



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

<b>Completed by:</b>	<b>Sarah Fox/Kath Doughton</b>	<b>Reporting period:</b>	July 2020											
<b>Date Completed:</b>	13 <sup>th</sup> August 2020	<b>Next Review Meeting:</b>	03/08/2020 & 12/08/2020											
<b>Current status:</b>	<b>Headlines:</b>													
	<ul style="list-style-type: none"> <li>Recommendations with supporting evidence for consideration at IMSOP evidence review meeting on 3<sup>rd</sup> &amp; 12<sup>th</sup> August 2020</li> </ul>													
<b>Key Achievements This Quarter:</b>		<b>Project Plan: Proposed Achievements Next Quarter:</b>												
RCOG Recommendations verified by IMSOP Panel on :		<p>The following RCOG recommendations and supporting evidence will be the focus for the next reporting period August 2020 to February 2020:</p> <p><b>Recs: 7.53, 7.54</b></p>												
<table border="1"> <thead> <tr> <th>RCOG Rec</th> <th>Work stream</th> <th>Verified by Panel</th> </tr> </thead> <tbody> <tr> <td>7.47</td> <td>QWE</td> <td>03/08/20</td> </tr> <tr> <td>7.49</td> <td>QWE</td> <td>12/08/20 pending</td> </tr> <tr> <td>7.52</td> <td>QWE</td> <td>03/08/20</td> </tr> </tbody> </table>	RCOG Rec			Work stream	Verified by Panel	7.47	QWE	03/08/20	7.49	QWE	12/08/20 pending	7.52	QWE	03/08/20
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7.47	QWE	03/08/20												
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<b>Slippage and remedial action</b>		<b>Issue or concerns</b>												
<p><b>Rec 7.52</b> - Development of the Maternity PREM and PALS real-time has been on hold since March 2020 due to COVID 19 situation. However the project group has been reinstated and this work will be progressed – <b>Update: Work has now progressed and the organisation has agreed to support the PREM for Maternity.</b></p>														

## Good news stories

Due to the previous Chair of MMMW being successful in obtaining a place at the University of South Wales to study as a midwife, a new chair has now been appointed along with three new members. Concerns, risk and patient experience is now an agenda item at each of the MMMW meetings

Engagement with women's & families has continued throughout the recent pandemic by use of social media. MMMW meeting have taken place using Teams and antenatal classes have been made available on line. There is an All Wales Antenatal and Bump Talk Facebook page which opportunities for Women and families to engage. The pages provide updates and reminders of what is going on in the service, the pages also provide an opportunity for women's and families to share their experience and ask any questions they may have.

PALS has restarted at POW speaking to women and families to gauge their experience.

A leaflet informing women and families about h MMMW Group had been developed which provide information on the role of the group and future meetings.

There are now eight Women's Experience midwives across the Health Board, their role is to promote and improve women's and families experience when receiving care.

## The Health Board can evidence early progress against the Maturity Matrix and there are indicators of results in some areas:

### Early Progress

- ✓ 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.

### Results

- 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.

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