



Listening to our families

Listening to our non-English speaking families at Birmingham Women's and Children's NHS FT



By your side

The Outreach Concept

- **Utilise our existing resources for better insight into the communities we serve.**
- **2017-18 and a year of curiosity, following a model that works with our capacity.**
- **Questions:**
 - **How valuable is this insight?**
 - **How can we make it more accessible to you and your teams?**



Responsive – Experiences of Seldom-Heard Women

This month we visited a Polish parenting group. We met with older patients: one whose daughter birthed at BWH and had a terrible experience is still suffering depression from it 20 years later. We have offered her a debrief.



Another mother, Paulina, gave birth to Alex 2 years ago and received such excellent breastfeeding support while Alex was in the NNU for 10 days, that she was able to feed him for nearly a year. Her second son Cezary is still being fed at 11 months. She attributes their great starts in life with breast milk to the wonderful breastfeeding support she had at BWH.



All the women we spoke with had had positive experiences at BWH. They had to recalibrate their expectations as in Poland, they are used to being in hospital for a week after having a baby, but aside from that, they had nothing but positive feedback about the service at BWH.



Reaching out: Listening to our Muslim Mothers

session in Balsall Heath, March 2017



Topic	Take-Away Points
Parking during labour	<p>We discussed how stressful it can be on partners/husbands with the constant worry of having to return to their car to feed the meter. Patient Experience will explore the option of a parking pass 'Baby Pass' for the birth.</p> <p><i>Why is this Important/So what?</i> Our women felt that this would remove the unnecessary stress of 'how long it's going to take' and 'having to pay the meter' during birth.</p>
Breastfeeding support for baby no.2 +	<p>Women having 2nd and subsequent babies found that their postnatal midwifery care made assumptions about their ability to feed their baby when many actually had problems feeding the first time. They would have liked to have had personal breastfeeding support for what their needs were and not feel rushed with their postnatal care.</p> <p><i>Why is this Important/So what?</i> Each birth can be different, and women are always learning, it is important that our women are offered the support regardless of how many babies they have had.</p>
Dignity Gowns	<p>Women agreed that it can be an anxious time worrying about how they can remain modest during a C-section. Patient Experience will explore the option of offering dignity gowns to ensure our women feel comfortable and modest.</p> <p><i>Why is this Important/So what?</i> It is important to a patients to feel able to respect their faith and remain modest. Dignity gowns are already provided to some Trusts throughout the UK, including Leeds.</p>
Women 'Plus 1' Overnight stays	<p>As a group the women all agreed they would like a 'plus one' to stay over, such as a mother/sister/relative, but 7 of 9 would like their partner to stay, even on a 4-bedded bay, whereas the other 2 would value their privacy and would want to be on a woman-only ward.</p> <p><i>Why is this Important/So what?</i> Our women have expressed it can be a lonely and challenging time after birth, particularly after a C-section. Having the option of a 'plus 1' staying overnight was well received. Some discussed the loneliness of being alone at night and said that is why they would call family on their mobiles in the middle of the night for company. If a friend or partner could stay, they would feel less isolated.</p>



BWC Reaching out: Listening to our Romanian Women

session at Springfield Children's Centre, April 2017



Topic	Take-Away Points
Early access to care	<p>A variety of lack of information, interest, religious views and GP service gaps prevent Romanian women from accessing early care.</p> <p>Why is this Important/So what? Missing early care is linked to poorer outcomes. If a trusted person was known in the community to offer a link to services, women would feel more confident. A community clinic which specifically welcomes Romanian women would be welcome and build confidence for earlier contact.</p>
Availability of interpreters	<p>The availability of interpreters at GP surgeries was poor.</p> <p>Why is this Important/So what? Women must have confidence they will be able to understand their care and we are obligated to use an interpreting service during every health touch point, even if a telephone service is the only available.</p>
Confidence in their care	<p>When women don't understand what's going on around them, they perceive health inequalities related to their race and language. One woman thought all the other babies were getting better care because they were being 'wheeled' away from the postnatal floor. She didn't understand that those babies were poorly and needed medication, and that her baby was fine.</p> <p>Why is this Important/So what? When there is a lack of information, women tend to feel they are being left out. We need to be particularly sensitive to women who don't speak English about how they might be perceiving the activity around them to give them reassurance.</p>



