

Building Successful Perinatal Teams

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Presenter:

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Deputy Director of Midwifery



Maternity And Neonatal Safety Champions

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Who are your Safety Champions?

National Maternity Safety Champions:
Professor Jacqui Dunkley-Bent & Dr Matthew Jolly

Trust Board level Safety Champion:
Dr John Jones

Associate Non-Executive Safety Champion:
Professor Julie Green

Midwifery Safety Champions:
Claire Eagleton, Kim Williams, Rebecca Gwilt, Sharon Fletcher

Obstetrics Safety Champion:
Dr Dorreh Charlesworth

Anaesthetics Safety Champion:
Dr Martynas Juozaitis

Neonatal Safety Champions:
Dr Jennifer Brindley, Vicky Wykes

Maternity Voices Partnership Safety Champion:

Why do we have Safety Champions?

There is a national ambition to make measurable improvements in safety outcomes for women, their babies and their families who receive care from maternity and neonatal services. The national aim is to halve the rate of stillbirths, neonatal deaths, intrapartum brain injuries and maternal deaths by 2025. Maternity and Neonatal Safety Champions have been introduced to work on a national, local and Trust level to promote a culture in which better care can be delivered to women, babies and their families which is safe and evidence based.

What do your Safety Champions do?

Safety Champions play a central role in ensuring mothers and babies receive the safest care possible by adopting best practice. We have Safety Champions who are also Board Members and they engage with our staff and service users to gather their views on safety and staff satisfaction through ward walkabouts and reviewing user feedback. They ensure that Duty of Candour is upheld and that our service is following national guidelines. We have Safety Champions who are Midwives, Obstetricians and Advanced Neonatal Nurse practitioners. They link with the Trust Board and the Local Maternity and Neonatal System to advocate for safety in their clinical areas. They will work with the Maternity Voices Partnership leads to ensure that our service is responsive to the needs of women, babies and their families. The monthly Safety Champion Walkabout is an opportunity for staff to raise and discuss any safety concerns. Feedback from these walkabouts is shared with service leads so that appropriate action plans can be developed. It is also displayed on the notice board so the team are aware of progress. For more information, please email one of the Safety Champions.

You Said... We did...

We are constantly improving our services to meet, and exceed, the needs of our patients. Please have a look at some examples to the right of this poster.

Safety Champions Pathway

External input as required – Continuity of Carer, Regional / National Matters, MVP

Monthly Board-Level and Frontline Safety Champions Walkabout

Monthly Safety Champions meeting output: key summary AAA report, used to inform other committees

Report to Maternity and Neonatal Governance Committees

Escalation to Women and Children's Divisional Board – themes and actions

Report to Maternity Transformation Assurance Committee and Quality and Safety Assurance Committee

Report themes and action to PGSM, LMNS and Trust Board using AAA and supplementary reports as required

