



Networking Maternity Voices Partnerships in England

#15StepsforMaternity  
Lisa Ramsey, Service User Voices, MTP  
lisa.ramsey1@nhs.net

# 15 Steps for Maternity toolkit for Maternity Voice Partnerships, and Co-production

# What is the 15 Steps?

*“I can tell what kind of care my daughter is going to get within 15 Steps of walking on to a ward”, said a mum whose daughter was regularly admitted to hospital due to an ongoing health condition.*



*None of these translate well into maternity services, but the concept was very relevant for people using maternity services, and Maternity Voices Partnerships are well placed to do this.*

# What is a Maternity Voice Partnership (MVP)?

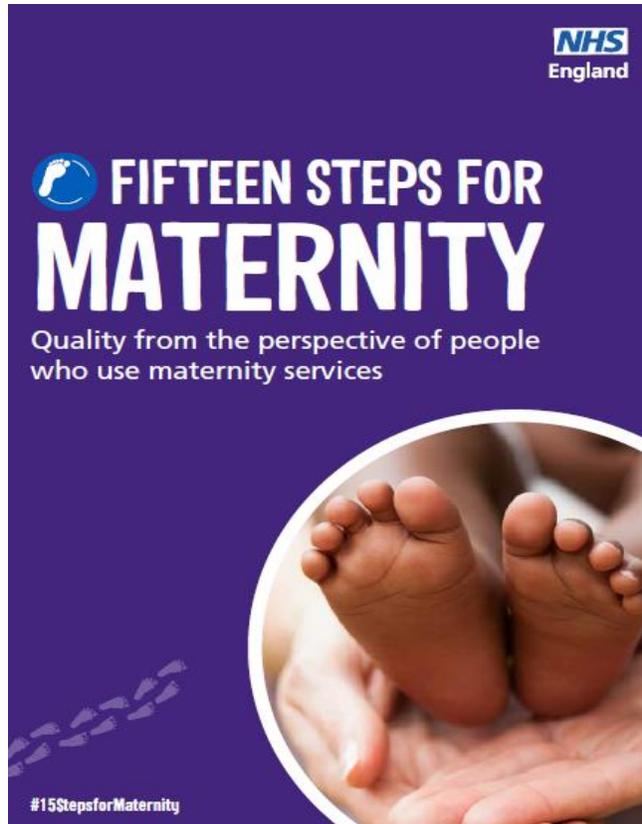
A team of people who have used or are representing those who use local maternity services, provider staff - midwives, maternity support workers, and doctors, with local commissioners, who work together to review and co-produce local maternity services.

The 15 Steps for Maternity toolkit has been co-produced for use by MVPs.



## How does the 15 Steps for Maternity work?

1. The MVP agrees a time to do the 15 Steps
2. The MVP facilitates small teams made up of a recent user, a provider staff member and one other; could be a commissioner or trust board member
3. Each small team visits maternity settings to get a 'feel' for the environment and care provided there, using the Observation Guides as a prompt
4. Initial thoughts are provided to the staff member responsible for that setting
4. Findings discussed and any actions agreed either when the small teams re-gather or during a regular MVP meeting.



## Organised & Calm

	Notes
<p><b>Questions to ask yourself:</b></p> <ul style="list-style-type: none"> <li>• Does the space feel organised and tidy?</li> <li>• Does the atmosphere feel calm, even though it may be busy?</li> <li>• Are there wall decorations that are relaxing?</li> <li>• Is equipment stored in designated places?</li> <li>• Is the space quiet, especially on postnatal care wards?</li> <li>• Can I see into other rooms, eg. stock/linen cupboard, staff room or kitchen and do they look organised and unduttered?</li> </ul> <p><b>Areas to Consider:</b></p> <ul style="list-style-type: none"> <li>• Any notices/posters are up to date and relevant</li> <li>• There is clear signage so people know where to go</li> <li>• The routine of the space is clearly communicated</li> <li>• When there are delays in appointments, this is communicated clearly</li> <li>• Partners/doulas may stay 24/7 during birth and early postnatal care</li> <li>• It is clear how to access general and emergency care in this space</li> <li>• Staff seem unhurried, well-supported and happy</li> <li>• Handovers between staff members and doctors' rounds are done outside of the birth room</li> <li>• In an emergency, a designated staff member provides reassurance to the parents</li> <li>• Staff are calm and considerate and show respect</li> </ul>	

*This toolkit asks people to consider the 'feel' of the space where maternity care is provided...*

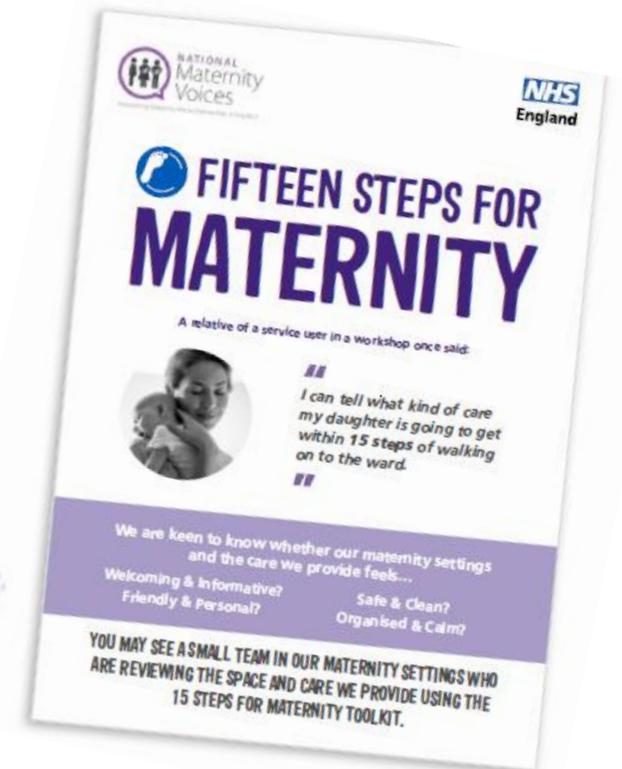
*"Is it welcoming & informative?"*

*"Is it safe & clean?"*

*"Is it friendly & personal?"*

*"Is it organised & calm?"*

We know first impressions can inspire confidence in a service and these are critical themes for people using maternity services.



The 15 Steps for Maternity will sit within the existing NHS England Suite of 15 Steps toolkits.

It brings together those who use maternity services, providers, and commissioners within Local Maternity Systems to review together where and how maternity care is provided.

## #15StepsforMaternity

