

## Executive Summary

### Report to the Board of Directors

Being Held on 31<sup>st</sup> January 2023

<b>Subject</b>	Maternity Voices Partnership 2022 Annual Work Plan
<b>Supporting TEG Member</b>	Chris Morley
<b>Author</b>	Alison Kenny, Sue Gregory, Laura Rumsey and Andrea Galimberti
<b>Status<sup>1</sup></b>	Note

### PURPOSE OF THE REPORT

To share the Sheffield Maternity Voices Partnership (MVP) Annual Work plan with the Trust Board.

### KEY POINTS

The Sheffield MVP, is chaired by a lay person, and is a partnership of maternity professionals and lay people who work together to review and improve local maternity services, by putting birthing people and their families at the centre. Each year an Annual Workplan is co-produced by the MVP and Jessop Wing. This plan describes key tasks the group will undertake and specific improvement projects they will support.

This year's key projects have been:

- Improvements to the antenatal clinic areas of Jessop Wing
- Creation of a video library for women, families and birthing people
- Participation in an Induction of Labour improvement project
- Co-designing the Jessop Wing website

The MVP carried out 15 steps or 'walk the patch' exercise in Spring of 2022 and have been proactive in the design of the Jessop Wing Level 1 estate improvement work beginning this month. The video library is currently being filmed and the aim is for these videos to be available on the new Jessop Wing website, also co-designed with the MVP.

The MVP is undergoing a restructure since the resignation of one of its lay co-chairs. The plan is to recruit three people as vice-chairs, to work with the chair, to broaden the representation of the MVP leadership team, which is vital in such a diverse community as Sheffield. This new leadership team will co-produce the 2023 workplan in April 2023 with representatives from the Jessop Wing.

### IMPLICATIONS<sup>2</sup>

Aim of the STHFT Corporate Strategy		✓ Tick as appropriate
1	Deliver the Best Clinical Outcomes	✓
2	Provide Patient Centred Services	✓
3	Employ Caring and Cared for Staff	✓
4	Spend Public Money Wisely	
5	Create a Sustainable Organisation	
6	Deliver Excellent Research, Education and Innovation	

### RECOMMENDATIONS

To note the Sheffield MVP annual work plan for 2022/2023.

### APPROVAL PROCESS

Meeting	Date	Approved Y/N
Board of Directors	31/01/23	

<sup>1</sup>Status: A = Approval  
A\* = Approval & Requiring Board Approval  
D = Debate  
N = Note

<sup>2</sup>Against the six aims of the STHFT Corporate Strategy 'Making a Difference – The next Chapter 2022-27'



# **Annual Work Plan**

## **April 2022 - March 2023**

Prepared by: Kris McKeown, Ella Sprung and Sharon Tunnacliffe

Date: 13/04/2022

## **Executive Summary**

Sheffield MVP has had an active year, we have conducted a '15 Steps' process for the Antenatal Clinic area, the findings of which have been gratefully received by staff, and taken part in the recruitment of the Cultural Safety lead midwife, as well as being an open route for feedback to be collected and to reach the heart of the service. Sheffield Teaching Hospitals has had the challenge of an 'inadequate' CQC rating, as well as the actions required due to the findings of the Ockenden report; work which is still ongoing, and will involve the MVP being placed ever more at the centre of the development of the maternity service.

## **Overview**

The Sheffield MVP is a team of maternity professionals and lay people who work together to review and improve local maternity services, by putting birthing people and their families at the centre. Members include, midwives, representatives of the Sheffield CCG, perinatal mental health and 0-19 service, Healthwatch Sheffield, La Leche League Sheffield, Sheffield Light, NCT, and Sheffield Autism Partnership Network, as well as service user representatives.

The Sheffield MVP holds the philosophy that people are the experts in their own needs and their own lives, and that having people's voices at the centre of their care is key. One of our aims is to continue to work towards reaching more diverse groups of people, building on the work that has already been done. To do this we plan to reach out through visiting community groups across the city, especially in areas from which we don't often receive feedback.

