

# QEH (King's Lynn) Maternity & Neonatal Voices Partnership Annual Report 2024

Emily Lunny, November 2024



QEH (KING'S LYNN)

Maternity & Neonatal Voices

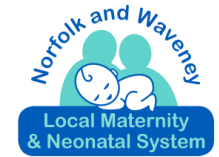
Working in partnership to improve maternity & neonatal services

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# Introduction



Maternity and Neonatal Voices Partnerships (MNVPs) are working groups made up of teams of women, birthing people and their families, commissioners and providers (midwives and doctors) working together to review and contribute to the development of local maternity and neonatal care. In Norfolk and Waveney, MNVPs are aligned to each of our three Acute Trusts. As MNVPs, our aim is to create and maintain an independent forum for co-production for maternity and neonatal services that places service user voice at its heart and brings together maternity and neonatal service users and staff, wider Trust leadership, commissioners and other strategic partners.

## Our purpose:

1. To seek out and listen to the voices of women and birthing people, families and carers using maternity and neonatal services from all ethnicities, backgrounds and communities within our local population.
2. To use service user experiences and insight to work creatively, respectfully and collaboratively towards solutions that are co-produced with service users and staff.

## Our values:

1. We are committed to diversity and equal opportunities
2. We uphold women and birthing people's human rights in pregnancy and childbirth.
3. We are multidisciplinary and our members bring with them different beliefs, values and experience.  
All these perspectives will be valued and respected.
4. All of our members will have an equal opportunity to contribute to discussions and decision-making processes. We will ensure we are inclusive, enabling all our members to participate fully and ensuring our communications are understandable to all.
5. Our members will act in a public service capacity and will adhere to the Nolan principles for conduct in public life.

# Facts about Queen Elizabeth Hospital King's Lynn (QEH)



## Location

QEH is located in King's Lynn, serving the women of Norfolk, North Cambridgeshire and South Lincolnshire. Catchment consists of many IMD\* 1-2 areas including North Lynn, South Lynn and parts of Wisbech.

\*Socio-economic deprivation is measured using the Index of Multiple Deprivation (IMD), an overall measure of deprivation, calculated for any given postcode using information about the levels of income, education, employment, crime and the living environment for that local area. Each decile indicates a level of deprivation, with 1 the most deprived and 10 the wealthiest. Core20 is the 20% most deprived deciles, IMD 1 and 2.



## Demographics

### 2022-2023 data:

- Ethnicity of women/ birthing people was 93% White – this includes non-British – 3.3% Asian, 1.1% Black, 0.8% Mixed Ethnicity.
- The most common languages spoken at the QEH after English are Polish, Romanian, Bulgarian, Urdu, Hindi and Russian.
- It's estimated the Gypsy, Roma and Traveller community is around 4,000 in Norfolk with sites in Saddlebow, King's Lynn and Living Waters, Swaffham sitting within the QEH footprint.
- There are migrant communities from EU and non-EU countries working in low-wage settings such as food processing and agriculture. It is estimated that around 10,000 residents in Wisbech are EU nationals from Poland, Latvia and Lithuania.
- In Norfolk and Waveney, 20,836 people aged 15+ are estimated to have a learning disability and 8,935 people are estimated to be autistic.



## Births

In 2023, there were 1876 births at QEH.

# About the QEH (King's Lynn) MNVP Team



## **Emily Lunny: Lead** (4-7 days per month)

I have been Lead of QEH (King's Lynn) Maternity & Neonatal Voices Partnership since May 2023. I am a local service user with three daughters aged 8, 6 and 2 years old and I have personally experienced many types of maternity care from an emergency caesarean to freebirth. My area of expertise is in infant feeding and I am an International Board Certified Lactation Consultant (IBCLC). Other than breastfeeding support, I have a keen interest in birth trauma, advocacy, health inequities and neurodivergence. My academic background is in health sciences and public health.

## **Francesca Kacary: Deputy Lead** (1-3 days per month)

I'm the Deputy MNVP Lead at QEH and service user with three children. I'm a breastfeeding counsellor and antenatal practitioner for the local area too. I believe all women should feel informed, heard and supported during pregnancy and birth. I am in charge of social media for the MNVP.