BWC Reaching out: Listening to our Romanian Women

session at Springfield Children's Centre, June 2017



Topic	Take-Away Points
Quality of interpreting	<p>Parents can't tell if the communication problem is with the doctor or with the interpreter. Sometimes Interpreters ask for help from family members and even children in the consultation.</p> <p><i>Why is this Important/So what? We need to review the standards of hiring of interpreters through both our own internal bank and also with the agencies we use. We need to educate and encourage parents and staff to speak up if they feel an interpreter is not delivering a quality service. Patient must know their rights to having an interpreter and know they can ask for one, even if it's just a telephone interpreter. Staff must also know. ACTION: we will be standardising our re-education programme for staff and updating our communications to patients about our Interpreting Service; we will be developing a feedback system for all interpreters to ask for feedback using language specific forms, created in partnership with interpreters.</i></p>
Perception of lack of quality of care	<p>Parents who do not speak English tend to think either they or the doctors have done something wrong, not that sometimes, things just 'happen.' One woman spoke of hearing her baby get a lumbar puncture in another room and blamed herself for the infection she had 'given' it—she is still haunted by listening to her baby scream with no understanding about what what going on.</p> <p><i>Why is this Important/So what? Our staff need to understand the importance of getting an interpreter for any situation, but especially where there is distress. But even if one is not available, compassion can still be given.</i></p>
Compassion is key	<p>At the very least every person can show compassion no matter what language is spoken to. This same woman had an emergency C-section—there was no interpreter but she recalls all the staff being so kind and wonderful even though there was no common language.</p>
They are stupefied by lack of coordinated care between departments.	<p>Parents come with expectations of a strong medical and efficient healthcare system where the coordination of care is not so much an issue. Our system of low coordination between some departments leaves parents feeling at best baffled and at worst helpless—all our parents considered going back to Romania to complete their healthcare.</p> <p><i>Why is this Important/So what? Parents need to know how to access PALs, and Staff need to be aware that they may need to spend extra time explaining the 'system' to Romanian families.</i></p>

Reaching out: Listening to our Arabic Mothers

session in Sparkhill, September 2017



Topic	Take-Away Points
Technology on the Neonatal Unit	<p>We discussed three potential options of parents having increased visibility of their baby if being cared for on the NNU – 24/7 Streaming, Video Clips and Skype-like 2 way conversations on devices such as Ipad.</p> <p>Why is this Important/So what? <i>The concept was extremely well received by all mothers. The unanimous preferred option was 24/7 streaming. Parents would value being able to ‘connect’ with their baby at a time convenient to them, especially if they do not live nearby, have other children to care for and are not able to visit in person as often as they would like.</i></p>
Plus One Pilot	<p>Everyone in the group liked this idea. The opportunity to have a ‘plus one’ whilst staying in hospital was 100% positively received. Our women agreed this would have physical, practical and emotional benefits, support breastfeeding and protect against feelings of loneliness at a critical time. Privacy was considered to be far less important than the ‘plus one’ support.</p> <p>Why is this Important/So what? <i>Women who have a prolonged stay in hospital after a complex or surgical birth often report feelings of loneliness and helplessness at night. A companion would protect against such feelings and help to build confidence in early parenting. It may also offer additional support and practical help to busy midwives on the ward.</i></p>
Personalisation of Care	<p>Our women agreed that the 3 most important areas of care for them were: improving skin to skin for babies and mothers after birth, the rate of discharge and the consistency of information provided by health professionals.</p> <p>Why is this Important/So what? <i>Women are increasingly aware of the benefits of skin-to-skin contact immediately after birth, particularly around bonding with the baby and establishing breastfeeding. It was felt that this should be routinely offered to all women. Women who have normal, straightforward births often want an early discharge. However, women who have complex births want the choice of a longer hospital stay, to aid recovery and to rest.</i></p>
Additional Feedback	<p>In an open discussion, the group suggested that more staff/volunteers are needed to support mothers on the postnatal ward, with breastfeeding and emotional support. This is most apparent at night.</p> <p>Why is this Important/So what? <i>Women don’t always need the support of a qualified midwife. More peer supporters on the ward would be reassuring and reduce feelings of vulnerability and worry. Extended visiting times would also increase partner support.</i></p>



