



Bromley Maternity Voices (MSLC)

Annual Report 2015/16

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Letter from the Chair

The Bromley Maternity Services Liaison Committee (MSLC) was established in September 2013. In May 2016 we changed our name to Bromley Maternity Voices (MSLC) as it was felt to be much more user friendly.

Since 2013 we have surpassed our own expectations about what we can achieve, getting the committee properly established, setting priorities and making tangible differences to the maternity experiences of families in the borough. This year has been similarly busy for the MSLC as we consolidated our reputation and were involved in high profile events such as the Whose Shoes workshop.

The spirit of camaraderie and dedication from the committee continues to shine through everything we are trying to do. Professionals from all the represented organisations are extremely committed and I am always amazed and humbled by the drive of our passionate, enthusiastic and engaged service users. There is a real sense of collaboration and respect for every voice on the committee and this annual report bears witness to what can be achieved when everyone works together.

I have had the honour of chairing this ground-breaking, inspirational committee for the last three years and it has been a privilege to work with such a vibrant, lively group of people who are committed to making a difference and striving to make maternity services in the borough of Bromley as good as they can possibly be. I would like to thank all those who sit on the committee for their continued passion, dedication and support. As I come to the end of my time as chair, I am immensely proud of the work our wonderful committee has done and I know that it will go on to even better things in the future.

Laura James

September 2016

We are always delighted to welcome new service users to the committee. If you have had a baby in the last three years in the borough of Bromley, or have an interest in maternity and would like to be involved, we would love to hear from you. Our email address is bromleymslc@outlook.com

What is an MSLC?

An MSLC is an independent, multi-disciplinary advisory body which should be maintained by a Clinical Commissioning Group (CCG). Bromley Maternity Voices (MSLC) is maintained by Bromley CCG and is a partnership committee made up of local parents, representatives and professionals. Our committee includes representatives from Bromley CCG, Public Health, Healthwatch, the Bromley Children Project, Bromley Healthcare and Kings College Hospital NHS Foundation Trust (the Trust) midwifery managers, both from both the PRUH and Denmark Hill sites. Crucially, we have a number of dedicated service users who have used maternity services in the borough in the last three years. The MSLC exists in order to plan, monitor, develop and improve maternity care for women, partners and families in Bromley.

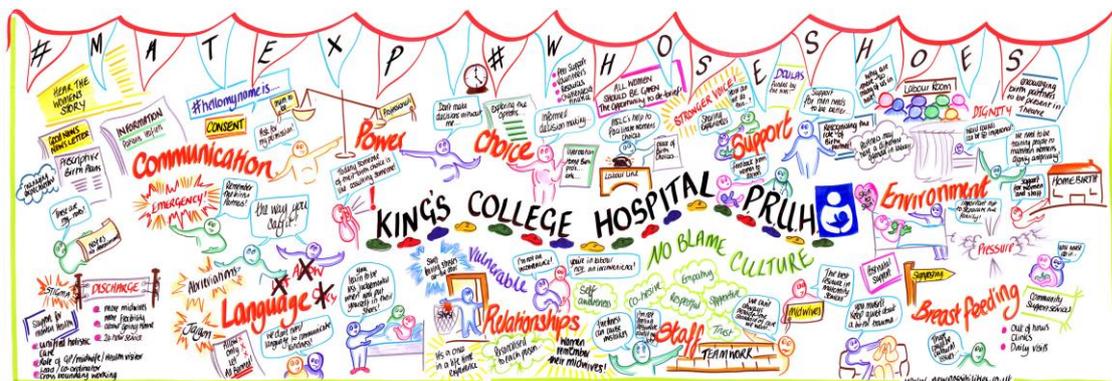
What do we do?

The Bromley MSLC meets every two months, usually in a Children and Family Centre in the borough. Between 12 and 20 committee members attend each meeting, and our minutes are distributed to approximately 50 people. At least a third of our membership at each meeting is made up of service users. We also have an evening meeting twice a year at a hospital site. We discuss issues to do with the maternity care offered in the borough of Bromley, from pre-conception through to antenatal care, birth and postnatal care and recommend changes and improvements where these are needed.

We also meet once a year for a [NCT VOICES](#) Development Day, during which we assess priorities and draw up an action plan for the year ahead. This year instead of a Development Day we held a Whose Shoes maternity experience workshop (see below).

Our chair attends the Bromley Joint Maternity Clinical Commissioning Group meetings every quarter, to ensure that the views of the MSLC and service users are represented and to influence the commissioning of services.