## **The Team**

Kris McKeown: Co-chair, Sheffield MVP

Ella Sprung: Co-chair, Sheffield MVP

Sharon Tunnacliffe: Obstetrics, Gynaecology and Neonatal Experience Lead Midwife

## Action Plan

Goal 1: Core MVP tasks						
Key Action Steps	Timeline	Expected Outcome	Data Source and Evaluation Methodology	Person/Area Responsible	Comments	Co-chairs time allocation (days)
Outreach sessions around Sheffield	Ongoing	Learning from a wider range of service users and bringing that expertise back to the Trust	Meeting notes	Ella Sprung and Kris McKeown	Aim for 6 sessions in the first year	<b>12</b>
Receiving, compiling, and passing on feedback from online form	Ongoing	Issues fed back to the relevant staff member at Jessop Wing	Document held on MVP Drive – meeting notes when fed back	Ella Sprung and Kris McKeown	Report at quarterly MVP meeting	<b>4</b>
15 Steps: four areas	Ongoing	Increased awareness of patient experience leading to improvements in four areas, celebrate positives	Records made during process	Ella Sprung and Kris McKeown	Offered to four areas over this year (eg wards, triage). 1 day each co-chair per area. Other service users will be invited to participate.	<b>8</b>
Responding to enquires from staff and service users	Ongoing	Being a point of contact for the MVP	Email	Ella Sprung and Kris McKeown	1 hour in total per week	<b>7</b>
Regular meetings with external groups	Ongoing	Maintain and create new relationships with groups whose	Meeting minutes	Ella Sprung and Kris McKeown	Approximately 2 meetings per month, 1 hour each	<b>3.5</b>

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		work is relevant to Sheffield MVP				
Maintaining a social media presence	Ongoing	Regular activity on MVP Facebook group and responsiveness to contacts via social media		Ella Sprung and Kris McKeown	One post per week plus shares of relevant information (30 mins per week)	<b>3.5</b>
Regular MVP meetings: prepare and chair	Quarterly	Preparation of agenda, chairing of meetings, editing minutes. Networking with other potential members (groups and individuals).	Meeting minutes	Ella Sprung and Kris McKeown	One co-chair: 2-hour meeting + preparation (both co-chairs)	<b>4</b>
Recruiting and supporting volunteers	Ongoing			Ella Sprung and Kris McKeown	Total of one day per month	<b>12</b>
Attend STH Cultural Safety Forum meetings	Monthly	Learn from and contribute to the work of this group	Meeting minutes	Ella Sprung and Kris McKeown	One co-chair (1.5-hour meeting)	<b>2.5</b>
Attend LMNS meetings	Bimonthly	Co-ordinate regionally	Meeting minutes	Ella Sprung and Kris McKeown	One co-chair (1.5-hour meeting)	<b>1.5</b>
LMNS Service User Lead (Hayley McGovern) catch up meeting	Monthly	Co-ordinate regionally	Meeting minutes	Ella Sprung and Kris McKeown	One co-chair (30 min meeting)	<b>1</b>
Meet with senior staff members from STH	Quarterly	Communicate on current issues, give feedback where relevant	Meeting minutes	Ella Sprung and Kris McKeown	Both co-chairs (1 hour meeting)	<b>1</b>
Attend city-wide perinatal mental health meetings	Quarterly	Learn from and contribute to work of this group	Meeting minutes	Ella Sprung and Kris McKeown	One co-chair (90 min meeting)	<b>1</b>

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Meet with Head of Midwifery	Monthly	Communicate on current issues, give feedback where relevant	Meeting minutes	Ella Sprung and Kris McKeown	One co-chair present (30-minute meeting)	<b>1</b>
Attend internal Trust meetings: Governance and Safety	Monthly	Taking service user voice to meetings.	Meeting minutes	Ella Sprung and/or Kris McKeown	1 day/month	<b>12</b>
Co-chair update meetings	Weekly	Able to efficiently co-ordinate activities	Meeting minutes	Ella Sprung and Kris McKeown	30 mins weekly catch up (both co-chairs)	<b>7</b>
Regional MVP chair meetings	Monthly	Support and information enabling joint working across the Yorkshire region	Meeting minutes	Ella Sprung and Kris McKeown	One co-chair, 1 hour meeting	<b>1.5</b>
New co-chair training	One off training for new co-chair (tbc, mid 2022)	Training for new role		Ella Sprung		<b>1</b>
Induction process for new co-chair	One off (April-May 2022)	Induction to role, creation of resources to enable joint working (e.g. Action Tracker, Workplan, resource mapping)	Action Tracker, Workplan, resource mapping document	Ella Sprung and Kris McKeown	3 days for new co-chair, 2 for existing co-chair	<b>5</b>
Other training and events (external)	Ongoing	Increase knowledge, widen knowledge and reach of Sheffield MVP		Ella Sprung and Kris McKeown	4 days over the year total	<b>4</b>
Responding to ad hoc requests from Trust (eg baby loss letter)	Ongoing	Respond to small requests from the Trust for input on specific issues		Ella Sprung and Kris McKeown	4 days in total over the year	<b>4</b>
Creation of Annual Report 2022/3	March - April 2023	Communicating on work done and plans for following year	Annual Report	Ella Sprung and Kris McKeown	1 day for each co-chair	<b>2</b>