Reaching out: Listening to our Pakistani Mothers

session in Greet Children's Centre July 2017



Topic	Take-Away Points
Antenatal Clinic /Scan	<p>The biggest stress in Antenatal Clinic is how to manage the delays knowing you have to get home to pick children up from nursery/school. This was echoed by many of the women. This is especially true for the extra growth scans which sometimes took all day.</p> <p>The way they call out names in the Scan Department doesn't mean people always hear their name called.</p> <p>Why is this Important/So what? There is clearly still work to be done in waiting times for ANC/Scan, and the way parents are called for their appointments. Feedback has been shared with the ANC/Scan teams.</p>
Partner's overnight	<p>The issue of father's ability to be present on the postnatal wards is a recurring theme. Inability to have husband present, especially post caesarean, still leaves poor memories of being alone and not able to be helped in the night by stretched ward staff. "You just want them to be there with you, going through it with you." they said.</p> <p>Why is this Important/So what? It is important for all women to feel supported during this time and some women described their trauma from being alone without their partners, despite it being 6 years ago. The Plus One pilot must take on board this feedback from this seldom heard community.</p>
Service at BW has improved over the years	<p>Women agreed that services at BW have improved over the years. One woman described her 3 pregnancies at BW over the last 9 years where she has been able to see clear improvements each time.</p> <p>Why is this Important/So what? We will continue to provide our patients with a forum for feedback their experiences, to allow us to further improve our services. It is good to know that progress is being made, albeit slow.</p>
Feedback via Video	<p>Several shared their story on video for sharing with staff:</p> <p>ANC Clinic Experience over time from Pakistani Women's Group: https://youtu.be/Z6BKZ7x9fgA</p> <p>Fathers on ward overnight from Pakistani Women's Group: https://youtu.be/YTvoElvC9CY</p>



Reaching out: Listening to our Pakistani Mothers

session in Sparkhill, July 2017



Topic	Take-Away Points
Increase awareness of outreach sessions	<p>We discussed how important it is to actively promote and publicise these 'listening' sessions to the local Pakistani community. Lack of numbers at this session doesn't equate to lack of interest. Not enough women knew about it.</p> <p>Why is this Important/So what? Birmingham has one of the largest Pakistani communities – approx. 11% of the city's population. The views of Pakistani families should help to shape and improve local NHS provision and services.</p>
Improve communication antenatally	<p>Women felt that detailed information was not provided at times when unexpected medical intervention was needed. This caused unnecessary worry and stress, not only for the pregnant women, but for her wider family. More time spent explaining things antenatally would have helped. Language barriers did not play a part here, but could do for other women.</p> <p>Why is this Important/So what? Not all births are straightforward and feeling more knowledgeable can help women maintain a sense of control. Realistic expectations about times, length of stay, urgency, care should be provided.</p>
Dignity Clothing	<p>Women agreed that maintaining modesty and dignity was extremely important, especially in light of skin-to-skin contact and increased access to water birth. Embarrassment about being exposed or naked causes unnecessary anxiety.</p> <p>Why is this Important/So what? It is important for all women to feel able to respect their faith and remain modest. Our women asked if there could be access to a simple elasticated top for use in the water to maintain dignity. If not, could suggestions be provided antenatally as to what women may bring in themselves. Maybe some photographs?</p>
Postnatal breastfeeding support	<p>As a group the women agreed that breastfeeding support in hospital had been good. However, they were unsure of who and where to turn to once they were back at home, especially if difficulties arose.</p> <p>Why is this Important/So what? Breastfeeding support groups are widely available to support new mothers. However, it is clear this information is not always being received or remembered. Breastfeeding support postnatally needs to be communicated in a clearer, more direct way at the point of discharge and during postnatal midwife visits.</p>



Reaching out: Listening to our Sikh Mothers

session in Sparkhill at the Gurudwara Temple
November 2017



**Birmingham Women's
and Children's**
NHS Foundation Trust



Topic

Take-Away Points

Excellent maternity care for women choosing VBAC

A woman shared that, despite not speaking English, all the team were supportive and encouraging of her to have a vaginal birth following a previous caesarean. She was very grateful for the additional support.

Why is this Important/So what? The VBAC service at BW has been growing from year to year, and knowing this is also extended to women who can't always communicate their needs is very reassuring.

Access to loved one at night

A woman who reported 100% wonderful care on all counts only had one piece of feedback about how the service could be improved: "I was all alone at night with my baby and I wanted someone to be there with me."

Why is this Important/So what? There a presumption that Asian women don't wish to have men on the wards. We asked this woman if she would be OK to have other partners also close by if her partner was able to stay and she said, 'of course.' We need to manage parents needs on an individual basis—the majority of parents want the option to have access to a loved one 24/7. We should make this happen.

