#MatExp – ‘Nobody’s Patient’

Co-Production in Action

The King’s Fund, 3 November 2016

Presented by members of the #MatExp team
Theoretical mummy
Such special people

Graphics by New Possibilities.
Touching the void

As a paediatric consultant feel I wave parents off into a void. If they live out of our area, and have been transferred in to us, I have no idea what their local hospital has available for them. There is no ownership, handover or continuity.

Even locally I often don’t know who their obstetrician is as usually no one fills in that box on the computer system.
How do you currently seek women’s and families feedback?

How do you use that feedback to improve services?
What does genuine co-production look like?

**CO-ORDINATION**
- I have a space over there
- making people or things work together by putting them in order to make a predetermined whole

**CO-OPERATION**
- I can give you this
- OK I will take it
- willing to give help
- willing to receive help

**CO-PRODUCTION**
- what could we create with what we have to meet... our needs
- a very different conversation
How we are using women’s feedback to improve services

**Responding to a need for change**

- Kirkup & Francis Reports
- Health and Social Care Act
- CQC Survey Results – London
- National Maternity Review: personalisation

**Challenging existing assumptions**

**WRONG**

is **WRONG**, even if **everyone** is doing it.

**RIGHT**

is **RIGHT**, even if **no one** is doing it.

**Working collaboratively across boundaries**
Maternity experience five pilot workshops across London

• #MatExp was ‘born’- A grassroots movement aimed at improving maternity experience for families and the staff who care for them.
How?

Whose Shoes® board game as a tool for dialogue

Multi-disciplinary team and users

Scenario sparks conversation

Solutions captured by graphic facilitation

Changing times

My mother told me that she was forced to take castor oil when she gave birth, which always made her sick.

What current midwifery practices do you think will seem wrong or odd to future generations?

You choose
Maternity Experience Workshop
Pledge Card

I pledge to:

2. ........................................................................................................

........................................................................................................

2 ........................................................................................................

........................................................................................................

3. ........................................................................................................

........................................................................................................

Name: ................................................................................................

In.com
The journey since...

• Today we are part of a much bigger #MatExp community
• Active engagement across social media
• 15 workshops, 3 regional events & used for the National Maternity Review
• Recent Women's Voices & Grow Families conferences

Workshops piloted in London, spreading nationally:

- Pilots attended by 235 people
- 93% said that the workshop changed how they think about maternity services

Quoted: '@WhoseShoes #MatExp played an important part in the HSSDGuernsey maternity improvement...”

Bar chart showing:
- Rest of UK
- London
- Pilots

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<table>
<thead>
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<th>Rest of UK</th>
<th>London</th>
<th>Pilots</th>
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Maternity Challenge Fund Bid March 2016

#MatExp 2 – “Nobody’s Patient”

- Families with newborn babies in neo-natal units (NNU) & paediatrics.
- Severely ill women faced with an unexpectedly serious illness, sometimes life threatening, in pregnancy or the immediate postnatal period.
- Women who miscarry in the second trimester.
‘Nobody’s Patient’ Project

• Crowd sourced new material
  • Talking to staff and parents at two Trusts
  • Sourced through blogs and social media
  • Friends and Family free text comments
  • Complaints & compliments
  • Linking to the Trusts’ MSLCs
  • Meetings with wider stakeholders ODN, SWL maternity network, SCN
Crowd sourcing new material

**CAN YOU HELP ‘NOBODY’S PATIENT’?**
May 9, 2016 by Leigh / Health Communication, Hugo, Hugo's Legacy, Maternity Experience / 8 Comments

Was your baby in neonatal care? Are you a mother who needed special care herself, in adult high dependency or intensive care as the result of your pregnancy or your baby’s birth? Or, did your baby sadly die before, during or after birth?

If you would like to share one thing you would like health care professionals to learn, or change, as the result of your experiences, the #MatExp team would like to hear from you.

You can help services understand what they are doing well and where they can improve for the benefit of other families.

We’re also looking for experiences from multi-disciplinary staff involved in caring for these patients and their families. What good practice do you see? What dilemmas do you face?

It’s part of a project called ‘Nobody’s Patient’, which is related to the #MatExp grassroots maternity experience campaign.
Crowd sourcing new material

• Thepinksnblues focus Group
Test workshops

• Issues emotional for everyone: families and staff
  • Quiet break out room available
  • A number of people present able to provide counselling or bereavement support should it be required.
  • Ongoing support offered to both women & staff for example via debriefing, PALS, Supervisor of midwives, Schwartz rounds, Occupational health and wellbeing
‘Nobody’s Patient’ Project first workshop Kingston 8th July

• Surprising buzz in the room & even laughter
‘Nobody’s Patient’ Project first workshop Kingston 8th July

• Completed Pledge examples
  • Completed Pledge examples:
    • Parents able to skype their baby in NNU via iPad
    • Reworded risk investigation letter to families
    • Re naming ‘High Risk Triage’ Oak room
Second ‘Nobody’s Patient’ workshop St George’s Hospital 23rd Sept

• SGH HCP
  ‘I will remind people at every opportunity that there is a person at the end of everything we do’

• SGH Service User
  ‘It made me feel as if I wasn’t alone’
Workshop St George’s Hospital 23rd Sept

- This will give you a feel of the event
Early evaluation

• The two test workshops were very successful
• 87 attendees
• Attendees included a range of health professionals from the relevant specialties and interested third parties such as charities and NHS England employees
• 14 women or partners who able to directly feedback their experience of care.
Embedding & Next Steps

• Drop in lunch held to involve staff unable to attend workshop
• Using cards as an adjunct to PROMPT ‘sick woman simulation’ to bring women’s perspectives into training
• Use of cards day to day & display of graphic

Next Steps

• Completion of pledges from test workshops
• Looking at learning & action across the network between the two Trusts
• Updating toolkit, finalising card set ready to go out to at least 12 other Trusts, sharing good practice ideas.
Confused? Excited? Want to join us...?

For more information

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Join us!