often around membrane sweeps, induction of labour and place of birth. This theme also includes language used by staff and support for those choosing birth outside of local guidelines



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! 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.



Terri, She/her

I have been a volunteer for the Kernow MVP since it began as I have always felt very passionately about women and birthing people getting the very best care and experiences from the maternity system in Cornwall. I have worked on a number of feedback gathering opportunities over the past year, with the main one running a Connect, Listen and Share monthly event on Zoom. I love how the MVP put the service user at the heart of all they do, and I am so glad to be a part of something that helps people feel heard, seen and cared about.



Karen, She/her

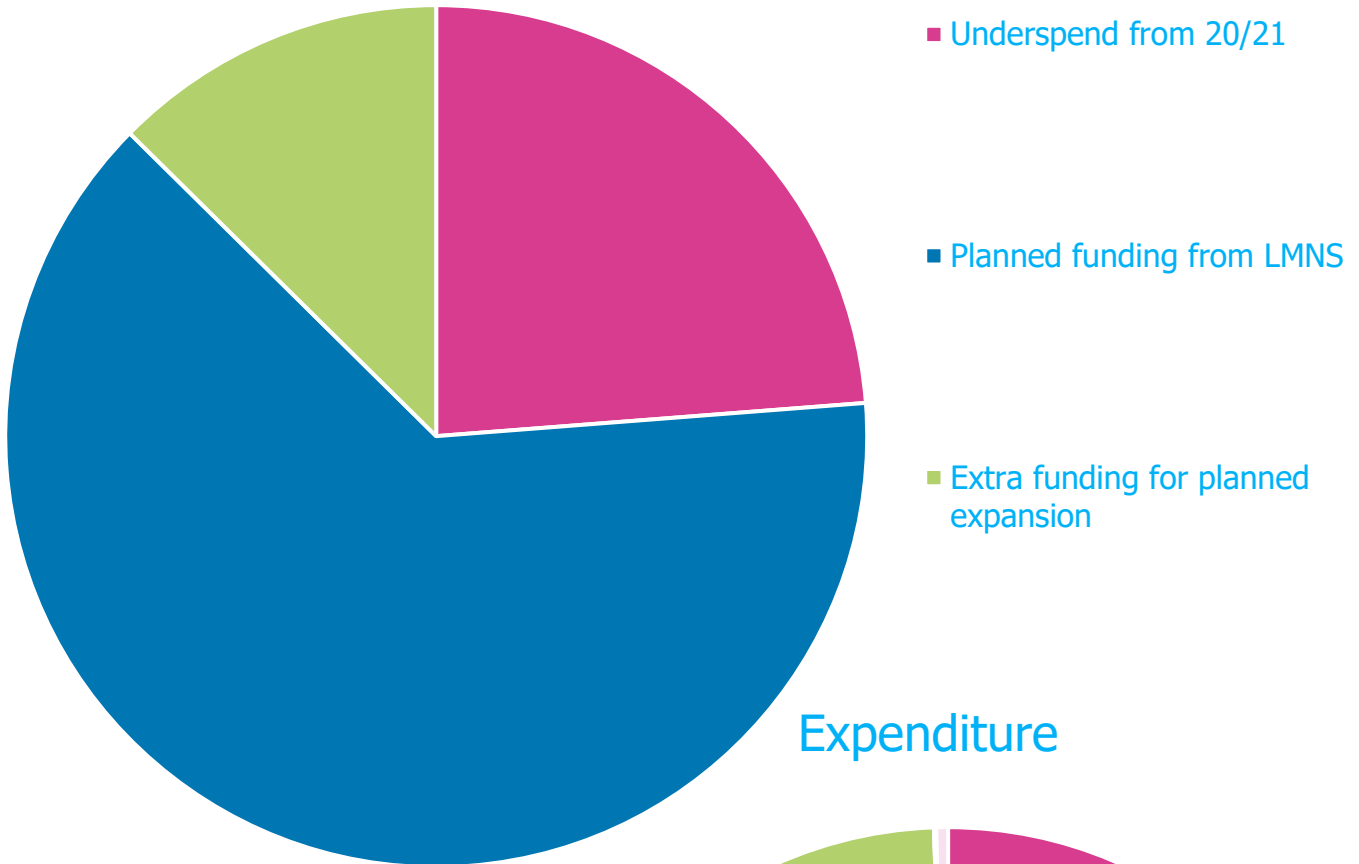
I enjoy volunteering with Kernow Maternity Voices Partnership as I am able to use my skills to give back to our community while gaining useful work experience. The pandemic has left many feeling disconnected and social media has become increasingly important. I feel my volunteer role can help to continue to bring our community and our maternity services closer together.

Finances



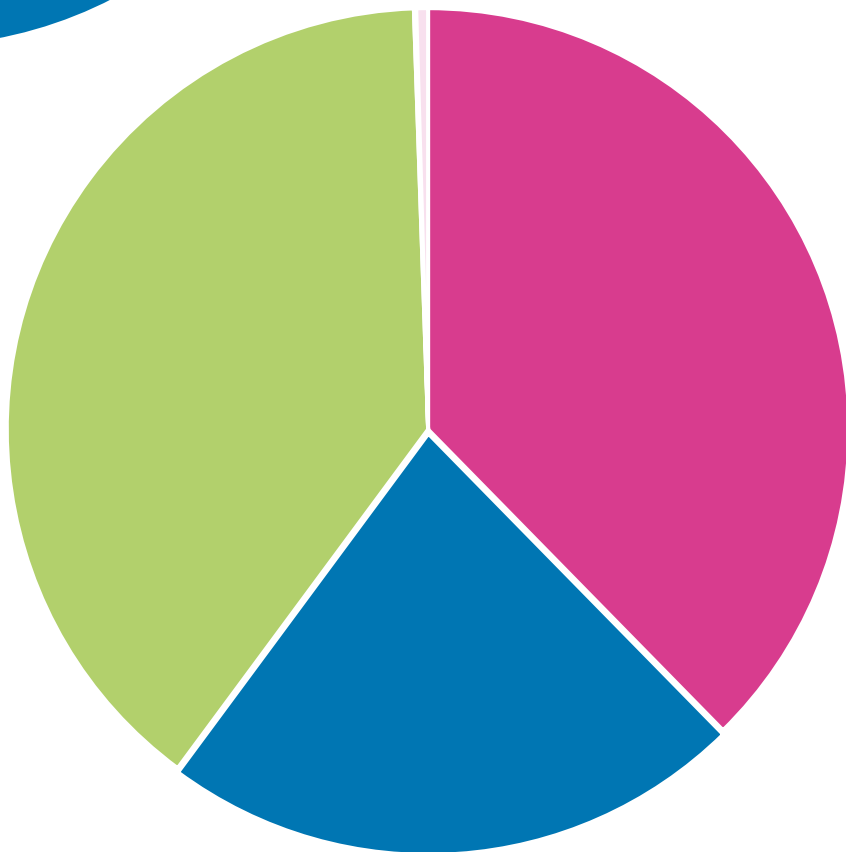
Budget 2021/2022

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 22/23 includes:

- Ockenden and subsequent report response
- Equity and Equality plans
- Evaluation of Personalised care plans
- Developing Language flash cards
- Promoting and developing community engagement
- 15 steps report
- Supporting Kernow parenting journey project to develop an inclusive parent education programme



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 Kernow



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

