

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



**Introducing a Birth Reflection Pathway in**  
**Maternity Services**

# Background



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- **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

**MCA 5Ps Assessment**      **Microsystem**      Date \_\_\_\_\_

**PATIENTS**      **PURPOSE**      **PATTERNS**

**PROCESSES**

**PROFESSIONALS**

**Handwritten Notes:**

- PURPOSE:** "To deliver high quality care for patients in a way that is safe, effective, efficient and meets the needs of the community."
- PROCESSES:** "The process of providing care to patients in a way that is safe, effective, efficient and meets the needs of the community."
- PROFESSIONALS:** "The professionals who work in the microsystem, including doctors, nurses, and other healthcare workers."
- PATTERNS:** "The patterns of care that are delivered in the microsystem, including the types of services and the way in which they are delivered."
- Other notes:** "We need good staffing facilities", "Old waiting times", "Rare", "Better experiences which have not been seen before."

# 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



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- **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



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welcome to the birth reflection service



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Thank you

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