Maternity and NNU Dashboard

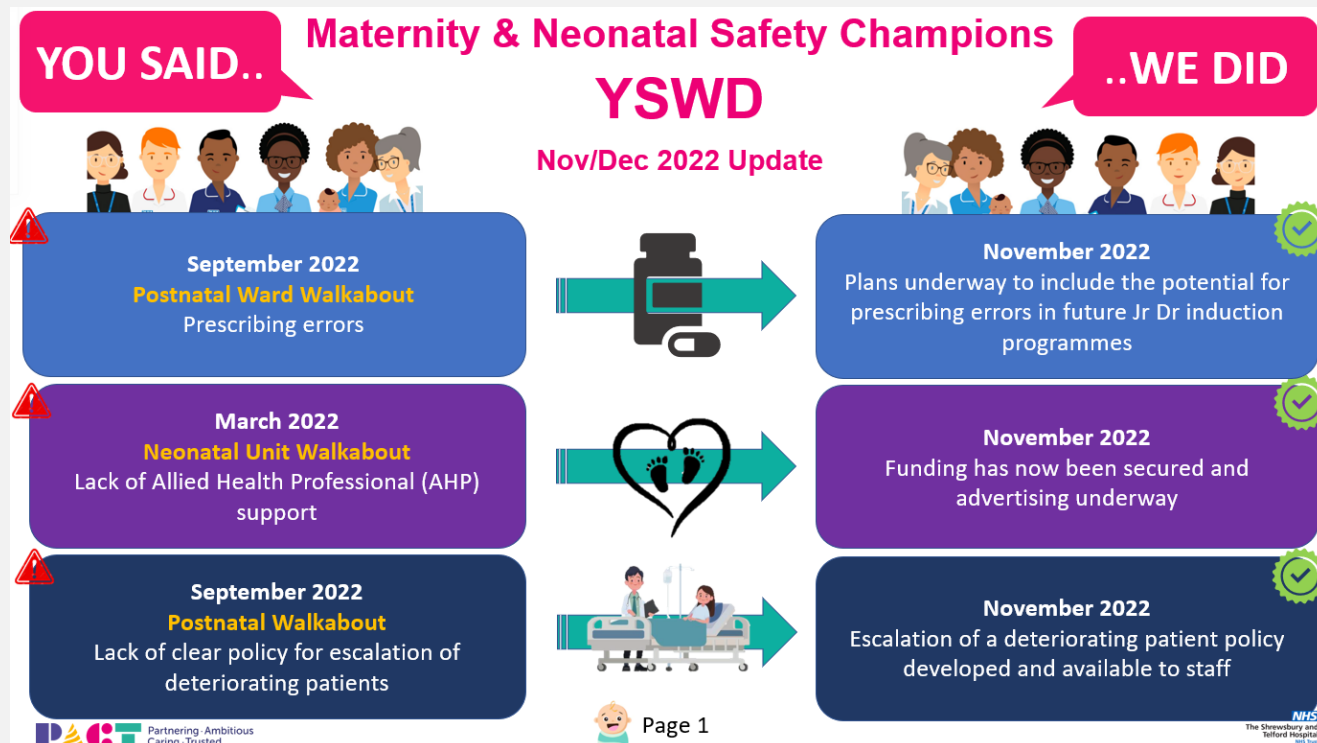
'You Said, We Did' Safety Feedback Board

Our Vision: To provide excellent care for the communities we serve

- Safety Champions have been in place since 2019. It has evolved and embedded and now meets monthly.
- Representatives include Trust Board members, consultants, midwives, ICB and MVP.
- Bi-monthly, the meeting includes a safety walkabout of a different clinical area for staff to raise safety concerns directly with the group.
- Promotes and spotlights communication from 'Floor to Board'.
- A key summary 'AAAA' report is produced to inform other committees.



Safety Champions Benefits

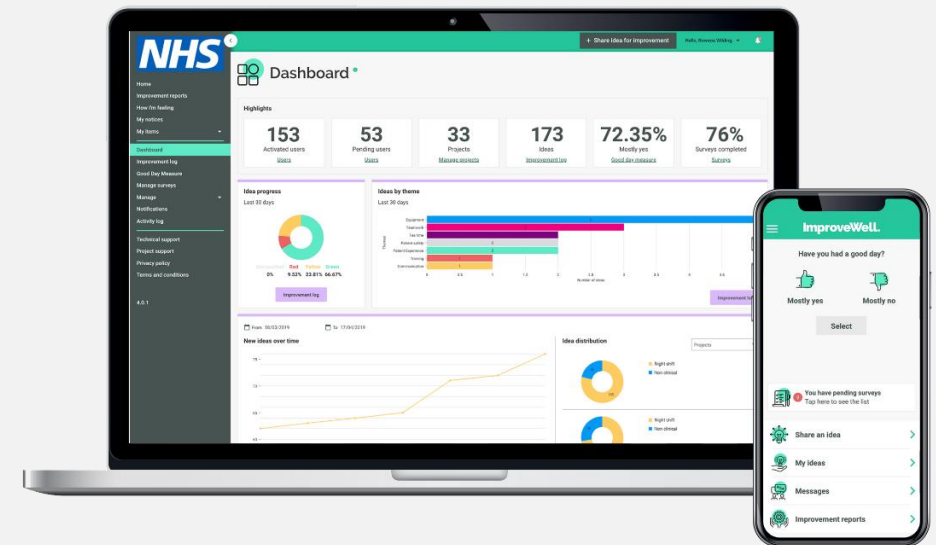


- Removes hierarchy
- Allows for all staff voices to be heard
- Clear communication with staff around the resolution of their safety concerns
- Promotes psychological safety
- Strengthens close collaboration between Maternity and Neonatal teams



