



ANNUAL REPORT 2020



Bath & North East Somerset, Swindon and Wiltshire
Maternity Voices Partnership Plus
 Working in partnership to improve maternity services

Chaya Tagore, MVP+ Lead started in Sep 2019 - here is a summary of what she has been working on over the last 12 months



Recruiting & supporting a team of 11 volunteers across BaNES, Swindon and Wiltshire



Designing & launching our website:
www.bswmaternityvoices.org.uk
 Facebook page, group & Instagram



Gathering feedback themes from parents who want:
 Clear and kind language used by health professionals, simple wins such as midwives smiling and wearing easy-to-read name badges, better facilities for partners, strong desire for Continuity of Carer, not wanting to 'complain' but feeling unheard unless they do so



Participating in LMS Programme Board meetings to ensure the parents' voice is heard and Chairing MVP+ quarterly meetings.



Building positive relationships with health professional colleagues across BSW region

CHALLENGES!



From March 2020, Covid-19 meant we had to rely on feedback via our survey and the conversations our volunteers were having with parents in their local communities via Facebook pages. We continue to be conscious that this is not the best way of ensuring all voices are heard and would prefer face to face events and dialogue.

The RCOG and RCM gave clear guidance in March that all publications & updates needed to be co-produced with their local MVP. Unfortunately, a large amount of communication was done via Trust Facebook pages with no MVP volunteer input so opportunities were missed for the parents' voices to be heard.

#BLM shone a light on BAME women's experiences of maternity care, poorer outcomes if they had Covid-19 and the need to act on the recommendations from the MBRRACE report 2018 urgently,

Chaya was instrumental in setting up the Nova Network for National Maternity Voices, a peer support group for Black & Brown MVP Volunteers. She now sits on the Maternity Transformation Board's Stakeholder Council as a Service User Rep.

Issues raised during pandemic:

- Concerns over mothers buying home dopplers as not seeing midwife face to face antenatally
- Partners being unable to attend scans
- Partners only being allowed to support mothers and birthing people once they were in 'established labour' and would this necessitate a vaginal examination
- Partners being regarded as visitors on postnatal wards rather than parents
- NICU - only allowing 1 parent to visit their baby at a time
- Home Birth service being protected - a home birth video was scripted but it became too problematic to produce
- Health Visiting service variations across the region and families unsure of what to expect postnatally
- Communication on Facebook not always parent-friendly

