

## Enter and View Revisit: Chorley Birth Centre

On 21st March 2024, Healthwatch Lancashire conducted an Enter & View visit at Chorley Birth Centre and spoke with patients and staff. We made the following recommendations:

Recommendation	Action from Provider	Observed at revisit	Discussed at revisit
1. Review the accessibility for patients and visitors with the main entrance door, consider if automatic access is required.	Action reviewed, however, the door access has a limited space within the holding area and the access area outside. During clinic times there is often busy periods of people arriving and leaving when an automatic access may be hindered by people coming and going simultaneously.		
2. Consider the use of a screen/divider to support with confidential calls on the reception desk.	Review of telephone equipment to consider screen/divider or cordless telephone to enable confidentiality at all times.	Yes	Yes
3. Provide patients a closed container for urine samples.	To provide a closed urine sample container to women when a specimen is required for clinic.	Yes	
4. Display information about the PALS team and way families can provide feedback about their experience, such as through the MNVP, in a prominent space within the waiting area.	Posters to be moved to waiting areas		

5. Celebrate good practice and compliments received from patients with staff members and share with partner hospital sites, by sharing and discussing this report in team meetings.	Friends and family feedback to be added as an agenda item to team meetings for shared learning and discussion.	yes	yes
6. Consult with staff members about how they feel about moving between the Royal Preston Hospital and Chorley Birth Centre sites. Evaluate feedback and explore recommendations from staff. Put some staff feedback back this point up	Recent listening events have taken place with independent facilitators to ensure that staff voices are heard and acted upon. Staff are provided with regular opportunities to provide feedback via meetings with their managers as part of the team, on a one-to-one basis, and during annual appraisal. There is a continuous monitoring of staffing models to ensure that safe staffing levels are maintained throughout the maternity services and recommendations for continuity of carer are implemented to enable the associated improved health Staff are supported to orientate through the maternity service to become confident and competent to provide maternity care to all women in their chosen place of birth at the point of need.		yes
7. Explore implementing more face-to-face workshops at Chorley Birth Centre for women and families to attend.	There is a service review meeting planned for the midwifery led services on 3rd June to identify plans for the reintroduction of face-to-face antenatal education.		

## Revisit

In order to continue our partnership with Chorley Birth Centre and assess the impact of our recommendations, we conducted a planned Enter and View revisit on 9th April 2025. We spoke to staff and patients and observed the internal and external environment. Since our original visit, the Team at Chorley Birth Centre has achieved Gold Star accreditation for the support and services they provide.



One recommendation that was actioned concerned the privacy of phone calls being handled by the front desk. Staff explained that they had carried out a review of the procedures, and have now set up an additional phone system so that confidential calls can be taken in a separate room. When speaking with staff about the system, we heard that they felt more comfortable using this than setting up a screen which had the potential to act as a barrier.



"The reception is intended to be an open space. With the phone I can just transfer it to myself in the next room and there is no risk of any confidential details being overheard, which is better."

Several pieces of work have been carried out by the Team at Chorley Birth Centre since our previous visit, which have been aimed at patient safety and staff welfare. It was noticeable that there appeared to be more workplace satisfaction amongst members of staff, who felt clearer about their roles and expectations.

The same satisfaction extended to patients. A recent study carried out by the Chorley Birth Centre Team found that 90% of patients were satisfied with their care. Staff commented that they had received support from the local Maternity and Neonatal Voices Chair (MNVP), who attended clinics to gather patient stories and feedback, which helped keep track of patient sentiment

about the service. These results and other successes are being shared more widely across the trust.

As part of the response to Recommendation Six, the team have held consultations with staff at Chorley and Preston Birth Centres including Maternity support workers and midwives to address concerns about staff deployment and improve the communication between both teams. Monthly meetings are held to discuss the clinical needs of patients, and a rotation system has been put in place so that all staff are familiar with operations at both sites.

There have also been upskilling sessions in place to ensure that staff members' skills are more recognised, and they will feel more valued as part of the team especially if they are working across both sites.

One member of staff commented,

"I feel like I know better where I am expected to be working and there are days planned for me to do my clinics and community visits."

### **The Birth Centre**

Some recommendations such as reviewing accessibility and information have been addressed by staff, including the use of covered sample pots for patients to use.

Observations were made of the posters and materials on the noticeboards which gave patients and staff information about services available, health information around Vitamin K and some information about PALs and providing feedback were on display.

Healthwatch Lancashire representatives spoke with two patients who were attending appointments at the Birth Centre about their experiences using the service.

One patient felt reassured by the support from staff and commented

"This is only my second visit so far, but its great, they ask a lot of questions which means they won't miss anything."

Both patients felt that the feel of the centre and the facilities were perfect for their needs as there was easy access to parking at the centre and the facilities were up to date, pleasant and comfortable.

"Staff are nice, I feel listened to and they make sure you look after yourself."

### **Other developments**

### **Trauma Risk Informed Management support (TRIM)**

The Trust has relaunched its Professional Midwife Advocate (PMA) service for staff to access support in education and development, clinical supervision and quality improvement initiatives. In addition to this Trauma Risk Management (TRiM) training has been provided to recognise and support colleagues who may have been affected by being involved in incidents where there have been difficulties and need support with their wellbeing. There is now a dedicated PMA and TRiM member of the team available as a point of contact if staff need support.

### **Work with the MNVP lead**

There has been an increase in the work carried out with the local Maternity and Neonatal Voices Partnership (MNVP) Lead who has been carrying out drop in visits on a quarterly basis to talk with patients about their experience and gather feedback to help improve services.

### **Conclusion**

Overall, the revisit to Chorley Birth Centre was a positive opportunity to learn about the work that the staff at Lancashire Teaching Hospitals Trust have carried out, and the impact of our recommendation following our first Enter and View visit. Highlights included better processes for handling confidential calls, and new initiatives and processes designed to upskill members of staff.