

Maternity Voices and Neonatal Partnership chair onboarding process

Background

This work was identified as a priority during the coproduction of the 2022/23 Maternity Voices and Neonatal Partnership (MVP) national support offer. The document has been developed with input from MVP chairs and other stakeholders. We hope this will be a useful resource and will help to improve the experience of new MVP chairs, improve MVP chair retention and enable MVPs to maximise their effectiveness.

We would welcome any feedback on this document so that we can continue to improve it and to ensure it remains relevant over time. Please send any comments or suggestions to info@nationalmaternityvoices.org.uk.

Some points of clarification

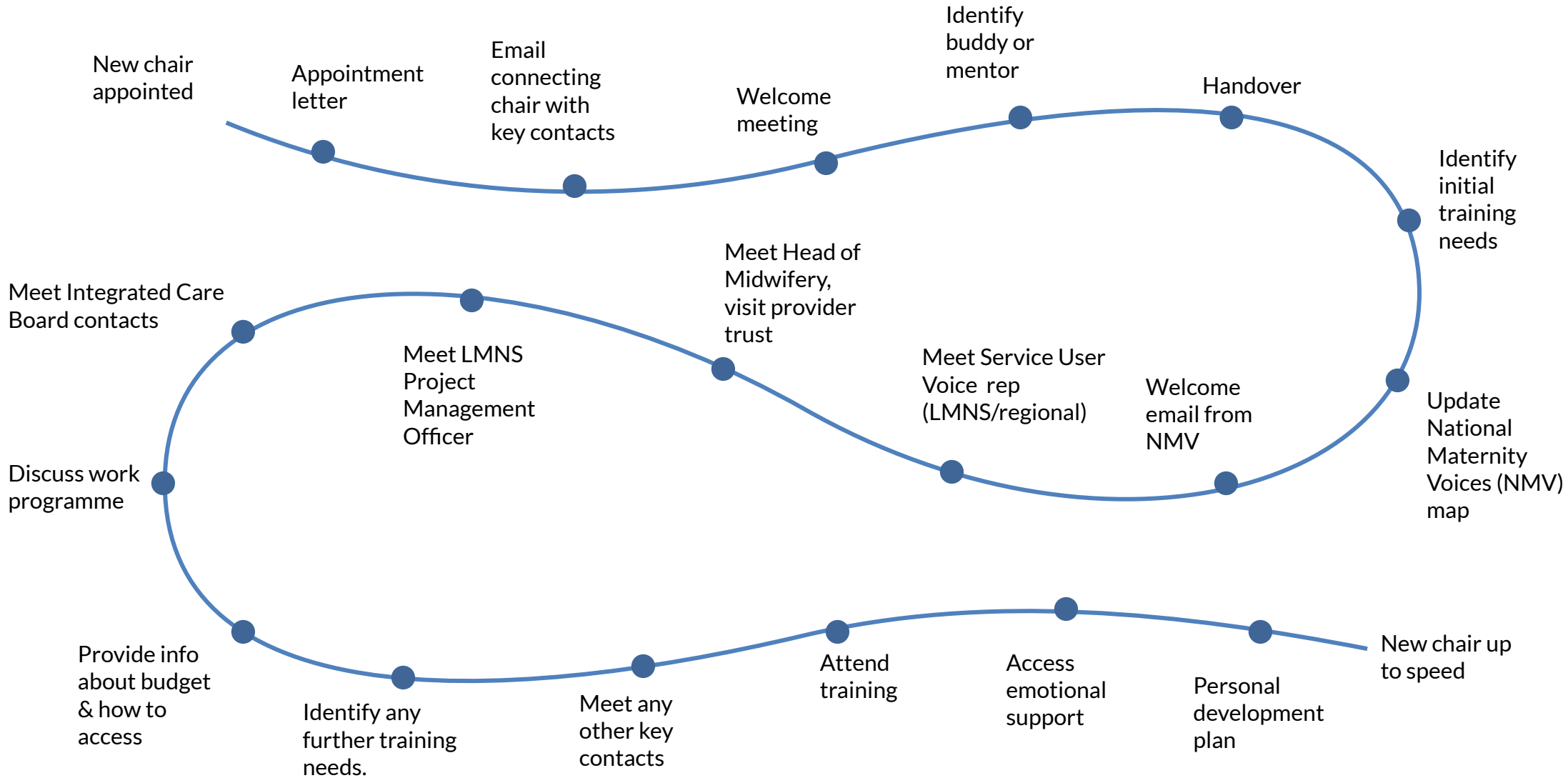
This document is intended as a helpful resource for all those involved in onboarding a new Maternity Voices and Neonatal Partnership (MVP) chair. It does not constitute guidance and the process may be altered to take account of local circumstances.

