

Title: Summary of Feedback Received from the Independent Maternity Review and Improvements made as a result of this from Nottingham University Hospitals NHS Trust

Report for: Nottinghamshire County Council Health and Adult Social Care Scrutiny Committee

Date: 16 July 2024

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1. Purpose of this report

This report provides a summary of the feedback that has been received to date by Nottingham University Hospitals (NUH) Trust from the independent Chair of the Independent Maternity Review (IMR) and an update on the work that the Trust has undertaken to respond to the feedback in order to improve the safety and quality of maternity services for women and families.

2. Introduction

The Independent Maternity Review of NUH was established in September 2022. It is led by Donna Ockenden as the independent Chair supported by a multidisciplinary team including clinicians and administrators. Its focus is to identify areas of concern within maternity care at NUH, providing information and recommending actions to help improve the safety, quality and equity of maternity care and the handling of concerns at NUH when they are raised by women and/or their families and staff members. The Review is scheduled to be published in September 2025.

NUH receives feedback from the independent Chair when areas of concern are identified in a number of ways. These include regular scheduled learning and improvement meetings and via direct communication and correspondence between the independent Chair and NUH Executives to alert the organisation to any concerns outside of the regular meetings if required.

The Learning and Improvement meetings are held bi-monthly and these are used to share learning from the case reviews and engagement with women and families undertaken by the IMR with NUH. The format and regularity of the meetings enables NUH to take time action on the information we are given to address the feedback raised and make immediate improvements in our maternity services.

A Maternity Improvement Programme (MIP) is in place, and in September 2023, the CQC improved maternity ratings at Queen's Medical Centre and City Hospital to Requires Improvement.

3. Themes of the Feedback Received

- Service users reporting racist and discriminatory behaviour from a range of care givers throughout maternity services
- A failure to appreciate cultural sensitivities for women and families
- Lack of translation and interpreting service provision across maternity care
- Availability of information necessary for women translated into other languages
- Women not being believed when they contacted services to say that they were in labour
- Women not being listened to when they report feeling unwell or in need of assistance
- Access to birth reflection and obstetric debrief services has not been timely, consistent and is limited

4. Actions taken or underway to respond to the feedback received

The initiatives in place to respond to the feedback received are detailed below:

4.1 Inclusion Project

To address all of the themes in the feedback about how our services are not inclusive and responsive to the needs of all of our women and families, a new inclusion taskforce was established. This is made up of midwives, doctors, researchers, advocates and representatives from the global majority staff and families who have worked together to create ambitions and objectives for the Inclusion Project which are:

Ambitions

- To prioritise inclusivity within maternity services, by recognising and respecting the diverse needs and experiences of women/birthing people staff and the communities we serve to be able to reduce Health Inequalities and make maternity services inclusive by 2025.
- To support the organisation to deliver its vision to build on our position as employer of choice, with an engaged, developed and empowered workforce and support the delivery of the People First three key priorities and the delivery of the WIS strategy
- To improve the experience of staff, patients and the community we serve in maternity and encourage institutional cultural awareness around racial equality and diversity

Objectives

1. Improve interpreting services and accessibility for patients in Maternity
2. Develop Cultural Awareness Training for all staff in Maternity with a view to expand this to the wider workforce
3. Increase engagement with local community groups initially prioritising Global Majority groups with a view to expand this for all nine protected characteristics
4. Increase diversity within the maternity workforce at all levels

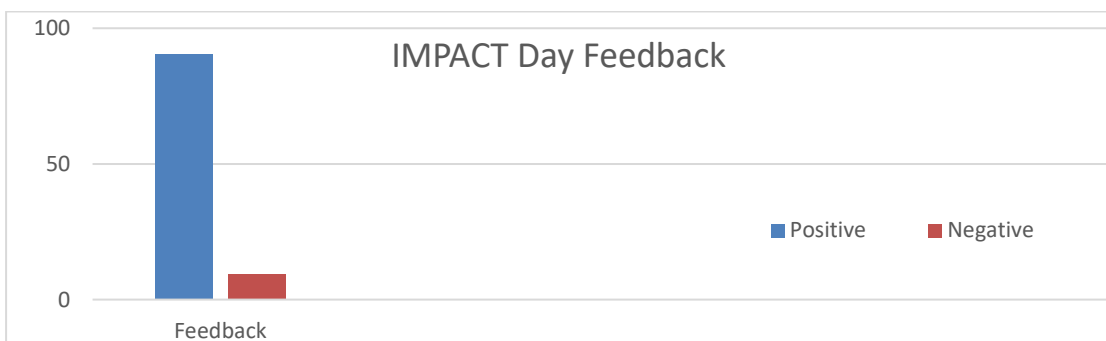
A range of activities are underway to support delivery of the four objectives. Some examples of these are provided below:

Objective 1 - Improve Interpreting services and Accessibility

- Trials of CardMedic (a healthcare translation app that provides on-demand access to translation and Pocketalk (a multi-sensory two-way translation device) are underway
- Additional information cards have been introduced into CardMedic app which include Pelvic Health.
- Pocketalk pilot being extended to Urdu language and will be used in Urdu clinic at Mary Potter with support from Interpreter to QC translation from device
- Evaluation of the products is in progress with evaluation sheets for women/birthing people in different languages created.
- A Maternity Linguistics Task Group has commenced with members of the MDT (Multi Disciplinary Team) with the aim of implementing the Birth Trauma Report recommendations.
- A review of current face-to-face interpreting resource underway. Stakeholder panel with Clinicians is being organised to scope current operational challenges with Interpreting in emergency scenarios/obtaining consent out of hours
- Bi-Lingual Antenatal Classes Pilot over the Summer which includes our Urdu class on the 13 and 20 July and African/Caribbean class on 10 and 17 August Bookings and enquiries are still being taken for both classes. Midwives with shared language leading the Urdu class and Midwives from global majority leading African/Caribbean class
- Awaiting DPIA approval to launch Good Things Foundation Initiative which will allow NUH to become a data hub where women/birthing people can access data SIM cards. Working with trust ICT device team to look at recycling trust mobile phone devices that can be handed out in the community with SIM cards. Areas of digital poverty will be targeted focus.

Objective 2 - Develop Cultural Awareness Training for all staff in Maternity with a view to expand this to the wider workforce

- A One hour introduction into cultural awareness being delivered on existing mandatory IMPACT training day for Midwives and Maternity Support Workers has bene in place since January 2024
- As at April 2024, 48% of Midwives and 32% of Maternity Support Workers have attended training with the evaluation at that time shown below



- The one hour session for Midwives and Maternity Support Workers will finish on the 17th July as due to positive feedback / evaluation of the 1 hour session along with multiple requests to extend the training, a one full day Cultural Awareness training day has been approved.

- Content is being developed for the one day session referencing core competency framework and working with Inclusive Task Group members, Maternity and Neonatal Voices Partnership (MNVP) and community engagement from Women/Birthing people
- Expectation is for the MDT to attend the day, which will commence from September 2024.

Objective 3 - Increase engagement with local community groups initially prioritising Black, Asian and Ethnic Minority + GRT Women/birthing people with a view to expand this for all 9 protected characteristics

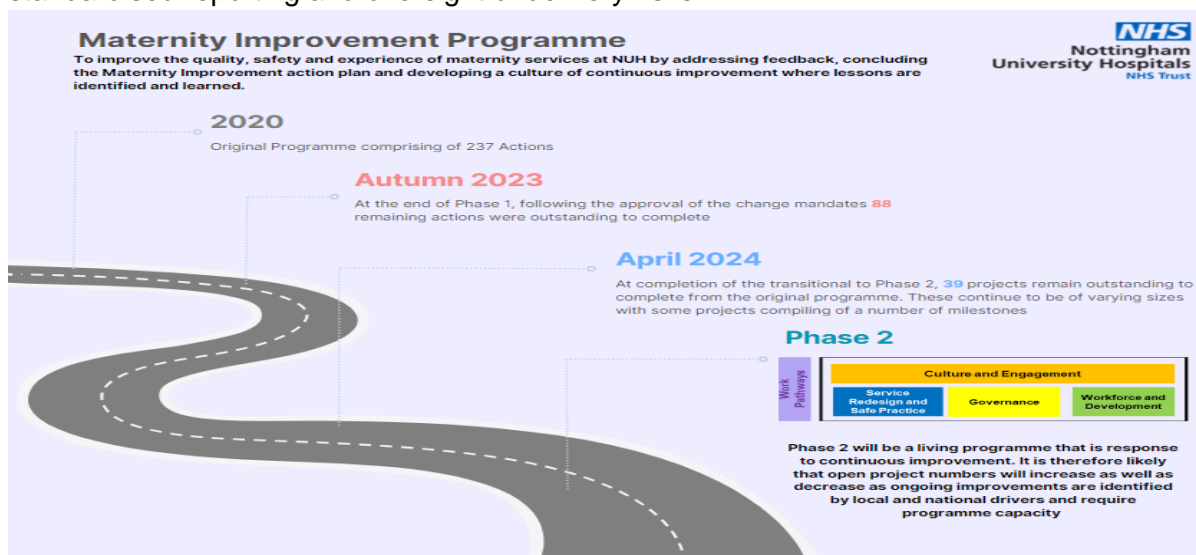
- Ongoing collaborative outreach work with Community Groups commenced with the first Community Engagement session was held with the Muslim Women's network in June 2024, which was positive and enabled discussion regarding birth experiences and service improvement. The next one is planned with the Mojatu Foundation, which is a charitable incorporated organisation that works to empower and support global majority communities in Nottingham at risk from ongoing prejudice and whose needs are often overlooked.
- Direct communication with Reverend Clive Foster Senior Minister to support engagement directly with Black African/Caribbean women across local Communities/Churches.
- Scoping work has begun with collating information re toddler groups predominately in South Asian communities to begin programme of engagement.
- Inclusive Task Group Obstetric representatives are working with Roma Community. The aim is to develop a workshop directed at staff to discuss the experiences of the Roma community and how we can improve engagement.
- Community clinic initiatives underway including plans to relocate the FGM clinic into the community as well as further discussions with Diabetic team and Vaccination department to develop community clinics.