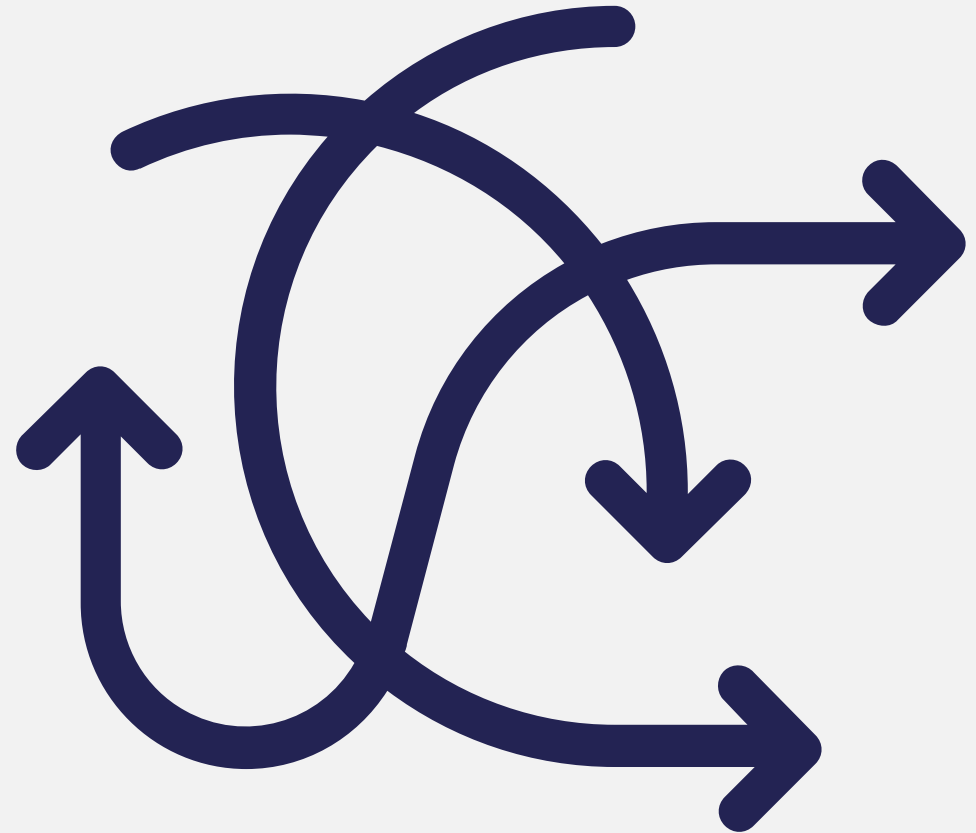
Improving staff morale and engagement with digital platform

- The Improvewell app was launched in February 2022. This digital platform provides an avenue to increase staff engagement and boost morale.
- The app offers **4 main features:**
 - Sentiment tracker (have you had a good day?)
 - Idea hub
 - Pulse surveys
 - Push notifications.



Implementation Challenges

- Large geographical area including outlying units
- Communication and engagement
- Unstable leadership
- Use of app amongst demographics
- Clinical pressures
- Staffing challenges
- Staff apathy
- Change fatigue



Overall benefits

- Improved engagement from all staff groups
- Renewed trust that ideas and concerns will be acted upon
- Improved team working
- Reduced hierarchical barriers
- Senior leadership including board members role modelling positive behaviours
- Higher psychological safety
- Clear focus around culture within division



Thank you

