Jessica Mallach
Head of Quality Improvement and
Patient Experience
Northumbria Healthcare NHS
Foundation Trust





Introducing a Birth Reflection Pathway in Maternity Services



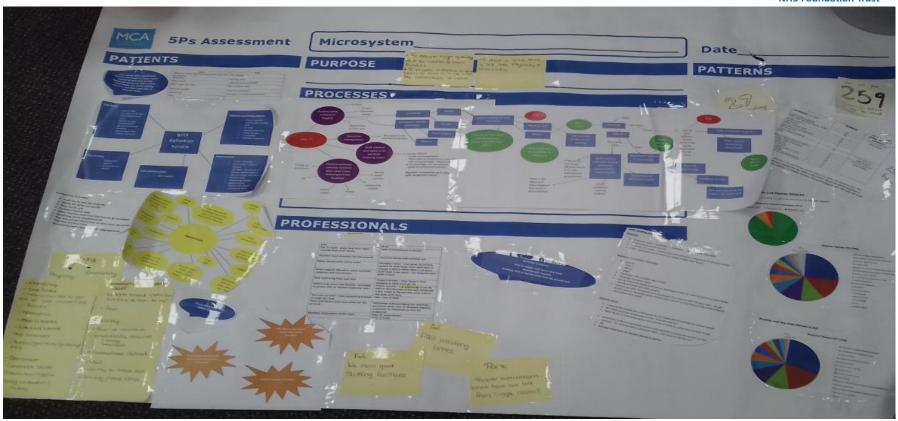
Background



- Collaboration between patient experience, health psychology and maternity teams
- New and innovative pathway to support women after birth
- Midwifery-led clinic where mothers can talk to a senior midwife about their birth experience
- Whole system pathway
- Incorporated specific prevention and detection training for midwifery staff
- Created regular, routine measurement

Methodology





Focus Groups



- Two focus groups informed set up of service
- Designed to gather feedback from women who have been through our maternity services
- One group of women had been through current psychological pathway and one who had not

 Women continue to be involved with service – supporting set up of a birth reflection group

Literature Search and Training



- Comprehensive literature search women's experience of labour and the clinical evidence on perinatal PTSD
- Inclusion of patient specific feedback and birth stories from two focus groups
- Development of a bespoke trauma awareness training
- Provision of a one day workshop now also delivered externally
- Evaluation of learning using self-reported feedback

The clinics



- Midwifery led
- Started in September Now booked until May
- Run twice a month in community based locations
- Appointments last 90 minutes
- Pathway developed for signposting if further support is needed

The Surveys



- Currently survey women face to face on a monthly basis via our real time programme
- Have now implemented continuous feedback for all women using our maternity services:
 - Ante-natal sent 4 weeks before delivery
 - Birth experience sent 6 weeks post delivery
 - Post-natal sent 12 weeks post delivery
- Gathering clinician specific data

Impact



- Created a whole systems pathway
- Ensures joined up communication between the different clinical services
- Women can self-refer simply and quickly
- Training of 90 midwives 100% rated it as very interesting and relevant to role
- Provides continuous feedback from women

Patient comments



"very helpful service, filled in much needed gaps and will help my recovery immensely"

"Excellent communication. I felt listened to"

"this appointment has changed my relationship with my baby for the better"

Future Success



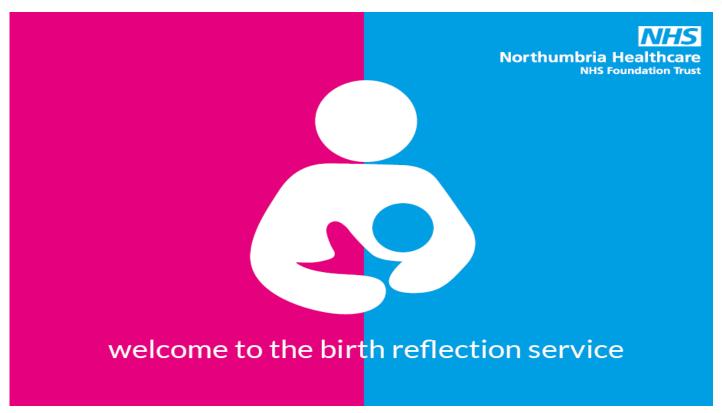
- Starting a birth reflection community group for women
- To use feedback to inform and enhance the development of a permanent Birth Reflection Pathway
- Focus on evaluation of the service and analysis of the feedback
- We have a wish to extend the clinics to reach further across the Trust
- We will be running additional training session in Spring 2018

What makes this stand out



- The work was done with the staff on the ground
- Women were involved from the beginning
- Excellent training
- We have created a pathway to support women that is robust, well supported and easily accessible
- We have created a unique feedback pathway for women using maternity services









Thank you

