

Maternity and Neonatal Experience

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Executive Summary

This patient story focuses upon the positive experience of care collaboratively provided within the maternity and neonatology services for the safe delivery of a baby diagnosed with an abdominal mass. The parents of a child born at Leicester Hospitals wish to share with the Trust Board how, following their journey of care, they would recommend this service to their friends and family.

The parents share that although it was a frightening time after they had received terrible news of an abnormality with their baby in utero, they felt fully informed and confident in the care provided. Their individual birth plan was organised, well led and compassionate which greatly supported them in this uncertain time.

Patient Experience

This patient story will be shared via a video link. The main points raised are:

- Immediate consultant review when an abnormality was picked up on a ultrasound scan
- Excellent experience of involvement in joint discussions with fetal medicine obstetricians, neonatologists, paediatric surgeons and midwives at the Leicester Royal Infirmary
- Care and compassion from the multi-disciplinary team experienced during admission above and beyond expectation
- Outstanding opportunity to Skype via an iPad from theatre recovery, whilst their son being reviewed on the Neonatal Unit

The main element of care that the parents wish to highlight was their experience with everyone they encountered throughout maternity and neonatology services. Also the efficient and timely process in clinic helped to relieve some of the stress of waiting and contributed to the parents and their son having a positive experience.

Team work

This story highlights that the whole team whom the parents had contact with provided confidence and reassurance and that the parents was fully informed.

The team showed the Trust values, to treat people how they would wish to be treated. They succeeded to promote an informative compassionate consultation where the parents felt at ease and reassured by the teams approach.

The whole team from the staff in clinic, delivery suite staff at the birth to the postnatal ward and neo-natal staff strive to provide a positive patient experience even when there are difficult decisions to be made. Effective communication is paramount in achieving this.

Conclusion

This story highlights safe, high quality, effective, integrated patient centred healthcare. Excellent integration delivering care in partnership with others with a caring, professional, engaged workforce

Input Sought

The Trust Board is asked to:

- Receive and listen to the parents story
- Support the on-going delivery of using Skype for mothers that are separated from their baby

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	Not applicable
Consistently meeting national access standards	Not applicable
Integrated care in partnership with others	Yes
Enhanced delivery in research, innovation & ed'	No
A caring, professional, engaged workforce	Yes
Clinically sustainable services with excellent facilities	Yes
Financially sustainable NHS organisation	Not applicable
Enabled by excellent IM&T	Yes

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

Organisational Risk Register Not applicable

If YES please give details of risk ID, risk title and current / target risk ratings.

Datix Risk ID	Operational Risk Title(s) – add new line for each operational risk	Current Rating	Target Rating	CMG
XXXX	There is a risk ...			XX

Board Assurance Framework Not applicable

If YES please give details of risk No., risk title and current / target risk ratings.

Principal Risk	Principal Risk Title	Current Rating	Target Rating
No.	There is a risk ...		

3. Related **Patient and Public Involvement** actions taken, or to be taken: [Insert here]

The Patient Story consists of feedback from parents directly about their experience of care. In response to this feedback the trust identifies how best practice will be disseminated across the organisation. In this case learning has been shared across maternity and neonatal services

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

5. Scheduled date for the **next paper** on this topic: Monthly Trust Board Story

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

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