



LIVERPOOL MVP

LIVERPOOL MATERNITY
VOICES PARTNERSHIP

Activity Report Feb 2019-2022

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LETTER FROM OUR CHAIR

Liverpool MVP started around 3 years ago. I initially came along to a PRAMS (patients and relatives advise maternity services) meeting and after various coincidences I was asked to reinvent PRAMS into our local expression of the Maternity Voices Partnership – the Liverpool MVP.

Initially this began as myself and Co Chair Terri Quigley and has now grown to 12 service user representatives who regularly contribute and influence the development of local maternity care.

I am proud of how far we've come in building connections with the community and health care professionals making strides in ensuring women, their families and birthing people are at the centre of maternity developments.

I'm passionate that it is your voice that is at the forefront of these developments and that services are shaped, improved and adapted with the service user voice at the heart. I thank you for all your feedback as service users and that you have openly trusted the MVP with your heartfelt stories of the journeys you have been on within maternity services.

I am thankful for the dedicated team of service user representatives that have tirelessly and often at short notice inputted into service developments and haven't held back in sharing the opinions of themselves and the community.

I am also grateful for the health care professionals that have seen the heart of the MVP and have ran with its vision despite all the challenges, with the passion to implement positive change. They have seen the importance of collaborative working and co production in providing the best quality care to the community they serve.

I am hopeful that the Liverpool MVP will go from strength to strength and continue to forge connections, developing and improving maternity care for future generations.

Hannah Sloan, Chair, Liverpool MVP February 2022

WHO WE ARE



Liverpool Maternity Voices Partnership (MVP) is a team of service users, commissioners, health professionals, and community organisations working together to help make services provided during pregnancy, birth, and early parenthood the best they can possibly be for each family.

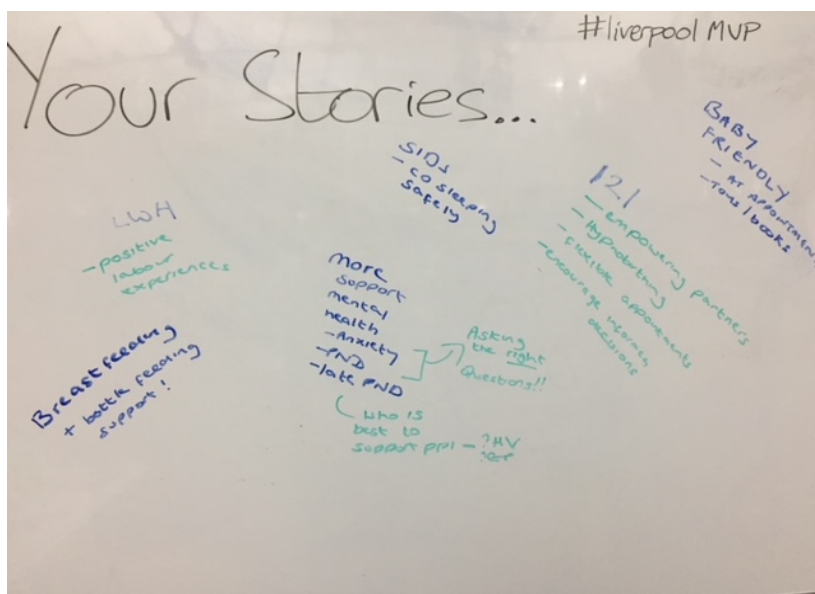
Our goal is to make sure all voices are heard and used to impact change. We seek out the voices of those who have recently used or are currently using local maternity services and look for themes in the feedback. We then work together to change and improve care to ensure maternity services are centred on the people using them and meeting their needs.

MEMBERS

Liverpool Maternity Voices Partnership Team includes

- Parents, families and service users who are passionate about giving feedback about the service they or a relative has received
- Approximately 12 Service user representatives who have often accessed maternity care in the last 5 years and who want to take a more central role in shaping change
- Representatives from local groups and charities who have an interest in maternity services such as Space (miscarriage peer support) and the Toxteth Women's Centre
- Midwives and Health Professionals currently providing maternity care at the Liverpool Women's Hospital
- Commissioners of maternity services from Liverpool Clinical Commissioning Group (CCG)

WHAT WE HAVE DONE



Set up an MVP in Liverpool



Developed networks and relationships



Heard the voices of diverse groups of women, birthing people and families



Responded to challenges in maternity care



Acted on feedback co-producing positive change in Liverpool's maternity services – “you said, we did”

