

Maternity: A Positive Story

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Trust Board paper E

Executive Summary

This patient story will be shared via video link at Trust Board and is about a lady who following a forceps delivery of her baby girl, experienced a post-partum haemorrhage, which resulted in her being admitted to the intensive care unit within Leicester's hospitals. Despite this she details a very positive experience.

Why Has This Patient Story Been Selected For Trust Board?

As a Trust, a large amount of feedback from patients and their families is extremely positive. An example is that in 2017-18 the Trust received 20,604 written compliments using the Message to Matron Cards. These cards cited the reason for the compliment as 'professional, caring and compassionate staff. Working in positive teams exhibiting excellent communication' - this story is an example of that feedback.

This story has also been selected because even though for this couple the birth and immediate postnatal period resulted in an admission to the intensive care unit and a substantial blood transfusion. This couple detail how the knowledge, dedication and efficiency of the staff in the Maternity unit at the Leicester General Hospital made their experience a very positive one.

Most women have an expectation that they will come into hospital, have their baby without complication and go home within a day or so, for the majority this is the case. However for certain few unforeseen complications develop which can shatter their birth experience, leaving them emotionally traumatised, negatively affecting their transition to motherhood.

It is apparent that for this couple it was the basic care and kindness that made this experience a positive one, although they appreciated the fact that the team saved her life. They highlight the fact that the staff had smiles on their faces, communicated with them throughout and considered their feelings.

What Are The Key Themes In The Patient Story And How Applicable Are They Across The Trust?

Looking at the Trust values, it is evident that the staff caring for this family were applying these in this case:

- "Treating people as you would like to be treated" This couple were treated with dignity and respect throughout their admission. Nothing seemed too much trouble for the staff. Always including the partner so he wasn't left isolated.
- 'We focus on what matters most'. The woman's wishes were acknowledged throughout, which can sometimes be overlooked in an emergency situation. Breastfeeding was very important to her and ensuring the baby received a cup feed instead of a bottle ensured breastfeeding was not compromised

- 'We are one team and we are best when we work together'. It was clear throughout the woman's story that the team were working together for in her best interest. This gives reassurance to what can be a very frightening situation. The time taken by the Consultant to visit her on ICU made her feel very important.

What Are The Key Learning Points To Improve The Quality Of Patient Care/Experience, And How Will They Be Measured And Monitored In Future?

The video has been shared with midwifery and medical staff who work within Maternity Services, to highlight the positive feedback. Also to highlight that the basic care is as important as the high level care that is given to the patients. The story shows the importance of a well-run multidisciplinary team. Such an experience boosts the team morale and encourages this level of care to continue in the future.

Conclusion

This story illustrates that even when the labour, delivery and postnatal period does not go as planned, the dedication, knowledge and effective care that is received can result in the patient and her partner reflecting on this as a positive experience.

For Reference

Edit as appropriate:

1. The following **objectives** were considered when preparing this report:

Safe, high quality, patient centred healthcare	Yes
Effective, integrated emergency care	Yes
Consistently meeting national access standards	Yes
Integrated care in partnership with others	Yes
Enhanced delivery in research, innovation & ed'	Not applicable
A caring, professional, engaged workforce	Yes
Clinically sustainable services with excellent facilities	Not applicable
Financially sustainable NHS organisation	Not applicable
Enabled by excellent IM&T	Not applicable

2. This matter relates to the following **governance** initiatives:

a. Organisational Risk Register	Not applicable
b. Board Assurance Framework	Not applicable

3. Related **Patient and Public Involvement** actions taken, or to be taken: N/A

4. Results of any **Equality Impact Assessment**, relating to this matter: N/A

5. Scheduled date for the **next paper** on this topic: December 2018

6. Executive Summaries should not exceed **1 page**. My paper does comply

7. Papers should not exceed **7 pages**. My paper does comply