Access to more timely appointments for Fertility

One woman travelled a long way to share her sad Fertility story where the delay between appointments was 6 months each. This makes her older and older which affects her Fertility. She wishes there were more appointments so she could have an understanding of her problems that is closer to real time. She is stressed she will miss the window to have a baby due to time going by, making her even less likely to get pregnant.

Why is this Important/So what? If we can't offer a service that has resilience, there is a question about whether we should offer the service at all. Fertility seems to be something we do 'just good enough' and then tell people if they want something more timely, go privately. It creates a whole new level of uncertainty and stress.

Attitude of staff regarding needing to reschedule a Gynae operation.

A woman shared how through the rescheduling of her operation and a number of minor administrative errors on our end created an appointment she did not know about, the staff rang to accuse her of DNA and made her feel guilty for something that was not her fault. She wishes the booking staff would have shown more curiosity about the situation and compassion for what she was going through with a poorly husband and child at home, making it difficult to drop everything and come in for an operation.

Why is this Important/So what? Compassion and understanding from staff should be the cornerstone of every service, not just by the bedside. This woman has chosen to go elsewhere for her operation due to how the appointment setting team made her feel.



Research

- ❖ Speak to leaders in your hospital to identify issues where a language barrier has caused problems to patients and/or their care.
- ❖ Extract data, from surveys such as Friends and Family Test, to identify the number of responses received from specific ethnic groups.
- ❖ Speak to your interpreters/link workers to identify the issues of specific groups.
- ❖ Decide on your target audience and subjects for discussion.
- ❖ Speak with your interpreters/link workers and community nursing teams to identify suitable local venues to hold a listening event.
- ❖ Reach out to community leaders to invite their support at events.



Recruit your team

❖ FACILITATOR

Runs the session and poses questions to the group.
Feedbacks suggestions/concerns to the relevant teams.

❖ LEAD

Makes arrangements with the venue.
Contacts patients to advertise the event.
Puts up posters around your hospital and at the venue.
Gives out flyers.
Interprets on the day.
Gives out calling cards at the end of the event.

❖ SUPPORTER

Assists the interpreter with pre-planning.
Takes notes at the session.
Assists with interpreting.

❖ OTHERS

Specialist Nurse/Midwife answers clinical questions.
regarding your chosen subject, at the event.

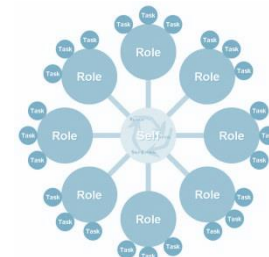
❖ ADMINISTRATOR

Prepares advertising materials.
Types up notes from the event.



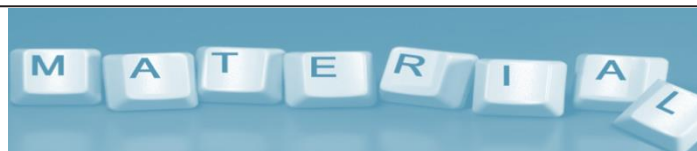
Plan: Tasks

	WHEN	WHAT	HOW	TASK OWNER	HELP FROM	DATE COMPLETED
1	4 weeks before event	<ul style="list-style-type: none"> Display poster at event venue & around the hospital. 	In person	Lead	Supporter	
2	4 weeks before event	<ul style="list-style-type: none"> Submit a piece to <u>comms</u> together with instructions on when to publish it. Use pre-agreed template: this includes Facebook/Twitter and Daily Voice postings. Email all clinical managers regarding the event and send diary invite using pre-agreed text. 	Email Email	Lead Lead	Supporter Administrator	
3	3 weeks before event	<ul style="list-style-type: none"> Check that <u>comms</u> have published piece about event. 	Phone/Email	Administrator	Supporter	
4	2 weeks before event	<ul style="list-style-type: none"> Call women to remind about event. Post an invitation including full details of the event. 	Phone/Email Facebook	Lead Lead	Supporter Supporter	
5	1 week before event	<ul style="list-style-type: none"> Confirm Daily Voice to <u>comms</u> is happening on this day or next as a reminder. 	Phone/Email	Administrator	Supporter	
6	2 days before event	<ul style="list-style-type: none"> Post a reminder including brief details of the event. Send out a reminder tweet including brief details of the event. 	Facebook Twitter	Lead Lead	Supporter Supporter	
7	At the event	<ul style="list-style-type: none"> Send out a tweet and Facebook post- Include a group photo. Take notes and photos. Give out leaflet/card to attendees inviting continuous feedback. 	Facebook In person In person	Lead Lead Lead	Supporter Supporter Supporter	
8	Week following event.	<ul style="list-style-type: none"> Prepare slide for reports, including any follow up cards. Any follow up notes regarding the event, for lessons learnt also captured. 	In person	Administrator	Supporter	



