

# NCT VOICES working with MSLCs and Maternity Voices Partnerships

– assess your progress and plan next steps



Best practice point	Fully met	Partly met	Not met	Next steps – contacts, likely allies, priority for action
<p><b>1. Raising your profile</b></p> <p>Are details of your MSLC/MVP (eg contact email, meeting locations) included on the trust website and listed on relevant social media? Are posters and leaflets about the work of the MSLC/MVP visible and readily available in all maternity care settings and places of interest to parents of babies and small children, such as soft play centres and baby clinics?</p>				
<p><b>2. Easy access</b></p> <p>Does your MSLC/MVP hold regular meetings (at least four a year)? Are some (if not all) of these meetings easily accessible (eg dates, times, locations) for parents with babies and children? For example, are any meetings held in children’s centres or venues with a crèche facility?</p>				
<p><b>3. Engaging the whole community</b></p> <p>Does your MSLC/MVP collect views/experiences from all cultural and socio-economic groups in your area? For example, do members go out to visit ‘seldom heard’ groups, such as BME communities, diabetic clinics, twins groups, or liaise with specialist midwives and translators to reach teenage mothers, travellers, asylum seekers and refugees etc? Does your MSLC/MVP have a proforma so every member of the group can easily collect information on key issues from the parents they meet?</p>				

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<p><b>4. A multi-disciplinary forum</b></p> <p>Are meetings regularly attended by a range of healthcare staff, including midwives, GPs, obstetricians, paediatricians, anaesthetists, physiotherapists, clinical psychologists, psychiatrists, health visitors, public health, infant feeding support, nurses from SCBU/NICU?</p>				
<p><b>5. Effective meetings</b></p> <p>Does each meeting of your MSLC/MVP have an agenda and minutes (including a review of actions from previous meetings)? Do you have an annual workplan? Do service users regularly contribute items to the agenda and/or make presentations to meetings?</p>				
<p><b>6. Valuing service users</b></p> <p>Does your MSLC/MVP:</p> <ul style="list-style-type: none"> <li>• Have defined roles for users (eg data collection)?</li> <li>• Recompense user reps for any travel and childcare expenses?</li> <li>• Acknowledge and use reps' existing skills and experience?</li> <li>• Provide user reps with training and support?</li> <li>• Publicly acknowledge their input?</li> <li>• Provide training for staff on getting the most out of user involvement?</li> </ul>				
<p><b>7. CCG support</b></p> <p>Does a CCG staff member regularly attend your MSLC/MVP meetings? Has the CCG signed off the Terms of Reference? Does the CCG provide your MSLC/MVP with a budget/admin support/free venues for meetings/ training/support for lay chairs?</p>				

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<p><b>8. Making contacts</b></p> <p>Does your MSLC/MVP have any links with Healthwatch? For example, are minutes sent to Healthwatch, do Healthwatch staff attend MSLC/MVP meetings, have Healthwatch provided any practical or financial support to the group? Does your MSLC/MVP exchange minutes/agenda details with neighbouring MSLC/MVPs or others in your trust or region? Do members also serve on patient complaints panels and Labour Ward forums?</p>				
<p><b>9. IT and social media</b></p> <p>Does your MSLC/MVP use online surveys such as SurveyMonkey, and does it have a Facebook page?</p>				
<p><b>10. Celebrate success and close the feedback loop</b></p> <p>It is vital to let people know what happened to the views and experiences which were gathered. What does your MSLC/MVP do to communicate any changes/ successes? For example, do you have a “you said... we did...” display at the hospital or on a webpage? Has the work of the MSLC/MVP featured in any articles in the local press, NCT branch newsletters and/or trust or CCG newsletters? Have your members (both users and health professionals) been nominated for any awards?</p>				