



## MATERNITY IMPROVEMENT PROGRAMME

### HIGHLIGHT REPORT – Quality of Women's and Families Experience Project

Completed by:	Consultant Midwife/ Maternity Programme Improvement Manager	Reporting period:	February 2020	To:	March 2020
Date Completed:	17 April 2020		Next Review Meeting:		18/05/20
Current status:	Headlines:				
<div><div>R</div><div>A</div><div>G</div></div>	<ul style="list-style-type: none"><li>Details of recommendations agreed and verified at IMSOP assurance visit held on 18/02/2020 and from further evidence submitted on 09/03/2020</li><li>Future suggested actions</li></ul>				
Key Achievements This Quarter:			Project Plan: Quarter 4		
<p><u>IMSOP validated and approved the following recommendations – 18/02/2020, 23/03/2020 &amp; 26/03/2020.</u></p> <ul style="list-style-type: none"><li><b>Rec 7.50:</b> Continue to work with and build on community based engagement approaches – <b>verified 26/03/20</b> quarterly follow-up of ongoing progress by panel</li><li><b>Rec 7.55:</b> Review the level of effectiveness of the bereavement service (previously covered under safe &amp; effective care) - <b>verified 23/03/20</b></li><li>Amended action plan submitted which condensed recommendations into three categories</li><li>Third engagement event was facilitated on the 25th February 2020. The event was well attended and high quality feedback was collected.</li><li>The first meeting of the task and finish group which focuses on “facilitating partners feeling more included during ante-natal and post-natal stay” was held on 13th February 2020, good progress made the next meeting has been scheduled for 6 weeks</li><li>A draft engagement plan has been developed</li></ul>			<ul style="list-style-type: none"><li>Share draft engagement plan for consolation with staff, Women and Families and IMSOP panel with a view to obtaining sign off and implementation by end of June 2020.</li></ul>		

<p>as a consequence of triangulation and thematic analysis of themes raised throughout our engagement methodologies (2019-2020)</p> <ul style="list-style-type: none"> <li>• Due to current COVID 19- the PALS real-time service user feedback initiative is currently on hold for both maternity wards and ante-natal clinics.</li> <li>• First of regular meetings with the Value based Care was held on 14<sup>th</sup> February 2020, a draft PREMS has been developed further meetings have been scheduled aiming to roll out extensive <i>Patient</i> Related Experience Measures (PREMS).</li> </ul>	
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#### **Self-assessment against maturity matrix:**

**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.

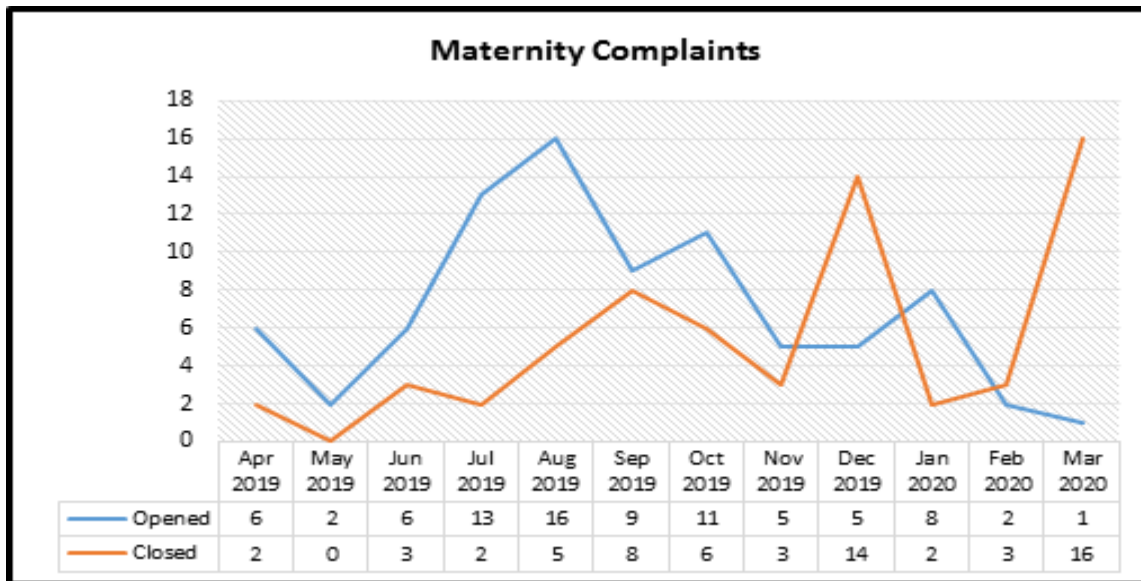
#### **Results**

- 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>Slippage and remedial action</b>	<b>Issue or concerns</b>

<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.