Setting up an MVP in Liverpool

- Terms of Reference Agreed

- Used to define the purpose and structure of the partnership and how we will work together towards a shared goal- to be reviewed 2022

- Chair Appointed

- Hannah Sloan appointed as Chair
 - Terri Quigley appointed as Co Chair- stepped down in Jan 2020 (post Hannah's maternity leave)
 - Regular meetings between chair and co chair

- Quarterly Cycle Created

- Approximately 3/4 Formal meetings with service providers, commissioners and service user representatives
 - Regularly fortnightly meetings (2021/22) with the Head of Midwifery
 - Development of workshop style ¼ meetings to take into account service user feedback and core service user input

- Communication Strategy Developed

- Leaflets designed – 2022 exploring these to be included in maternity packs
 - Social media platforms (Facebook, Instagram) created and utilised

- Email created and monitored
- Regularly contributing to the Cheshire and Merseyside and Northwest MVP whatsapp group
- Links made with Liverpool Women's hospital (LWH) communications team

- **Service Users**

- 12 Service user representatives recruited organically. Informal chats and reviews of people's passions held. Service user reps are dedicated to the role and to improving maternity services
- Whatsapp group to keep in regular contact created and monitored/ utilised
- 1 service user training event held online
- 2 official service user rep meetings held- regular routine to be established

- **Funding**

- Funding officially established in April 2021 through the CCG, regular funding stream agreed and funding guidance established

- **Launch**

- Official launch May 2019 in Liverpool Central Library attended by health care professionals (HCP), service users and charities passionate about maternity services

Developing networks and relationships



Strong links with the Liverpool Women's Hospital (LWH) staff

Regular meetings with midwifery team- especially the head of midwifery-HOM.

Open communication channels with named midwives.

2022 to develop a more streamlined pathway



Building relationships with other organisations

Liverpool CCG, C&M LMS and engagement leads, MerseyCare, Space miscarriage support, Elsie's Moon Wirral, Mary Seacole house, Refugee Women connect, WHISC, Imagine If Charity Liverpool, Kuumba Imani Centre, Toxteth Women's Centre, BAMBIS, Our Sam charity, Irish Community Care, faith communities, Rahima Farah-network engagement lead for central Liverpool primary care network, Children Centres, PSS charity Liverpool, Liverpool Libraries, WEA(workers educational association Liverpool), Homotopia Liverpool, Queer birth club national, Who let the Dads out, Liverpool University. MAMA academy and more!

Close working with regional MVP's

14 MVP chairs in regular communication across North West

Often Monthly regional meetings online

National MVP networking

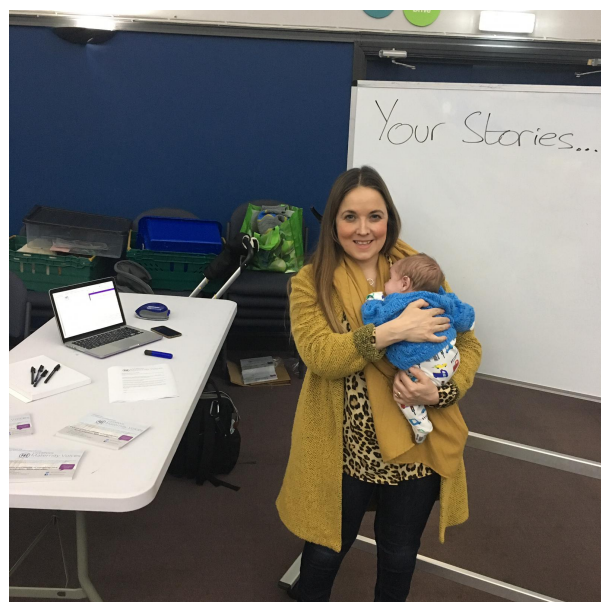
Links to national MVP facebook group

Heard the voices of diverse groups of women, birthing people and families.



We gather experiences through

- Listening events
- Focus groups
- ¼ meetings- workshops
- Visiting parent and baby groups
- Online surveys & social media posts, facebook messenger and emails
- 1:1 interaction (individual phone calls, chats), friendship groups
- Service user representatives
- 15 steps
- Social media following of over 600 people



We have hosted approximately 20 events or activities to listen to service users and their families and engage health care professionals (HCP) in the work of the MVP!
A great achievement especially with Covid-19!

Some of our events....



15 steps

Sticky Fingers playgroup!



