

BOB ICB BOARD MEETING

Title	Resident's Story – Maternity Services; Stoke Mandeville Hospital, Buckinghamshire Healthcare NHS Trust		
Paper Date:	September 2023	Board Meeting Date:	19 September 2023
Purpose:	Information and discussion	Agenda Item:	06
Author:	Liz Stead, Head of Midwifery, BOB ICB; Heidi Beddall, Director of Midwifery, Buckinghamshire Healthcare Trust	Exec Lead/ Senior Responsible Officer:	Rachael Corser, Chief Nursing Officer

Executive Summary

Providing safe and effective maternity and neonatal services remains a focus for the Integrated Care System. As highlighted within The Joint Forward Plan, supporting our children to have the best start in life is integral to the maternity and neonatal service delivery plans for the next five years. Ensuring our maternity and neonatal services prioritise and provide care which is safer, equitable, personalised, kinder and sustainable and ensuring positive work cultures and behaviours is a commitment of the ICB.

Nationally, there have too many examples of where care, outcomes and the experiences of women, birthing partners and neonates fall well below standards that we would hope for and expect. The ICB board and sub-committees continue to receive updates on the work underway across the system to respond to the lessons learnt from national and independent reviews into maternity and neonatal services. Ensuring the voice of our partners, women and those experiencing our services, is heard is one vital element in the ambition to continuously improve our services.

Recognising the location of the ICB Board today is in Buckinghamshire, hearing from a resident who has had experience of maternity and neonatal at Buckinghamshire Healthcare Trust is timely and appropriate.

Heidi Beddall (Director of Midwifery, Buckinghamshire Healthcare Trust) will present a video, which will detail the experience of a resident. **The video that will be shared at the meeting details pregnancy loss**, thus is sensitive and emotive in nature, yet also inspiring and hopeful.

Action Required

The board are asked to:

- Listen with care to the voice of our service user.
- Feel able to ask questions.
- Discuss and share observations and feedback on the value of storyboards to the work of the ICB.

Conflicts of Interest:

No conflict identified

Date/Name of Committee/ Meeting, Where Last Reviewed:

Buckinghamshire Healthcare NHS Trust Public Board
Meeting 31 May 2023

Service User Experience – Pregnancy Loss

Context

Our provider services, as well as the ICB, capture feedback and the voice of patients, friends and family, to measure the impact of services and to understand the experience of its users. It is far more than a routine part of corporate business; it is the ultimate measure of how well our system is working and whether we are getting it right.

The value of service user's contribution to our work, of their experience in the work we undertake as a system, is crucial in making sure we are providing quality, patient centred services, that deliver positive outcomes. Hearing about experiences, directly from those receiving the services, is a powerful tool which grounds us and keeps us focused on the purpose of all we do.

To facilitate this, we are privileged to invite the ICB to participate in observation and discussion on a 'storyboard – service user experience' piece. Heidi Beddall (Director of Midwifery, Buckinghamshire Healthcare Trust) will present a video at the meeting, which will detail the experience of a service user. The lady's experience is of pregnancy loss, thus is sensitive and emotive in nature, yet also inspiring and hopeful.

Next Steps

Members of the Board are invited to share their reflections on the video and the value of storyboards more generally.

We would like to extend our sincere thanks to Robyn Yarrow for sharing their story.