



NOTTINGHAM & NOTTINGHAMSHIRE
Maternity Voices
Working in partnership to improve maternity services

My Maternity Journey
Personalised Care and Support Plans (PCSPs)

August 2022

Aim:

The aim was to make recommendations to improve the use of PCSPs.

PCSPs are being handed out to pregnant women/people, but in practice they are not being used. We talked with service users and staff to find out how the implementation of PCSPs can be improved.



Background



“My Maternity Journey” is a Personalised Care and Support Plan for pregnant women/people.

It is a starting point to summarise what matters to them and their families and to understand how they would like to be supported throughout their maternity care.

Midwives hand out these plans, but women rarely fill them in and they are barely discussed.



Why did we choose to do this project now?

- The current digitalisation of maternity notes at Nottingham University Hospitals and Sherwood Forest Hospitals gives an opportunity to better implement Personalised Care and Support Plans (PCSPs).
- Ethnic origin and socio-economic situation have an impact on health outcomes for women and babies. It is a high priority for maternity services in England to close these inequality gaps. We prioritised talking to women/groups from ethnic minority backgrounds to hear their views.



Who did we speak to

- Nine staff from Sherwood Forest Hospital Trust and Nottingham University Hospital:
 - SFH: 6 midwives and 1 maternity support worker
 - NUH: 1 midwife and 1 obstetrician
- Three service users, including two service users with Black, Asian or Ethnically Diverse backgrounds.



What people said

"We've been giving them out, I think for about two and half years now. In that time I've had two ladies bring them back."

"I think it seems like there's this confusion about its use and its place generally."

"We prioritize the handheld medical notes"

"My midwife said I didn't have to fill it in because it duplicated another document I had"

"I found that it duplicated a lot of the same questions in the big A4 record that you get"

"I think it's absolutely amazing because when I went to my midwife appointments, I had a different midwife every single time, so I was constantly repeating myself."



Findings – What's good about PCSPs?

- All questions are relevant
- Good open questions
- The language is easy to understand
- It has been translated into Arabic, Czech, Polish, French, German, Romanian and Urdu
- Having a PCSP saves women repeating themselves
- 'I have discussed' section is a helpful checklist
- It gives a good overview of what to expect and what to think about e.g. low mood after birth
- The Birth Reflections section is helpful to provide feedback
- Print outs are accessible
- BadgerNet – an electronic maternity healthcare record is welcomed



Findings – What's not so good about PCSPs?

- Recent service users and one staff member said they did not see the PCSP before.
- The same information is being asked elsewhere e.g. in Handheld maternity notes and Birth Plans etc.
- It's not obligatory, so few pregnant women/people are completing it and health professionals are not asking to see it or discuss it
- Midwives and consultants don't have time to complete this with patients due to staffing shortages
- It's not clear from the statement 'I'm aware that I'll be given support to feed by baby' what this support will be i.e. if a woman does not choose breast.
- The BadgerNet App might not be accessible to all



Helpful Additional Questions

- What are you worried about?
- What pronoun do you prefer?
- What have you done to prepare for your maternity journey?
- What are your thoughts about having a medical intervention if things don't go to plan?
- What non-NHS help/support have you had during your pregnancy if any?
- 'Is there anything specific culturally, religious or other about birth or pregnancy that you would like us to know?'
- Do we need to support you with your mental health during your maternity journey?
- What questions would you like to discuss at your appointment?



Recommendations

- Combine existing medical notes, birth plans and PCSPs into one document
- Involve the maternity staff who will be working with the PCSP, in the changes and digital implementation of the PCSP
- Ask women to complete the PCSP prior to appointment so aspects of concern are discussed at the appointment
- Complete the PCSP in first trimester and review at 35-36 weeks
- Support women from Black, Asian and ethnically diverse backgrounds to complete them

Recommendations for BadgerNet

- Check whether there is a translation service back to English in BadgerNet and if this is automated if translations make sense



Next steps

- Meet with the representatives of the Trusts to discuss the recommendations and agree how and when these will be taken forward
- Set up follow up meetings with the Trusts in 3 months and 6 months to discuss the progress on recommendations.

