



MATERNITY IMPROVEMENT PROGRAMME
HIGHLIGHT REPORT – Quality of Women’s and Families Experience Project

Completed by:	Sarah Fox/Kath Doughton	Reporting period:		To:	16th December 2019
Date Completed:	6th January 2020		Next Review Meeting:		
Current status:	Headlines:				
	<ul style="list-style-type: none"> • Outcome of the IMSOP validation of evidence for completed recommendations 16th December 2019 • Details of sign off of completed recommendations • Future suggested actions 				
Key Achievements:			Future Plan:		
<p>Rec: 7.43 – two of the four areas were signed off a completed:</p> <ul style="list-style-type: none"> • development of the MSLC • appointment of lay Chair <p>Rec: 7.48 partial completion – three of the four areas were signed off a completed:</p> <ul style="list-style-type: none"> • Utilising the role of the CHC, • ensuring information is provided on their services • provision of advocacy support for women and families 			<ul style="list-style-type: none"> • Development of a plan which evidences that the UHB has robust systems and processes in place to ensure future community engagement • Plan to include engagement from both a positive and negative aspect • Plan needs to evidence that engagement opportunities are available at all levels • Time frames for completion 		
Self-assessment against maturity matrix:					
<p>The Health Board can evidence <u>early progress</u> against the Maturity Matrix and there are indicators of <u>results</u> in some areas:</p> <p><u>Early Progress</u></p> <ul style="list-style-type: none"> ✓ The health board informs women and families of issues related to their care or planned changes to service delivery. ✓ The health board seeks the views of women and families at key points in the care pathway and works to address their individual issues. ✓ Learning from experience is largely focussed on Putting Things Right. <p><u>Results</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> The health board has multiple and sophisticated means of seeking the views of women and families and aggregates and analyses these views to inform service delivery. 					

- ✓ The health board can evidence that service user engagement has impacted on the delivery of the service.
- The health board has an appreciative enquiry approach and amplifies good practice across the service.

Slippage and remedial action	Issue or concerns	
R	Red	Significantly behind schedule and requiring corrective action or decision to get back on track.
A	Amber	Project behind schedule but within 2 weeks tolerance, or actions in hand to get back on track.
G	Green	On track or completed.

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RCOG Ref	Status	IMSOP validated and approved	Recommendation	Examples of assurance evidence	Actions to sustain improvement and all monitoring
RCOG Rec: 7.48	Complete	16/12/2019	Utilising the role and strengths of the Community Health Council:	Update: 03/12/19: Worked collaboratively with CHC to ensure independent advocacy support for service users. CHC are active participants of the engagement planning meetings and have also supporting recent engagement events.	Progress will be monitored through regular meetings with CHC. CHC are and will continue to be invited to every MMMW group.
	Complete	16/12/2019	Ensure appropriate resources to act effectively as an independent advocate	Update: 03/12/19: for discussion at the January meeting with regards to where this sits. Update 23/12/19: We are content with the role of the CHC in supporting both the HB and the community, it does not feel that their ability to perform their role is limited due to resource issues.	
	Complete	16/12/2019	Ensure that information is available to families regarding its role and contact details	Update: 03/12/19: Information is provided to service users and families on the role of the CHC. CHC had a stand at the engagement events to promote their service and engage with service users.	CHC invited to all MMMW groups – this will continue in 2020.
	Complete	16/12/2019	Explore provision of CHC to act as point of contact and provide direct support for women and families, in addition to acting as a conduit referring to other agencies and support	Update: 03/12/19: Information on advocacy support is provided to all who contact the Corporate and Maternity Concerns Team within the HB with concerns or a request for support to submit a written complaint. Information on the service provided on all wards alongside PTR information.	

