

## Induction information for new Maternity Voices Partnership members

All members joining the Maternity Voices Partnership (MVP) - or considering becoming a member - need clear information about the purpose of the committee, expectations for people in their role.

If you are a new user rep, remember your experience and perspective as a service user and your local connections with parents are what matters most of all.

- You may feel motivated to read around relevant subjects, or have very limited time. Pace yourself and do as much as you feel able to do, but not more.
- Don't feel you have to read a lot, never mind everything! But if you can, read little and often. Ask others what they read and value and start there.
- You can get news updates from a few relevant Twitter accounts and Facebook groups and this Toolkit contains a social media guide to help you – and do ask the MVP Chair for help

### MVP information and resources

Some or all of the following information will be needed by all members (and people considering joining the group). It could be made available both online and in hard copy.

- MVPs in the healthcare system – interrelationships in the local maternity system
- The MVP terms of reference
- Roles and specifications for MVP chair and members
- Sources of information: Voluntary and professional organisations
- Names and contact details of current MVP members
- Previous annual reports from the MSLC /MVP
- Expense claim forms

### Peer support for service user reps

It can be a great help to talk to other reps in your own area and in other parts of the country. Check out the following:

- 'MSLC and MVP Chairs and Service User reps'<sup>1</sup> on Facebook is open to all service user members (Chairs and reps) and supporters. NCT encourages maternity services user reps on MVPs to register as an NCT volunteer. Among the information and support available is a Yahoo discussion group.
- MatExp on Facebook is another place to network with service users and advocates for improved services.

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<sup>1</sup> NB 'MSLCs' (from which MVPs have been developed in England) continue in Wales, Scotland and Northern Ireland. The Facebook group includes members from all four countries.

[Maternity Voices Partnerships Toolkit](#)

Co-production Editors/ Section Authors: Mary Newburn & Gillian Fetcher. Developed in collaboration with Kath Evans, NHS England – see end of this document. Complements [Implementing Better Births A resource pack for Local Maternity Systems 2017 – Chapter 4 'Co-production with women and their families'](#). Edited for publication by National Maternity Voices team.

See [www.nationalmaternityvoices.org.uk](http://www.nationalmaternityvoices.org.uk) for details. (June 2017 v.1)

### NHS structures and systems

Look for up to date, online guides. See for example The NHS Federation guide to NHS structures which is easy to understand:

- *Pocket Guide to the NHS in England* (also available for Scotland and Wales) (annually updated ) [www.nhsconfed.org/resources/the-concise-nhs-handbook](http://www.nhsconfed.org/resources/the-concise-nhs-handbook)

### Local reports and reviews

There are likely to be a range of local documents that may interest you and be relevant to your work. Ask about, or listen out for references to the following:

- Information provided by the local NHS trust to women and families
- Local population profile and Joint Strategic Needs Assessments for maternity
- Sustainability and Transformation Plan for maternity
- Local delivery plan/operational plan
- Annual report of the local Director of Public Health / Joint Area Review reports
- Care Quality Commission local review reports
- Surveys of maternity and neonatal services
- Reports from the Clinical Network
- Service Level Agreement for maternity services
- Local Health Improvement Programme / Children and Young People Plan
- Organisation chart/flowcharts for staffing and care in local units
- Guidelines for clinical care in your unit, or local network of provider units.

### Maternity and children's services information

Information about maternity, women's health, public health and child health is available from many sources. There are national policy reports, reviews of services, research studies, quality standards, guidelines on service user involvement and clinical practice, and more. Ask your MVP Chair, Head of Midwifery, service user reps or simply search online. Ask other people what they read and value. See for example:

- *Better Births* Report of the National Maternity Review (2016)
- In this Toolkit: 'Sources of information: Voluntary and professional organisations'
- Websites of Department of Health, Healthwatch, NHS England, Public Health England, NICE, National Perinatal Epidemiology Unit (e.g. Birthplace in England and MBRRACE reports), Cochrane Collaboration
- Ebulletins on child and maternal health <http://www.chimat.org.uk/ebulletins>

Finally, many service users benefit from involvement in co-production activities in both service development and research. It can increase your skills and confidence, providing personal development. New experiences and responsibilities can be noted on your CV.

However, some service users have reported feeling isolated or over-committed and stressed. An exhausted service user is not a happy or healthy one. Nor are they a good

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role model for others. Everyone needs to know their own limits and appropriate boundaries. Everyone benefits from peer support in their role.

Service users can connect with other service users and with supportive clinicians and commissioners. Both locally and on online forums, you will find you have a lot in common and a lot to share. Often, this connection will help you see your own strengths more clearly, too.

**This document** is to read and use alongside [NHS England - Implementing Better Births A resource pack for Local Maternity Systems](#) (see especially Chapter 4).

**National Maternity Voices** thanks [Kath Evans](#), Experience of Care Lead, Maternity, Infants, Children & Young People, NHS England, for her role in the development of this Toolkit, which is published on the National Maternity Voices website. The National Maternity Voices team also thanks Mary Newburn & Gillian Fletcher for their contribution to the development of Maternity Services Liaison Committees over many years (supported by nct), and their very significant contribution to the transition from MSLCs to Maternity Voices Partnerships, of which this Toolkit is part. Please see **'Acknowledgments'** document on the **Toolkit page** on our website for **details of how the Toolkit was co-produced**.

[nationalmaternityvoices.org.uk](http://nationalmaternityvoices.org.uk) @NatMatVoicesorg

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