Dads feedback session



Launch Event

We have undertaken the following actions

The following actions have come from listening to women and their families:

- ❖ We have been at the heart of advocating for an action planned following Whose Shoes event and the 15 steps in 2019
- ❖ We have supported the development of a postnatal discharge pain relief pathway and reviewed the pathway and literature for service users
- ❖ We have advocated for and launched the BRAIN acronym for informed consent- to aid consent for any procedure or examination especially induction of labour.
- ❖ We have pioneered a link between LWH and PADS (positive about Downs Syndrome) to increase the education of health professionals around unexpected diagnoses and the best communication methods in these circumstances and raising awareness of the support offered.
- ❖ We have hosted an additional needs feedback event and forged links between LWH and women with additional needs in the community to review the strategy and ensure reasonable adjustments are appropriate
- ❖ We have supported the Ockenden report and actions from this. We are continuing to contribute to a LWH website review and update.
- ❖ We have inputted into the safety champions meetings.
- ❖ We have been involved in a postnatal ward-working group and hope to re establish this in the near future with new ward manager Natalie Haydon.
- ❖ We were involved in the development of a safe sleep poster.
- ❖ We were involved in the review of a Covid-19 poster.
- ❖ We were involved in the review of steroid literature for Hyperemesis.
- ❖ We have been working closely with the communications team to produce and support inclusive and service user-friendly communications.
- ❖ We regularly meet with the head of midwifery to discuss comments and concerns and to develop a plan.
- ❖ We launched a season of fantastic Friday feedback to encourage midwifery and medical staff at LWH and share good practice- this is shared with the individual midwives and on the midwifery facebook group.
- ❖ We have pioneered a link between LWH and Space a peer support organisation for miscarriage and stillbirth in Liverpool. We continued to advocate for women who provide us feedback around the early pregnancy services and miscarriage. We are encouraging further links e.g. with Elsie's Moon Wirral.
- ❖ We are supporting feedback from our Black Asian and Minority ethnic communities through stakeholders and hopefully the launch of more feedback events later this year. We held a feedback event in 2020 for women at the Toxteth Women's centre.

Responding to challenges in maternity care

COVID-19 has had a huge impact on maternity services from March 2019 to the present day

Expectant families and new parents have experienced considerable changes in their maternity journey, and maternal and perinatal (around pregnancy and birth) mortality rates (death rates) have been identified as being significantly higher in families from Black, Asian and Minority Ethnicities

KEY ACTIVITIES

Throughout the COVID-19 pandemic we have maintained close communication with the Deputy head of midwifery, we advocated for service users and their rights/ wishes especially around Ultrasound scans, partners attendance during birth and induction of labour (IOL) and the homebirth team.

We increased regional and national collaborative working.

We moved to digital community engagement through online meetings and events.

We collaborated with Cheshire and Merseyside MVP Chairs to create an action plan to support Black, Asian, and Minority Ethnicity families

PLANS FOR THE FUTURE

Co production

- Continue to work with service users and HCP's to coproduce positive change e.g. postnatal pain relief, maternity base/postnatal ward review, experience of women post caesarean section

Sustainability

- Co chair advertise and put into place

Communication strategy

- Develop a more in depth communication strategy with Communications team
- Leaflets of the MVP to be given out in packs, more posters on the walls
- Live Q&A sessions launched with midwifery and medical staff
- Increase building more links with the local community
- Develop a regular rhythm of meetings with service user representations e.g. thrice yearly or quarterly
- Survey for electronic notes support development
- Develop generic feedback survey for service users
- Continue to support and put in place systems to ensure feedback is actioned and celebrated "you said, we did"

Training

- Continued training events for MVP service users representatives and chair from national MVP and NHS training events
- Explore training from the Queer Birth Club

Listening events

- Empower service user representatives to hold their own listening events in playgroups etc e.g. quarterly
- Hold a 15 steps event
- Support feedback for electronic notes and continuity of carer
- Continue networking- children centres, faith communities, community groups

Amplifying Black Asian and minority ethnic group voices

- Hold specific feedback events for Black Asian and minority ethnic groups including the Polish and Eastern European community (including non English speaking women)
- Support feedback around lack of access to perinatal mental health services
- Support and Input into the equity strategy

Perinatal Mental Health

- Engage in the maternal mental health hub strategy meetings.
- Consider holding focus groups specifically aimed at perinatal mental health (review feedback already given and pursue actions)

Bereavement services and early pregnancy care

- Continue to support the honeysuckle team (pregnancy loss and stillbirth team)
- Develop more links with the early pregnancy assessment unit
- Support the team collating more info about local services and advertising these to bereaved women and their families

