

<b>To:</b>	Trust Board
<b>From:</b>	Rachel Overfield, Chief Nurse
<b>Date:</b>	27 <sup>th</sup> February 2014
<b>CQC regulation:</b>	Outcome 1,4,17

<b>Title:</b>	Patient Experience Story – Maternity Care										
<b>Author/Responsible Director:</b>	Marian Parrish, Ward Sister Joan Morrissey, Senior Midwife Michaela Thompson, Patient Experience Sister										
<b>Purpose of the Report:</b>	To describe for Trust Board the experience of care for a mother following the delivery of her baby in Ward 30 Leicester General Hospital										
<b>The Report is provided to the Board for:</b>	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 50%;">Decision</td> <td style="width: 10%;"></td> <td style="width: 50%;">Discussion</td> <td style="width: 10%;">X</td> </tr> <tr> <td>Assurance</td> <td></td> <td>Endorsement</td> <td></td> </tr> </table>			Decision		Discussion	X	Assurance		Endorsement	
Decision		Discussion	X								
Assurance		Endorsement									
<b>Summary / Key Points:</b>	<p><u>Introduction</u></p> <p>From February 2014 the Maternity Friends and Family Test results are available to the public via the NHS choice website and the Trust public website. This means that women seeking information about Leicester’s Hospitals as a care provider for their journey through pregnancy, birth and after their baby is born can compare us with other Trusts to see if previous mothers would recommend the maternity services.</p> <p>The Friends and Family Test is a high level metric that allows the public to view feedback from patients about specific services and also focuses improvement activity. Supplementary questions are also asked with the Friends and Family Test to provide information about why this score has been given. The Friends and Family Test is collected via a range of mediums and is used to measure from the patients perspective if the trusts is providing ‘Caring at its Best’ and applying the Trust values.</p> <p><u>Friends and Family Test in Leicester’s Maternity Services</u></p> <p>When reviewing patient feedback from maternity services in Leicester’s Hospitals, many women are generally telling us, as one patient states “I’m very happy with overall care and services I have received” (data from December 2013 Friends and Family Test).</p> <p>In January 2014, 702 (20.9%) patients completed the Friends and Family Test in Maternity. Of these:</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Promoters</th> <th>Passives</th> <th>Detractors</th> <th>Don’t Know</th> </tr> </thead> <tbody> <tr> <td>487</td> <td>192</td> <td>18</td> <td>5</td> </tr> </tbody> </table> <p>The Maternity teams are learning from the feedback and celebrating/reinforcing aspects of care that the patients positively evaluate and identifying the reasons why patients are detractors and changing/improving services in line with this feedback.</p>			Promoters	Passives	Detractors	Don’t Know	487	192	18	5
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Experience of Care on Ward 30 Leicester General Hospital

A woman who gave birth on ward 30 Leicester General Hospital in November 2013 is captured on DVD and provides details of some areas of concerns from her experience:

- The patient thought the staff were wonderful but that there were just not enough of them.
- Not being offered anything to eat or drink for a long period
- Handover of care

Improvements Made in Line With This Feedback

There have been a number of developments and improvements in response to feedback on ward 30, Leicester General Hospital and these are highlighted below:

- A review of the establishment in 2012 increased the numbers of midwives from 66 WTE in 2012 to 78, this was to take into account the new Maternity Assessment Unit, Labour ward and the Antenatal/Postnatal ward. Qualified midwives either rotate throughout these areas or remain core and can request which they prefer. There has been a decline in birth rates in the past two years however the complexity of the women we care for has increased so the decline is not significant in the clinical areas and would only equate to two deliveries a day across both sites. At present there are five midwife vacancies and interviews are on the 19<sup>th</sup> February. In 2013 there have been two extra ward clerk posts, a band 7 across site for low risk care, developing the Band 3 maternity support worker roles and an extra housekeeper post on the LGH site.
- Matron rounds to ensure increased communication of needs from women and increased awareness of prioritising work load and informing patients after handover.
- Baby Feeding Logs are awaiting ratification then will be introduced.
- New house keeper role secured and vacancy filled. Training given on how to order out of hours snack boxes and to ensure toast, cake and fruit are always available 24/7.
- The information leaflet welcoming women to the ward has been updated to highlight the availability of food and refreshments and the Baby Feeding Logs.
- The 6C's is being promoted and ensuring all staff are incorporating the culture of enhancing patient experience.
- Exploring extending visiting times, whilst not compromising care and safety of the women and their babies.

**Recommendations:**

The Trust Board is asked to:

- Receive and listen to the patient's story
- Support the improvements instigated in response to this feedback.

**Previously considered at another corporate UHL Committee?** No

**Strategic Risk Register:** No

**Performance KPIs year to date:** N/A

**Resource Implications (eg Financial, HR):** None

**Assurance Implications:** This paper provides assurance that the maternity clinical teams are listening and acting upon patient feedback to improve patients experience of care.

**Patient and Public Involvement (PPI) Implications:** Patient encouraged to share their stories of care within the trust.

**Stakeholder Engagement Implications:** None

**Equality Impact:** None

**Information exempt from Disclosure:** N/A

**Requirement for further review?** No requirement for further review

or further review to share their stories of care clinical teams are listening and acting upon patient feedback to improve pati