

QEH (King's Lynn) MNVP Annual report 2023

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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 is twofold:

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.

Members of the collective forum operate on the following values:

- We are committed to diversity and equal opportunities
- We uphold women and birthing people's human rights in pregnancy and childbirth.
- We are multidisciplinary and our members bring with them different beliefs, values and experience.
All these perspectives will be valued and respected.
- 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.
- Our members will act in a public service capacity and will adhere to the Nolan principles for conduct in public life.

Facts about QEHL

- Location: The Queen Elizabeth Hospital King's Lynn is a district hospital based in King's Lynn, serving a community of 331,000 people from West Norfolk, part of North Norfolk, North Cambridgeshire (Fenland), South Lincolnshire (South Holland) and Breckland.
- Births: 1876 in 2023
- Demographics: There are areas with high rates of deprivation: Wisbech, North Lynn, South Lynn, Gaywood and some West Norfolk villages. As of 2023 the ethnicity of the local population is primarily White British, with White Other making up the next largest ethnic group.

Ethnicity Estimator, IMD 2023

King's Lynn & West Norfolk: White British 90%, White Other 8%

Fenland: White British 85%, White Other 12%

South Holland: White British 85%, White Other 13%

Breckland: White British 89%, White Other 9%

North Norfolk: White British 95%, White Other 3%

Most deprived areas (within QEHL catchment), IMD 2019

North Lynn, King's Lynn - 1st decile

South Lynn, King's Lynn - 1st decile

King's Lynn Town Centre - 1st decile

Gaywood, King's Lynn - 1st decile

Parts of Wisbech - 1st decile

Rural West Norfolk villages including Barroway Drove, Stow Bridge, Upwell, Coldham, Christchurch and Welney - 2nd decile

Parts of Terrington St Clement - 2nd decile

Parts of Swaffham - 2nd decile

CDRC Mapmaker: Ethnicity Estimator (White British 2023)

CDRC Mapmaker: Index of Multiple Deprivation (IMD) (CDRC Harmonised 2019 IMD)

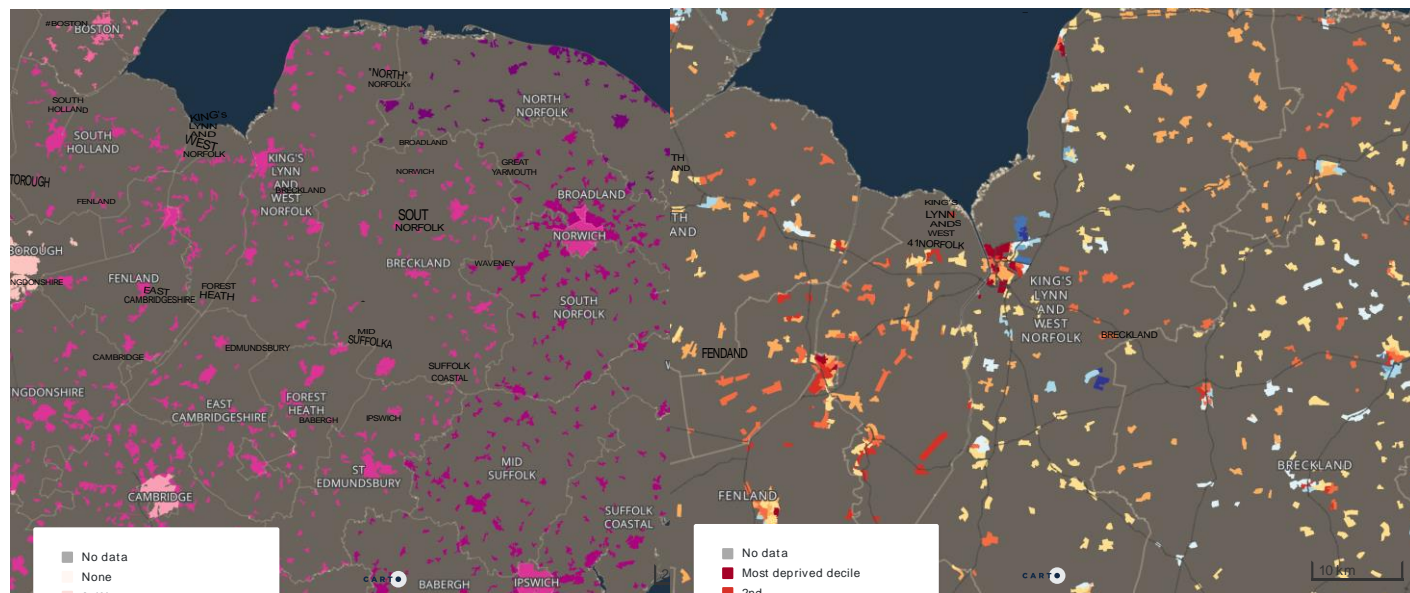
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An ESRC Data Investment



An ESRC Data Investment



Ethnicity Estimator

Population & Mobility

Forename and surname-based declared ethnicity proportions combined with linked consumer registers to create modelled populations, aggregated by local authority and converted to proportions.