# Communications, surveys & engagement

- Facebook: 613 followers
- Instagram account since September 2024
- 2 posters created in 2024
- Listening/outreach events: 3 events
- Surveys: infant feeding, consent & communication, all maternity care, neonatal, home birth

**Key themes:** Infant feeding support, Communication and informed consent

## Action taken:

- **Infant feeding support:** We ran a detailed survey to gather information about infant feeding from service users. An analysis of the qualitative data and themes were fed into a report shared with the Head of Midwifery for action.
- **Communication and informed consent:** Survey to gather data and stories, working with Practice Development Midwife, working with local stakeholders to develop training for the Core Competency Framework maternity staff training.



## Spending time with your baby in NICU

These are suggestions from other parents and families of ways you may wish to spend time with your baby while in NICU.

They hope that these suggestions will help you to bond with your baby and enjoy precious time together.

Use milestone cards

Read them a story

Have skin to skin

Get involved in care

Bring your baby a muslin cloth washed at home

Learn your baby's routine

Take bonding squares home between visits

Cuddle your baby

Take photos and videos

Ask questions

Change their nappy

Make the incubator your own with items from home

Having baby skin to skin or near the breast during feeds

Give baby a special teddy

Use black and white picture cards

Change their clothes

Learn to do your baby's NG feeds

Remember it's okay to cry



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# Reflecting diverse local communities



## MNVP Working Groups

Contact  
MNVP.team@qehkl.nhs.uk



### Bereavement

1st Tuesday  
each month

2.30pm-3pm

Teams (Online)



### Consent & Communication

1st Tuesday  
each month

12pm-1pm

Teams (Online)



These groups are  
for service users to  
get involved

### Neonatal

1st Tuesday  
each month

11am-11.30am

Teams (Online)



## How we reach:

- IMD 1-2 area populations

We held a listening event in a busy IMD1-2 area (King's Lynn town) and engage with people in deprived areas on social media.

- Bereaved parents

We have a working group of parents who have experienced stillbirth who have contributed to the butterfly garden and a bereavement poster.

- Neonatal experienced parents

We have a working group of parents who have experienced neonatal care, many of these live in IMD1-2 areas. These parents have contributed to a neonatal poster, neonatal booklet in progress and neonatal statistics infographics in progress.

# What we have achieved this year



- Launched our Butterfly Garden to support bereaved parents
- Recruited a deputy MNVP lead
- Progressed improvements to the Central Delivery Suite based on our service user's feedback
- Run an infant feeding survey
- Conducted 15 steps visits – this is an initiative that explores healthcare settings through the eyes of service users to help identify improvements that will enhance experience based on four themes – welcoming and informative, safe and clean, friendly and personal, organised and calm
- Held listening events online and in the community to support local families to share their views on improving service s
- Commenced a range of information resources including:
  - a neonatal "spending time with your baby" poster
  - home birth and neonatal statistics infographics
  - neonatal information booklets
- Initiated staff communication and consent training to support the Core Competency Framework (CCF)



Click 'play' to watch video local BBC news coverage of the launch of our Butterfly Garden.



- **Gypsy, Roma and Traveller listening event**
- **Completing current projects:** All suggested by service users
  - Staff communication and informed consent training video (Core Competency Framework)
  - Neonatal booklet project
  - Neonatal statistics infographics
  - Home birth statistics infographic

When completed we can begin new projects as suggested by feedback

- **Increasing outreach engagement events:** Plans to attend many local baby groups over a wider area including Wisbech and Downham Market
- **Translation of MNVP resources into top seven languages spoken locally**

# Budget 2025-26



- Currently Norfolk & Waveney MNVP teams are paid using PPV (patient and public voice) rates. Further work is underway to review funding and pay which may impact on the proposed budget.

Budget item	Cost	Total
MNVP worker remuneration – total 7 days per month	£150 per day (PPV rate)	£12,600
Canva annual account	£99	£99
Resources and room hire	£760	£760
Travel costs – 100 per month/1200 per year total	£0.45 per mile	£540
<b>Annual total</b>		<b>£13,999</b>