

MVP VS Partners Active Discussion Workshop - 7th June 2019

Group 1

Q1: What is going well in your work or interactions with Maternity Services?

- Personal responsibility – appointments kept to time.
- Availability of midwives, linking and sharing information.
- Having an engagement team with diverse languages.
- Being in the community daily in baby clinics/stay & play/immunisation clinics/teenage pregnancy clinics.
- Through research, hearing parents experience of being parents and relationship with infants.
- Joint working, attending end of session of other projects/joint visits with health visitors or other professionals.
- Submitting case studies of women's journeys to Better Start Bradford on a quarterly basis.
- Referring to other services in Better Start on a daily basis.
- Attending community events, networking , finding out what it "out there" more information for parents and service users
- Being passionate- individual as well as team responsibility - about making a difference.
- Where possible and part of a role - Consistently being in the same place, same time weekly. Service users find this reassuring and get used to the presence.
- Having a good manager who is the foundation of how we are presenting in the community.
- Talk to people and smile. Key to building relationships , both verbal and non-verbal cues are so important
- Accepting phone referrals.
- Undertaking Home visits on behalf of other professionals, to take referrals.
- Thinking outside of the box.
- Always being prepared with service information. Have to hand in a bag/rucksack etc.

Q2: What is not going well?

- Group aware of several appointment letters and short notice cancellations from health services.
- Initially was difficult to contact midwife via phone.
- Would like to develop more joint working with Clover team.
- Maternity Staff , a small number - Being aware of communication (verbal/non -verbal) aim for friendly and engaging
- Changes in services i.e. funding and reviews having an impact of services being delivered at a grassroots level

Group 2

Q1: What is going well in your work or interactions with Maternity Services?

- Ability to go above and beyond
- Feels a more creative time – more working across agencies and talking to each other more
- Getting families on board not just mothers

Q2: What is not going well?

- Perinatal crisis- feels as if there is a rise in low level mental health issues.
- Trust the Voluntary Community Sector more!
- Actually having the time to interact on a one to one basis / long waiting lists
- Respecting choices of mothers, women have different experiences and life circumstances. What may be easy or of a known quantity for one mother may not be for another. Due to social, cultural or economic factors.

Group 3**Q1: What is going well in your work or interactions with Maternity Services?**

- Good feedback re Breastfeeding Buddies Service
- Reaching targets, outcomes set are being achieved – but still a long way to go
- Positive Feedback from Maternity Ward Staff (BBB) what we are doing is of value
- Being well known to teams and voluntary sector/awareness raising is working!

Q2: What is not going well?

- Volunteer service – lack of cover/continuity of care
- Lack of referral pathway to further help
- Barrier – need to be referred for help
- Barrier – feeling able to ask for help
- More joined up working across groups/areas
- People fall through gaps because of area they live in/not able to access services