LINK MAP

<https://mapmaker.cdrc.ac.uk/#/modelled-ethnicity-proportions?m=meplawbr23&lon=0.748&lat=52.519&zoom=8>

<https://mapmaker.cdrc.ac.uk/#/modelled-ethnicity-proportions?m=meplawbr23&lon=0.748&lat=52.519&zoom=8>

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https://mapmaker.cdrc.ac.uk/#/index-of-multiple-deprivation?m=imd19_dc&lon=0.4668&lat=52.7234&zoom=9

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(CDRC Mapmaker: Ethnicity Estimator, White British 2023)

(CDRC Mapmaker: Index of Multiple Deprivation, 2019)

About QEH (King's Lynn) MNVP

- Lead: Emily Lunny (Co-Lead since May 2023, Lead since July 2023 – 26 paid days worked so far).

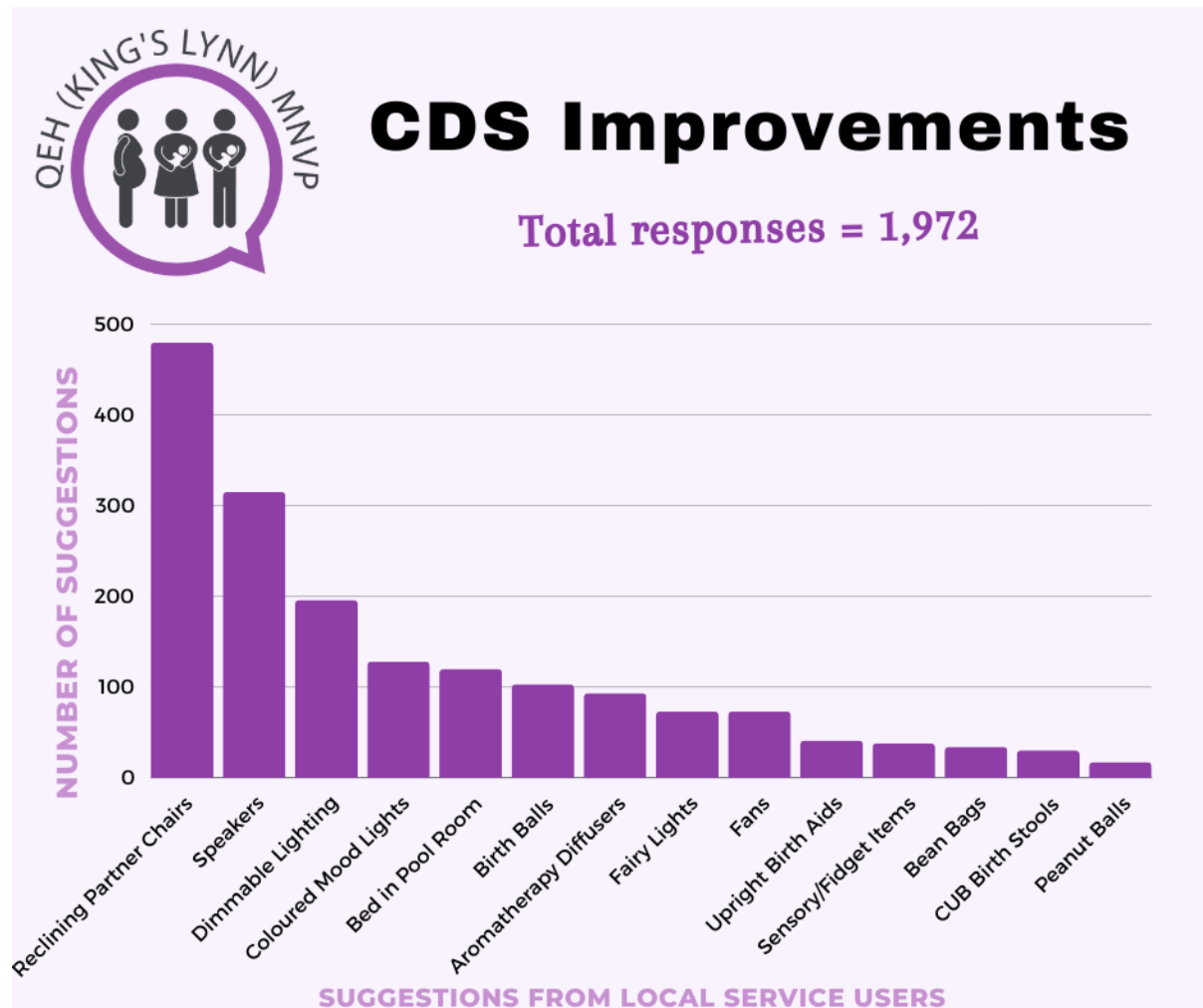
- MNVP Team: Alex Bush (Bereavement champion since December 2023, 0.5 days per month) and three other people currently in the volunteer clearance process.
- 2023 has been a challenging year for QEHL (King's Lynn) MNVP but significant progress has been made to re-establish the MNVP and begin collecting feedback from local parents.
- Working groups: we currently have two working groups, (1) Bereavement and (2) Consent & Communication. In 2024, we will grow to 4 working groups: (3) Neonatal and (4) Postnatal & Infant Feeding.