## Metrics: Obstetrics & Gynaecology Concerns



**\*\* There were no re-opened concerns**

Some mapping of the process has taken place with targeted work around the challenges in the system to ensure more timely response. As a consequence all new complaints have been managed within the 30 working day target with a total of 21 concerns closed in March. There are currently 20 Obstetrics concerns open.

## Cwm Taf Patient Experience Real Time Maternity Ward

In quarter 4, 2020 - 119 women have participated in the Real Time Patient Experience Surveys, throughout January – March 2020.

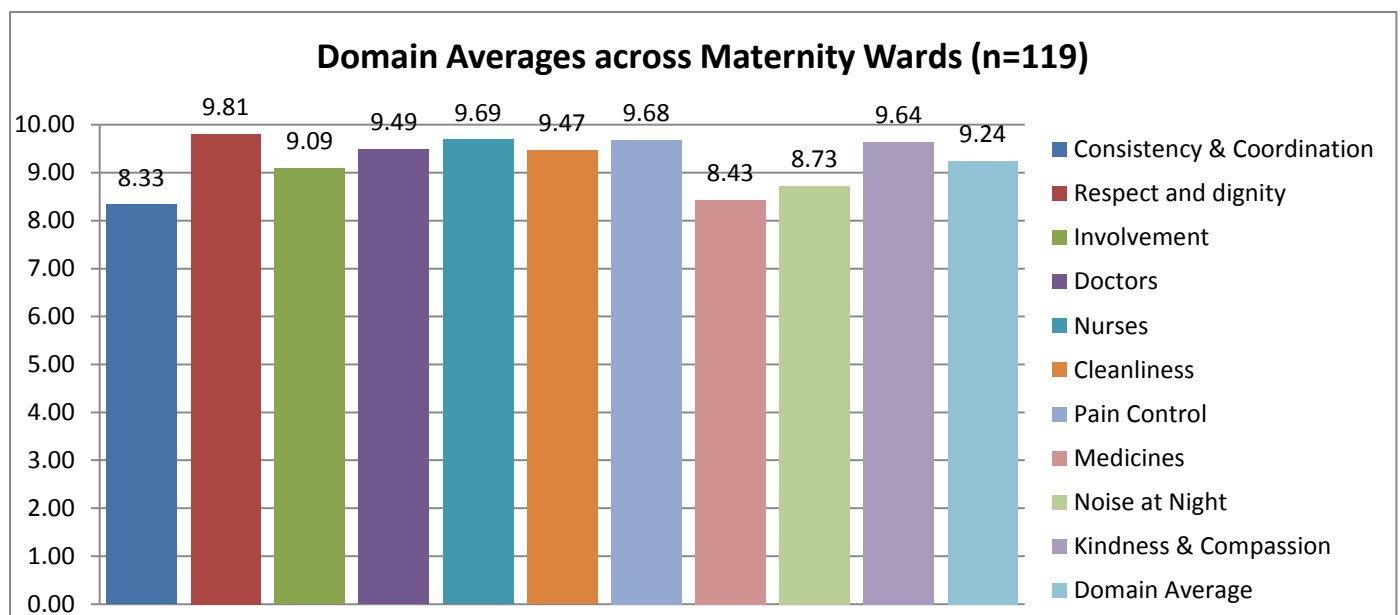
The average domain score is 9.24 (out of 10)

The strong performance on the following domains:-

- Showing patients Respect and Dignity at all times - 9.81
- Confidence and Trust in the Nurses - 9.69
- Pain Control - 9.68
- Staff treating patients with Kindness & Compassion - 9.64
- Confidence and Trust in the Doctors - 9.49
- Cleanliness - 9.47

There is room for improvement in these domains:-

- Involvement in decision making, care and treatment - 9.09
- Noise at night - 8.73
- Medicine Information - 8.43
- Consistency and Coordination of care - 8.33

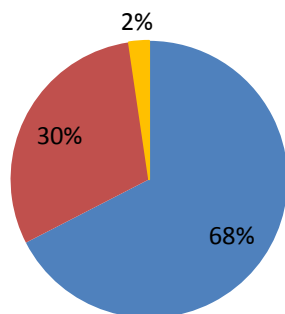


### Baseline Comments & Themes:

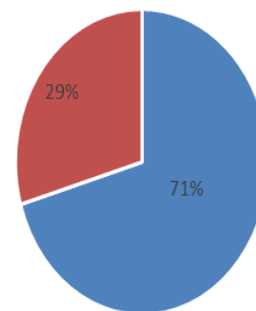
There has been 86 comments received within the baseline data. 68% (58) are positive, 30% (26) are negative and 2% (2) are categorised as neutral.