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Work planning for 2023/4	Late 2022 - early 2023	Forward planning for next year	Workplan 2023/4	Ella Sprung and Kris McKeown	1 day for each co-chair	<b>2</b>
<b>Goal 2: Improvements to the antenatal clinic areas of Jessop Wing</b>						
<b>Key Action Steps</b>	<b>Timeline</b>	<b>Expected Outcome</b>	<b>Data Source and Evaluation Methodology</b>	<b>Person/Area Responsible</b>	<b>Comments</b>	<b>Total co-chair time input 4 days</b>
New seating	Ordered Feb 2022, expected July 2022.	More comfortable seating in clinic	Walk the patch in clinic	Sharon Tunnacliffe and Laura Perkins	Review impact once in place Dec 2022	
Shop at the front	Conversation with estates April 22. Work prior to covid on installing a shop at the main entrance. Due March 2024.	Entrance more welcoming, place for people to get refreshments, help with flow through the building	Walk the patch/15 steps	Sharon Tunnacliffe / Operational managers STH		
Signage	In development – old signage being replaced. Due July 2022.	Easier for people to find their way through the building.	15 steps	Sharon Tunnacliffe, Kris McKeown, Ella Sprung	Signage can be adapted easily in the future if needed.	
Creation of new artwork for main level one corridor, FMU rooms, Clinic waiting area, parentcraft room.	Initial sketches in production, timeframe tbc with artist with work to begin by April 2023.	Improvement of environment throughout level one areas.	15 steps	Kris McKeown and Ella Sprung		
Investigate symbols for signs	Due May 2022	Find out what other units use and find effective.	National MVP group, ask service users for opinions.	Kris McKeown		
Appointment letters	Looked at once signage is updated. Due August 2022	People have a clearer idea about who their appointments are	Walk the patch / feedback from service users	Kris McKeown and Ella Sprung /		

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		with and what they are for and tie with signage.		Sharon Tunnacliffe/ Admin Team		
Evaluation/gathering feedback on changes	Autumn 2022	Learn what is working and what might need further changes in future	Walk the patch, social media feedback, included in outreach work where possible	Kris McKeown and Ella Sprung		
<b>Goal 3: Creation of video library</b>						
Key Action Steps	Timeline	Expected Outcome	Data Source and Evaluation Methodology	Person/Area Responsible	Comments	Total co-chair time input 20 days
Identify and prioritise which videos are required – guided by CQC National Maternity Survey 2021 and local feedback and outcomes.	Due September 2022	A list of videos to be produced, in priority order.		May Stevens Cultural Safety Midwife / Sharon Tunnacliffe / MVP leads		
Scope multilingual staff for filming	To align with video productions July 2022- Mar 2023	Relevant staff members can contribute their skills to the project; films are made available in different languages	Positive video reviews/ feedback	Sharon Tunnacliffe		
Gathering service user input into each film	July 2022 – Mar 2023	Co-produced project, films are useful and relevant to all people accessing the maternity service	Positive video reviews/ feedback	MVP Leads / Patient experience feedback		
Participation in filming	July 2022 – Mar 2023	MVP features in relevant films	Positive video reviews/ feedback			

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Gathering feedback once some films have been created	July 2022 – Mar 2023	Later films are informed by feedback given to earlier films	Positive video reviews/ feedback			
General project administration	July 2022 – Mar 2023	Attending meetings, communication by email	Positive video reviews/ feedback			
<b>Goal 4: Participation in Induction of Labour information project</b>						
Key Action Steps	Timeline	Expected Outcome	Data Source and Evaluation Methodology	Person/Area Responsible	Comments	Total co-chair time input 20 days
Facilitating service user input into project	July 2022 – Mar 2023	Project is coproduced in a meaningful way from start to finish, leading to information being produced that is useful and relevant, and improves care during induction of labour				
Project management/general project administration	July 2022 – Mar 2023	Attending meetings, communication by email				
<b>Goal 5: Jessop Wing website update</b>						
Key Action Steps	Timeline	Expected Outcome	Data Source and Evaluation Methodology	Person/Area Responsible	Comments	Total co-chair time input 8 days

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Providing review work previously completed to staff working on updating Jessop Wing website (review of website)	April 2022 – Mar 2023	Website update project benefits from review work previously completed by MVP co-chairs		Kris McKeown		
Liaising with staff to create content and structure of website, bringing in service user voices	April 2022 – Mar 2023	Updated website, which is easier to use, more friendly and welcoming, and more informative. Work is coproduced with service users.		Ella Sprung and Kris McKeown		
Gathering feedback on changes	August – Mar 2023	Website changes are confirmed to be working for people, or if not then further changes are made	Feedback from service users and service user groups, feedback via social media	Ella Sprung and Kris McKeown		
General project administration	April 2022 – Mar 2023	Attending regular meetings, communication by email				

**Tasks outside of this workplan:**

- Ockenden visits

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This is a working document; please email [info@nationalmaternityvoices.org.uk](mailto:info@nationalmaternityvoices.org.uk) if you have any suggestions to improve it for the benefit of other MVPs.

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