Plan: Materials

RESOURCES	NOTES
<ul style="list-style-type: none"> The facilitator will be required only to attend the meeting but not to take part in the arrangements. 	
<ul style="list-style-type: none"> Each session will be led by a Bank Interpreter, with support from a Link worker, if available. 	
<ul style="list-style-type: none"> One foreign language speaker only is to be present. 	<ul style="list-style-type: none"> If translation cannot be provided by the lead or link worker a bank interpreter may be arranged for the period that the session will be run.
<ul style="list-style-type: none"> Time paid to lead will be made up of time spent making the session arrangements and holding the session. 	<ul style="list-style-type: none"> Up to 10 hours (paid time) per session.
<ul style="list-style-type: none"> A Link worker will support wherever possible. 	<ul style="list-style-type: none"> Up to 5 hours per session.
<ul style="list-style-type: none"> Light refreshments will be provided at all sessions. 	<ul style="list-style-type: none"> Up to a maximum spend of £40 per session. The type of refreshments will be decided by the session lead but should check supplies already held by Amy from previous sessions. Receipts to be submitted to arrange reimbursement.
<ul style="list-style-type: none"> A token gift may be provided at selected sessions, including colouring books & pencils/crayons if purchased from a discount shop such as <u>Poundland</u>. 	<ul style="list-style-type: none"> Up to a maximum spend of £1 per woman per session. Offered only where this would encourage attendance. The type of gift will be decided by the session lead but should check supplies already held by Amy from previous sessions. Receipts to be submitted in order to arrange reimbursement.
<ul style="list-style-type: none"> Additional items 	<ul style="list-style-type: none"> English and translated version of BUMP information sheet. Baby box sample. Supply of pens (for completion of consent forms). Supply of FFT forms. Supply of clipboards (for completion of consent forms). A3 poster to be put out at the venue on the day. Calling cards to be given out at the end. After thoughts cards to be given out at the end.



Marketing : Posters/Flyers

**Coffee Morning
with:
Arabic women**

**Birmingham Women's
and Children's**
NHS Foundation Trust

Please come along and meet with representatives from the **Birmingham Women's and Children's Hospital** to talk about-

- Your experiences of the services we provide,
- What your needs are,
- How we can improve the services we offer to you and your family,

Our Arabic speaking Bank Interpreter, Lola will be there and light refreshments will be provided. Children and babies are also welcome.

**We look forward to seeing you on
Tuesday 26th September 2017
From 11.30am to 1.00pm**

Call Lola
with any questions
and to book your place
on.

Join us at

Springfield Children's
Centre
Springfield Road
Birmingham
B13 9NY

By your side

**قهوة الصباح
مع:
النساء العربيات**

**Birmingham Women's
and Children's**
NHS Foundation Trust

الرجاء الحضور و مقابلة ممثلين عن مستشفى برمنجهام للنساء و مستشفى الاطفال للتحدث عن-

- تجربتكم مع الخدمات التي نقدمها,
- ما هي احتياجاتكم,
- كيف يمكن ان نحسن الخدمات التي نقدمها لكي و لاسرركم,

موظفتنا للتواصل المتحدثة باللغة العربية ستهام ستكون حاضره و سيكون هناك مرطبات خفيفة. و ترحب بحضور الاطفال و الرضع.

**نتطلع لرؤيتكم
الثلاثاء 26 سبتمبر 2017
من الساعة 11:30 صباحا حتى الساعة 01:00 ظهرا**

التصل بهام
اذا كان لكى اى استفسار
و لحجز مكان على راسم
0121 303 2000

انضم بنا على العزبان التي

Springfield Children's
Centre
Springfield Road
Birmingham
B13 9NY

By your side



Marketing : Posters/Flyers

**Birmingham Women's
and Children's**
NHS Foundation Trust

Coffee Mornings All ladies are welcome

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- What your needs are,
- How we can improve the services we offer to you and your family,

**An interpreter will be present and light refreshments
will be provided. Children and babies are also
welcome.**



22 nd August	Springfields Children's Centre	Bangladeshi women
26 th September	Springfields Children's Centre	Arabic women
9 th November	Stratford Road Gurudwara/venue in Smethwick	Punjabi women
15 th January 2018	Springfields Children's Centre	Pakistani women

Keep your team informed of upcoming events.