Objective 4 - Increase diversity within the maternity workforce at all levels

- There were three midwives from the global majority recruited between January and June 2024
- There are now 16 Internationally Educated Midwives at NUH.
- The Matron for Recruitment and Retention has met with 26 student midwives on a 1:1 basis from a variety of Universities, 11 of those Student Midwives are global majority groups
- Review of Voluntary service in progress in relation to location, vacancy and diversity within recruitment
- Ongoing Collaborative work across the University for Midwives and Medical Workforce
- Attendance to careers fair/talks to promote Maternity as a career choice
- Our recruitment of Midwives from Global Majority communities has increased (confirmation from Recruitment and Retention lead)

4.2 Maternity Improvement Programme

The Trust established its original Maternity Improvement Programme (MIP) in 2020 with 237 actions to be completed and included on the project plan at that time – as at the end of May 2024 only 37 actions remained open. This became known as Phase 1 and has now transitioned into Phase 2. Phase 2 is a responsive framework developed to provide oversight of completion of the remaining actions and to provide opportunity for ongoing quality improvement driven by local and national metrics. The MIP has a quality improvement methodology embedded within the programme with supporting project templates, providing standardised reporting and oversight of delivery risks.



The MIP has a number of specific projects within the key work pathways that are driving and supporting the work to address the feedback received via the IMR as can be seen below:

Culture and Engagement	Safe Practice	Workforce	Governance
<ul style="list-style-type: none"> Supported by quality improvement methodology revisit psychological safety project and identify further opportunities to embed amongst the operational teams. Leadership Development sessions designed to enhance skills of those leading our workforce. Continuation of team Affina journeys, recognising the direct impact of improved safety with successful team working. 	<ul style="list-style-type: none"> Updated Antenatal Risk Assessment Guideline and training, aimed to reduce inappropriate referrals and maximise clinic capacity. Homebirth Project to create a sustainable team that can provide ongoing choice of birth to our local families. Evaluation of postnatal pathway projects from 2023, to improve the pathway for our local families. Outcomes identified from the evaluation will be used to influence future project proposals. <p>Proposed/Developing;</p> <ul style="list-style-type: none"> PPH project aligned to reduce the PPH rate at Nottingham University hospitals. 	<ul style="list-style-type: none"> Approval of annual plan aligned with CCFv2. Implementation of the SSBC apprenticeship pilot project, with Band 4 roles being mapped into the establishment. <p>Proposed/Developing;</p> <ul style="list-style-type: none"> Project to identify the pathway and reconfiguration of Band 2-5 within the Maternity service. 	<ul style="list-style-type: none"> Patient leaflet project to ensure all leaflets are visible and in line with local and national guidance On going process developed to support the sustained reduction in those awaiting birth reflections and holistic birth planning <p>Proposed/Developing;</p> <ul style="list-style-type: none"> Project to improve the current pathway and provision for wound care management, to optimise experience and clinical recovery

5. Conclusion

The Trust recognises that there is more work needed to continue to improve the safety, quality and equity of maternity services and address the concerns that have and are being raised with us by the Chair of the Independent Review. We have improvement programmes underway to address the feedback we have received and will continue to ensure that these are responsive to and reflective of the areas being raised with us.

We welcome and are grateful for the timely feedback being provided and the opportunity this gives us to improve services for our women and families rather than waiting for the publication of the review to act.