#### Baseline Comments (n=86)

■ Positive (39) ■ Negative (11) ■ Neutral (7)



#### Themes (n=95)



■ 67 Positive Themes ■ 28 Negative Themes

The table below shows the top 5 positive themes and the top 5 negative themes.

Positive Themes	N	%
Quality of Staff/Professionalism	47	70%
General / quality of care	19	29%
Information communication & education	0	0%
Facilities Cleanliness	1	1%
Kindness & Compassion	0	0%

Negative Themes	N	%
Quality of Staff/Professionalism	0	0%
General / quality of care	8	29%
Information communication & education	16	57%
Facilities Cleanliness	1	3%
Noise at night	3	11%

Quality of Women's Experience - Master Action Plan & Evidence					
RCOG Reference	Health Board Proposed Status	IMSOP validated and approved	Status Trajectory/ follow-up	Recommendation	Current Status, examples of assurance evidence
7.47	In progress	Partial completion	Commence May 2020 - targeted completion 01/08/2020	Develop and strengthen the role and capacity of the MSLC to act as a hub for service user views and involvement of women and families to improve maternity care:	<p>Progress will be monitored through minutes and action points from the group, which will be reported and discussed at the Quality and Safety Forum</p> <p><b>Evidence;</b> Meeting arranged for March, June, September and December 2020 Work with MMMW to develop and strengthen the monitoring role of the group in relation information captured via the PTR and real time feedback initiatives to identify:</p> <ul style="list-style-type: none"> <li>• themes/areas for concern –</li> <li>• Any actions required as a consequence</li> <li>• evidence of sharing the learning with women &amp; their families</li> </ul> <p>target date for completion: July 2020 (Q2)</p>
7.47	In progress	Partial completion	<p>Lay chair appointed Dec 2019</p> <p>recruitment process underway - April 2020</p>	Appoint a Lay Chair as a matter of priority and increase lay membership numbers with appropriate support and resources	<p>Lay chair currently enjoying the roll and the experience it brings. Continues to attend all groups. Invited to relevant meetings to participate. Remains in contact with Women's Experience Midwife.</p> <p><b>17/04/20 Further evidence required next quarter:</b> Evidence of recruitment process to increase membership and support to the group Evidence of additional members recruited</p>
7.47	In progress		May-20	Enhance the MMMW monitoring role in order to assess whether patterns of concerns are found and to ask for regular feedback on action taken.	Agenda item for each group in 2020: Current themes and trends relating to concerns/complaints to be fed back to the group.

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7.49	In progress		Apr-20	<p>Develop and implement a Maternity engagement programme which encompasses:</p> <p>Evidence of co-production with families Sharing of outcomes with families Commitment to community engagement</p> <p>Support lay members to engage with women using services in the FMU and RGH and at PCH to assess satisfaction and to identify issues relating to choices.</p> <p>Undertake in-depth assessment of service as it moves into the future - consultation and engagement with staff (moved from mat visions (7.43)</p>	<p>Women's experience measures Evidence of service change/policy/protocol being directly influenced by women and families' experience</p> <p>Agenda item for each group in 2020: PALS real time feedback to be taken to each group to share from PCH/Comments book from RGH.</p> <p><u>17/04/2020 Future action/evidence:</u> Task and finish Group will be established in March 2020 to develop an engagement plan for 2020-2022 which will include supporting of lay members to engage with women &amp; families</p>

Quality of Women's Experience - Master Action Plan & Evidence					
RCOG Reference	Health Board Proposed Status	IMSOP validated and approved	Status Trajectory/ follow-up	Recommendation	Current Status, examples of assurance evidence
RCOG Rec: 7.52	In progress		Ongoing	<p>Learn from the experience of women and families affected by events:</p> <p>Explore methods to hear directly from women and families about their experience including patient stories, diaries, 'mystery shopper' or observation techniques.</p> <p>Review the effectiveness of patient experience methodology and its impact on service change and improvement as a result of feedback.</p>	<p>Monitoring of women's experience and engagement through reporting to directorate Quality and Safety Forum</p> <p>Patient stories are an agenda item at Directorate Governance Groups</p> <p><b>17/04/2020: Future evidence next quarter</b></p> <p>PALS Real-time</p> <p>Engagement events</p> <p>Patient Stories</p> <p>Concerns</p> <p>Clinical review</p> <p>Pilot PREM</p>