Community Outreach: Schedule



Day	Date	Meeting Time	Venue	Spotlight Audience	Lead	Support	Facilitator
AUGUST							
Tuesday	22 nd August	11.00-13.00	Springfields Children's Centre	Bangladeshi women	Sheuli	Daya Sultana Behara	Amy until 12.00 Keeley & Daya until 13.00
SEPTEMBER							
Wednesday	26 th September	10.30-12.30	Springfields Children's Centre	Arabic women	Lola	Daya Siham	Amy
NOVEMBER							
	9 th November	11.00-13.00	Stratford Road Gurudwara	Punjabi women	Rhupinder	Jagdish Tal	Amy/Keeley/Joanna
JANUARY							
	15 th January	11.30-13.00	Springfields Children's Centre	Pakistani women	Ruby	Daya	Amy/Keeley/Joanna



By your side



At the event

- ❖ Set out refreshments, demonstration samples and flipchart etc.
- ❖ Meet and greet.
- ❖ Hold the discussion.
- ❖ Take notes.
- ❖ Hand out photography consent forms for completion.
- ❖ Take photographs.
- ❖ Post on Facebook & Twitter.
- ❖ Hand out any information.
- ❖ Hand out calling cards.
- ❖ Eat, drink and chat.



It was lovely to meet you today!

Thank you for sharing your experiences and comments with representatives of the Birmingham Women's and Children's Hospital



Reaching out

During 2017 we were pleased to listen to:

- March -Muslim Mothers
- April & June -Romanian Women & Mothers
- July -Pakistani Mothers
- September- Arabic Mothers
- November- Sikh Mothers



Feedback was received around:

- Access to more timely appointments for Fertility
- Antenatal Clinic /Scan
- Attitude of staff regarding needing to reschedule an operation
- Availability of interpreters
- Breastfeeding support for baby no.2 +
- Compassion is key
- Confidence in their care
- Coordinated care between departments
- Dignity Gowns
- Early access to care
- Feedback via Video
- Maternity care for women choosing VBAC
- Parking during labour
- Perception of lack of quality of care
- Personalisation of Care
- Technology on the Neonatal Unit
- Quality of interpreting
- Women 'Plus 1' Overnight stays
- To end: Open discussion



Collate Feedback

- <https://youtu.be/YTvoElvC9CY>
- <https://youtu.be/Z6BKZ7x9fgA>



After the event

- ❖ Type up the feedback notes.
- ❖ Theme the comments into specific categories relating to issues.
- ❖ Feedback to complaints teams and/or PALS if any particular concerns were raised which the patient would like investigated.
- ❖ Prepare slide/report.
- ❖ Arrange to meet with wards/managers to discuss feedback if urgent issues identified.
- ❖ Feedback via quality report, Board report or similar.
- ❖ Hold a de-brief meeting with facilitator, lead, supporter and administrator to discuss the event and what has been learnt to improve the next event.



Collate Feedback



**Birmingham Women's
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NHS Foundation Trust

Topic	Take-Away Points
	<div>Why is this Important/So what?</div>
	<div>Why is this Important/So what?</div>

FEEDBACK



Over to you

Our “How to” guide, including **tips** is available for you to take away and help plan your outreach programme



Amy Maclean
Head of Patient Experience

For help contact me at:
amy.maclean@bwnft.nhs.uk



Invitation

Coffee Morning with: Pakistani women



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Please come along and meet with representatives from
Birmingham Women's and Children's Hospital to talk about-

- Your experiences of the services we provide,
- What your needs are,
- How we can improve the services we offer to you and your family

Our Urdu/Punjabi speaking interpreter, Ruby, will be there and light refreshments will be provided.
Children and babies are also welcome.



**We look forward to seeing you on
Friday 16th March 2018
From 12.00 to 1.30pm**

Call Ruby with any questions
and to book your place
on.



Join us at
Springfield Children's
Centre
Springfield Road
Birmingham
B13 9NY



By your side