Whose Shoes® maternity experience workshop event – January 2016



© Anna Geyer at New Possibilities

In January 2016 the PRUH hosted a Whose Shoes® maternity experience workshop. This event, which was part funded by Bromley CCG, brought together 50 commissioners, obstetricians, midwives, paediatricians, health visitors, receptionists, porters and service users around a table to discuss challenges in maternity and ways of improving the service for everyone. A beautiful graphic by New Possibilities (above) was devised on the back of the discussions taking place and is now on display outside the maternity ward at the PRUH. A full summary of the day can be found here:

<http://matexp.org.uk/the-matexp-journey/when-whoseshoes-came-to-the-pruh/>

The event culminated in all the delegates writing pledges about how the day would shape their future practice/involvement in maternity services. The pledges have been monitored by the MSLC as part of its 2016 workplan. They have been grouped into 4 main themes and some of the new developments as a result of the workshop are detailed below:

a) Communication and language (including self-awareness among staff members)

Ongoing. A “Good news” newsletter has set up and circulated to all Trust staff, encouraging them to submit thank yous and nominate staff for good support.

b) User experience brought to training

Plans to use service user experiences in ongoing training, including recording of women’s stories as feedback. MSLC representatives and service users have been invited to a GP Academic Day in November for training on PMH issues. A national

Women's Voices conference, hearing from service users, is being organised by an MSLC committee member in October 2016.

c) Empowerment

Partners being invited into theatre while spinal injection is given has now become standard procedure (partners were previously asked to wait outside while this was done).

d) Consistent, correct information giving and continuity

A "buddy" system has been introduced in each of the Bromley GP practices. This means that each midwife is 'buddied' with another midwife (in case of leave). With this system, women should only have to get to know at most 2 different midwives.

- Commented on a new Welcome to the Ward postnatal information pack for new parents on the postnatal wards.



- Represented local views at the National Maternity Review drop in event in Croydon (above)
- Set up and monitored access testing for Supervisors of Midwives.
- Promoted [Our Healthier South East London](#) with Bromley CCG
- Continued to Walk the Patch on a monthly basis at the PRUH. These visits involve talking to women on the Oasis Birth Centre, the Labour Ward and the maternity (postnatal) wards about their birth experiences. Feedback is given directly to midwifery managers and passed on to the head of midwifery and head of patient experience.
- Established Community Walk the Patch, with service user reps attending Health clinics at the Children and Family Centres in the borough and talk to parents about all aspects of their maternity care. This new initiative has proved very successful with some extremely useful feedback given.
- Attended a LINKS team antenatal clinic, gaining feedback from young parents and vulnerable women.



- Held a service user coffee morning to gain further feedback about maternity services and help publicise the work of the MSLC (above)
The handwritten feedback has been displayed on the maternity wards at the PRUH. As a direct result of the feedback given about antenatal appointments, the Trust is in the process of introducing a new centralised appointment system, which all community midwives will be able to access digitally.
- Forged links with other local MSLCs. Established the [South London MSLC Network](#), bringing together members of Bexley, Greenwich, Lewisham, Bromley, Croydon, Guys and St. Thomas's, St. George's, Kings, Epsom and St. Heliers and Kingston MSLCs. We hold regular networking meetings to share best practice and provide support for each other.
- Continued to attend meetings with a range of professionals to provide updates about and publicise the work of Bromley MSLC. These meetings include:
 - Regular Labour Ward Forums on a monthly basis
 - Regular Joint Maternity Commissioning Group meetings with the CCG
 - Representation at South London Perinatal Mental Health Network meetings
 - Representation at local breastfeeding support strategy meetings
 - Presenting on user involvement and the work of the MSLC to student midwives at the University of Greenwich
 - Attending a Women's Health meeting held by the CCG for GPs.
- Contributed to the Bromley CCG [review of the year](#)
- Written an article for [NCT Perspective](#) on the role of the MSLC in [building a new perinatal mental health pathway in Bromley](#)
- Commented on the NHS England refreshed guidelines for MSLCs, to be published imminently.

What's next?

While we have achieved a great deal this year, we are continuing to recommend improvements, on a small and larger scale, to maternity services. Over the next year we aim to:

- Present the work of Bromley MSLC and other MSLCs nationwide at the [Womens Voices](#) conference in October 2016
- Hold another [NCT VOICES development day](#) to set priorities for the coming year
- Finish designing a Who's Who poster for display on the Labour and maternity wards. These posters aim to explain and differentiate between the uniforms of the different health care professionals so that service users can easily tell the difference between them.
- Continue to involve as many service users as possible and raise the profile of the committee further in the local community and nationally. We also want to encourage representatives from different areas of society to be involved in the committee.
- Continue to reach out to and capture the voice of seldom heard groups. We are hoping to Walk the Patch at the new Perinatal Mental Health clinic, the Special Care Baby Unit and the traveller community clinics in the next year.
- Continue to monitor the Whose Shoes pledges, with the possibility of holding further similar events in the future.
- Work out how to help implement the [Better Births](#) report from the National Maternity Review

Conclusion

Bromley MSLC has built on its reputation and firm foundations over the last year. The dedication of the committee continues to be its driving force and the Trust continues to listen to our recommendations and respond accordingly. In her introduction to the Better Births report, Baroness Julia Cumberledge writes, *'I urge you to play your part in creating the maternity services you want for your family and your community. Voice your opinions, just as you have during this review, and challenge those providing the services to meet your expectations.'*¹ This is exactly what Bromley MSLC is doing at a local, and increasingly, national, level. I know the continuing collaboration between the MSLC, the CCG, staff of KCHFT and other local organisations will continue to make a real difference to the maternity care provided to women and their families in Bromley in the future.

¹ Better Births: Improving outcomes of maternity services in England. <https://www.england.nhs.uk/wp-content/uploads/2016/02/national-maternity-review-report.pdf>