



HEALTH AND WELLBEING BOARD
21st March 2019

ITEM 12

Report sponsors: Steve Studham, Chair and James Moore, CEO – Healthwatch Derby
Report author: Beth Sorako, Lead Engagement Officer , Healthwatch Derby

Healthwatch Derby Maternity Focus Report

Purpose

- 1.1 To provide an overview of the patient experience of Maternity Services provided within the City.
- 1.2 To highlight learning points to help improve future service provision.
- 1.3 To highlight good practice and provision.
- 1.4 To help provide assurance over local service quality.

Recommendation(s)/

- 2.1 To note that the majority of feedback received was highly complimentary of all aspects of the maternity services.
- 2.2 To highlight some areas of improvement covering :
 - Communication.
 - Support and advice.
 - Waiting times.
 - Continuity of care.

Reason(s)

- 3.1 To help support HWB role in having an overview of local services.
- 3.2 To help support continuing quality of services across the City.

Supporting information

4.1 The aims of the report were to:

- To look at the Derby's maternity service as a whole, to get a snap shot of people's views.
- To look at individual sections of Derby's maternity services and hear the voices and experiences of the families that use them.

4.2 The following aspects of care were considered:

- Antenatal Care Experiences.
- Labour Care Experiences.
- In-patient (maternity ward) Experiences.
- Post-natal Care Experiences.
- Emotional Health and Wellbeing.
- Breastfeeding Support Experiences.

Key messages

4.3 The majority of feedback received was highly complimentary of all aspects of the maternity services.

4.4 Most of the compliments were towards staff in regards to the care, support and advice they received.

Negative key messages

4.5 There were not many negative messages, though there is always potential for improvements, this report highlights some of these areas based on people's experiences.

4.6 This report shows that across all of the services involved there were some issues around:

- Communication.
- Support and advice.
- Waiting times.
- Continuity of care.

4.7 Some people did raise issues around medical care but Healthwatch Derby are unable to give opinion as staff are not medically trained, but see these issues as communication problems as patients experiences showed that they didn't understand the processes or why things were done in the manner they were.

(Patients were given sign-posting advice if they wished to take any issues further)

Public/stakeholder engagement

- 5.1 As part of the process of producing the Derby Maternity Focus Report, the following public/ stakeholder engagement activities have been undertaken:
- Surveys.
 - Face to Face outreach at maternity services.

Other options

6.1 N/A

Financial and value for money issues

7.1 N/A

Legal implications

8.1 None

Other significant implications

9.1 None

This report has been approved by the following people:

Role	Name	Date of sign-off
Legal Finance Service Director(s) Report sponsor	James Moore, CEO – Healthwatch Derby	12/03/2019

Other(s)