We have assumed that there is one individual who holds overall responsibility for organising the onboarding of the new MVP chair. We refer to this individual as the “key staff contact”. This is likely to be the same person who was responsible for the recruitment process. This key staff contact may be employed in the ICB, LMNS, provider trust or a commissioned MVP host organisation.

Throughout this document, unless otherwise specified, we are assuming that it is the key staff contact who is responsible for ensuring that these actions take place.

Onboarding process overview

Click on any item to see the slide with more detail on that item.



Appointment letter

- The incoming chair receives a formal appointment letter from the key staff contact.
- In case any of the following have not already been shared as part of the recruitment process, they will be included with this letter:
 - The chair's role description which fully outlines what the role consists of and what the expectations are
 - the Maternity Voices and Neonatal Partnership terms of reference
 - details of the process for remunerating the chair. Confirm how much, when and how the chair is paid, including information about taxation.

Email connecting chair with key contacts

The key staff contact introduces the new chair by email to other key contacts who may wish to arrange to meet the new chair. This includes:

- All Maternity Voices and Neonatal Partnership (MVP) members including:
 - the former MVP chair or any co-chairs who remain in post
 - the Head of Midwifery (HoM) and/or Director of Midwifery (DoM)
 - the Integrated Care Board (ICB) maternity commissioner
 - the ICB patient experience lead
- the regional service user voice rep
- the Local Maternity and Neonatal System (LMNS) service user MVP link person (where this role exists)
- the LMNS Project Management Officer (PMO)
- the Non Executive Director (NED) Maternity Safety Champion for the trust board.

Welcome meeting

The key staff contact meets with the incoming chair, to welcome them to the role, to share some initial information and answer any questions. At this meeting, the following are discussed/agreed:

- Provide access to an NHS email address as this can facilitate information sharing with NHS staff. (Some Maternity Voices and Neonatal Partnerships will also have a non-NHS address, often used as their primary email in order to demonstrate their independence to service users.)
- Ensure the chair has access to IT equipment they need for the role (e.g. a laptop) and provide this if needed.

Identify a buddy or mentor

- The key staff contact informs the incoming chair of how they can access a buddy or mentor.
- A buddy is an experienced Maternity Voices and Neonatal Partnership (MVP) chair, probably from within the same Local Maternity and Neonatal System area or region to help facilitate local connections. The buddy is remunerated for their time supporting the incoming chair.
- Where an additional support need is identified, or a suitable buddy cannot be found locally, the incoming chair can request one of National Maternity Voices' mentors who are all experienced MVP chairs or maternity service user voice reps.

Handover

- If the Maternity Voices and Neonatal Partnership (MVP) has a single chair, there will normally be a handover from the previous chair who should be paid for time spent on this. If possible there is a period of time where both chairs are in post simultaneously so that handover can be done in role.
- If the MVP has co-chairs then there may instead be an induction meeting with a co-chair who remains in post.
- If it's not practical for handover to be done in person then a written handover is provided.
- This handover includes:
 - a key contacts list giving names, description of roles/relationship to MVP work, contact numbers and e-mails. Introductions are facilitated where possible
 - an organisation chart of relevant bodies at local, regional and national level, including their role and connection to MVP work
 - a list of priority meetings for the chair to attend including dates of MVP meetings
 - details of social media accounts and any non-NHS email account
 - workplan showing progress to date
 - MVP members list
 - any MVP service user subgroup(s).

Identify initial training needs

- The key staff contact and incoming chair identify any early training needs that are apparent at this stage - e.g.
 - any that were discussed during recruitment
 - standard organisational training such as General Data Protection Regulation (GDPR), equal opportunities or safeguarding
 - use of IT systems including social media accounts
 - invoicing/claiming payment.
- The Maternity Voices and Neonatal Partnership host organisation ensures access to and funding for any initial training that may be required.

Update National Maternity Voices map

- The key staff contact or the incoming chair updates National Maternity Voices [MVP map](#) with the name and contact details for the new chair.
- This will trigger a welcome email from National Maternity Voices to the new chair.

Welcome email from National Maternity Voices

National Maternity Voices (NMV) sends a welcome email to the new chair. This includes:

- invitations to national Facebook groups
- an invitation to NHS Futures
- information about services available from NMV such as video calls for Maternity Voices and Neonatal Partnership (MVP) chairs, training, mentoring, email updates and enquiries helpdesk
- link to MVP Toolkit <https://nationalmaternityvoices.org.uk/toolkit-for-mvps/> .