Communications and engagement

- QEHL (King's Lynn) MNVP has a Facebook page with 467 followers. Regular posts include Feedback Friday and Thankful Thursday (in collaboration with QEHL Maternity Digital Team).
- We have a display board outside Central Delivery Suite in QEHL and posters displayed in all community hubs, AN/PN ward, NICU and Waterlily (Midwife Led Unit).
- We produced a leaflet for the bereavement suite using feedback from local service users, which is now available in each pack in the bereavement suite. In 2024, we will create a similar "spending time with your baby" leaflet for NICU, on request of neonatal staff and service users. Other leaflets in progress include consent & communication, and a leaflet for Central Delivery Suite on available equipment and pain relief.
- Listening events took place on 21st August, 19th October and 30th November 2023. An event is planned for each month in 2024, either a listening event or quarterly meeting.
- Quarterly meetings restarted in September. Two quarterly meetings have taken place so far, on 8th September 2023 and 5th December 2023.

Surveys and polls

- Labour ward improvements: After feedback suggesting changes to central delivery suite and following discussion with our Head of Midwifery, a closed Facebook group for local mums helped us to collect feedback on potential improvements with nearly two thousand responses in three days. Work on these improvements is ongoing but will coincide with central delivery suite renovation work.



(CDS Improvements - feedback chart)

- Consent and communication: following a significant amount of feedback, a working group was formed and consent & communication was added as a theme to the Core Competency Framework v2 training. Work on this is ongoing.
- Home birth: following a feedback Friday social media post, feedback around birth pools was discussed with and addressed by all three community team leads.



("You said, we did" infographic, shared after addressing specific home birth feedback)

What we have achieved this year

- The workplan and aims proposed in the annual report compiled in January 2023 were not met during the first half of 2023, however from August 2023 the MNVP was functioning and began collecting feedback.
- QEH (King's Lynn) MNVP now has a dedicated, engaged lead who is a service user, which is required in line with CNST Safety Action 7.
- Establishing the MNVP at QEH has been a challenging task, but the MNVP is now integrated in QEH maternity. Working relationships with many key staff members have been established enabling co production.
- The MNVP receives support from our Head of Midwifery Esther Dorken. Support is also provided by the QEH W&C Digital Team: Jess Nichols, Emma Brancham & Lily King.

- We also have created a new website, new logos, access to FFT results, our own surveys, agreed a recruitment and training process with volunteer services, attended regular Trust and LMNS meetings, had input in CCF v2 training plans and addressed feedback, beginning to coproduce changes.

Future plans

- Increase MNVP team: Recruit a deputy lead.
- Begin monthly MNVP team meetings and walk the patch as team is recruited.
- Increase engagement with service users, inviting more service users to join meetings and working groups through raising awareness of the MNVP.
- Develop two more working groups: Neonatal and Postnatal & Infant Feeding.
- Bereavement working group, to be led by Alex Bush, will have input in the new bereavement garden due to begin in Spring 2024.
- Consent working group, to be allocated a lead, will have input in the CCF v2 training.
- Targeted feedback collection from women and service users in deprived areas and neonatal service users.

Finance

- Budget – planned expenditure for 2024

Website hosting	£43.20
Website domain	£21.99
Canva account	£100
Services user expenses budget	£240
Travel (4x per month for lead, 2x per month for deputy @ £0.45 per mile)	£810
Lead @ 4 days per month	£7200
Deputy lead @ 2.5 days per month	£4500
Bereavement Champion @ 0.5 days per month	£900
Listening event costs (room hire, refreshments, equipment)	£184.81
Total	£14,000