



MSLC Good Practice

Case study - Winning a refurbishment grant for Barnsley Hospital

What was achieved?

A major refurbishment of the labour ward and improved information for women in early pregnancy.

How do parents get involved with services in your area?

In Barnsley we have the Barnsley Maternity Services Feedback Group which meets monthly. It is attended by at least one senior midwife from the hospital and the community and often supervisors of midwives come. We have other regular staff attendance from patient experience, antenatal class provision, children's centres and the Infant Feeding Support team.

I attend a quarterly Maternity Quality Improvement Board to feed-in from our group.

How did the change happen?

We always kept the pressure up and the £750,000 grant from the Department of Health for better birth environments was the outcome of a bid supported by our group. The head of midwifery says she is sure that's what secured the maximum amount. The change has been unbelievable. The normal birth rate has definitely been positively affected. Now we are starting to campaign for refurbishment of the antenatal and postnatal care areas.

Any other notable achievements?

Other changes have come about because of service user views. A woman attended the Feedback Group in mid pregnancy who was very disappointed with the early pregnancy information and contact with midwives. She was taken very seriously and worked with midwives to update the leaflet given to women. In future women will be emailed all the booking pack information before their booking appointment. This is intended to make better use of the booking appointment, so it's not so overwhelming, and emails are more cost effective than paper copies. Lastly, after listening to service user feedback, the Trust is now running a one month trial of 24 hour access to antenatal and postnatal wards for partners.

Sarah Calvert said:

'Looking at all this we're not doing a bad job! We're building our service user involvement slowly. I do as much as I can and I know it is appreciated. We know getting to meetings is hard for many so we are looking at how we can collect more feedback using SurveyMonkey.'

Contact: Sarah Calvert, maternity services user representative and NCT practitioner

Facebook page is <https://m.facebook.com/BarnsleyMaternityServicesFeedbackGroup/>