Meet regional and/or LMNS Service User Voice rep

- Every NHS region has a Service User Voice rep who can introduce the new chair to regional working groups and networks.
- Some Local Maternity and Neonatal Systems (LMNSs) have a service user Maternity Voices and Neonatal Partnership link person who can put the incoming chair in contact with chairs of other MVPs within that LMNS.
- The regional Service User Voice rep (and LMNS link person) would have been aware of, and may have been involved in, the recruitment process.
- These contacts provide a support route, access to a wider networking group and sharing of good practice.

Meet Head/Director of Midwifery and visit provider trust

- The incoming chair has an introductory meeting with the Head of Midwifery or Director of Midwifery at the maternity provider trust.
- The chair may also meet other key contacts within the trust.
- This is also an opportunity for the incoming chair to have a tour of the maternity units.

Meet LMNS Project Management Officer

- The incoming chair has an introductory meeting with the Local Maternity and Neonatal System (LMNS) Project Management Officer (PMO).
- The chair may also meet other key contacts from the LMNS.
- The relationship between the Maternity Voices and Neonatal Partnership and the LMNS is clarified, including:
 - how the MVP chair is represented on the LMNS board
 - how the MVP chair can feed into the work of the LMNS
 - how the MVP chair or other service user members are remunerated for any strategic involvement in LMNS-level work
 - key lines of contact for day-to-day work.

Meet Integrated Care Board contacts

- The incoming chair has an introductory meeting with the maternity commissioner and the patient experience lead in the Integrated Care Board (ICB).
- The relationship between the Maternity Voices and Neonatal Partnership and the ICB is clarified including key lines of contact for day-to-day work.

Discuss work programme

- A meeting is held of core Maternity Voices and Neonatal Partnership (MVP) members to ensure there is a shared understanding of the MVP's current work programme, the role of core MVP members in delivering this and expectations of the new chair.
- Attendees at this meeting are the incoming chair and any other members of the MVP service user leadership team, the Head of Midwifery/Director of Midwifery, the LMNS Project Management Officer, the Integrated Care Board (ICB) maternity commissioner and the ICB patient experience lead.
- The attendees agree next steps, who will do what and ensure that expectations of the incoming chair are realistic within the time allocated to the role. For example, they may agree together which meetings are priorities for the chair to attend.
- Accountability for delivery of the work programme and the reporting procedure is clarified.
- A procedure is agreed for how the MVP chair can raise any concerns including about workload/resources.
- This is also an opportunity to consider the MVP terms of reference and identify anything that may need updating by the MVP.

Provide info about the budget and how to access it

- The key staff contact provides information about the Maternity Voices and Neonatal Partnership (MVP) budget including:
 - How much funding is available to the MVP
 - Which organisation holds the budget
 - How the MVP chair can access this budget
 - Signoff processes for expenditure
 - Accountability and reporting
 - How the budget is agreed and how this relates to the workplan.

Identify any further training needs

- The key staff contact ensures that a full training needs analysis takes place, identifying what level and type of training is needed.
- Training needs will vary depending on the skills and experience of the new chair, the local expectations of the role, and the level of support the Maternity Voices and Neonatal Partnership has access to.
- For example, training needs might include:
 - budget management
 - project management
 - volunteer management
 - chairing meetings
 - coproduction
 - social media.

Meet any other key contacts

Over time, the Maternity Voices and Neonatal Partnership chair may have introductory meetings with other key contacts.

Attend training

- The key staff contact ensures that the Maternity Voices and Neonatal Partnership chair can access training and that there is a clear and straightforward process for funding this.
- Sources of training could include but are not limited to:
 - National Maternity Voices
 - Health Education England
 - NHS England
 - local NHS or Voluntary, Community and Social Enterprise (VCSE) organisations.

Access emotional support

- The role of Maternity Voices and Neonatal Partnership chair brings challenges including:
 - facilitating respectful discussion between different individuals and organisations who do not always agree
 - speaking up where problems arise even when this is not always welcomed
 - hearing directly from service users about difficult and sometimes upsetting or traumatic experiences (which may on occasion bring back memories of the chair's own pregnancy/birth experiences).
- The key staff contact makes sure that the chair has realistic expectations of what to expect from the role and provides information on how the chair can access emotional support when they need it. Professional support may be provided by a local NHS organisation, in addition to sources of peer support outlined in previous slides.

Personal development plan

- A Maternity Voices and Neonatal Partnership (MVP) chair normally has a limited term of service. It is therefore helpful to consider from the start what opportunities there are for personal and career development.
- The key staff contact and new chair discuss this and develop a personal development plan for the chair.
- The key staff contact provides information about what opportunities there are for career development within the NHS and how the MVP chair can access these - e.g. training, coaching, mentoring, leadership development, funding for academic courses, etc.