

September - November 2024 (1)

Highlight Report



KEY POINTS:

- 15 Steps has been completed and the reports have been written
- MNVP have been involved in the change of signs at SFH
- MNVP have created 'cards' for CardMedic (CardMedic is a healthcare translation app)
- MNVP attended the MBRRACE-UK Perinatal conference
- MNVP attended the Father Inclusion Conference
- 17 Events Attended
- Common themes from feedback:
 - communication, clinicians, breastfeeding and continuity of care
- Increased survey results and a more diverse range of voices being heard



Leads Update



MATERNITY – MANDA

- Manda presented about the importance of service user voice at the Infant feeding work shop for Nottingham and Nottinghamshire.
- Manda has had a separate meeting with the chair of the NUH maternity improvement plan who has agreed that there will be a meeting that is specifically for engagement and this is our main pathway to connect with clinicians. Manda and Tara attended a doctors audit meeting to ask them for help with MNVP produced expectation videos and there was a huge amount of support for this and we are now moving forward to make these a reality.
- Attended personalised care training, MBRRACE saving lives conference and MBRRACE perinatal report 24.
- Worked closely and planned future collaboration with safety champions from both trusts.
- MNVP have linked with the Donna Ockenden team. Quarterly meetings have been arranged.
- Completed the 15 steps and all 3 sites and co wrote the report with Clare.
- Continued working with the trust in improving CQC scoring.
- Started working on our themes identified in our 1st feedback responses and compared 2nd quarter feedback to see where more work needs to be done.



NEONATAL – CLARE

- Clare is embedding the MNVP Neonatal catch-up's with Nottingham University Hospitals and Sherwood Forest Hospitals. Two members of staff attended from SFH and Three from NUH in October. There were good discussions and Clare hopes for these to grow over the pilot.
- Clare is involved in discussions with NUH for the Neonatal part of their feedback survey. It has been noted that there have been far fewer responses to the survey from those with Neonatal experience so this will be a focus for the next quarter.
- Clare met with East Midlands Neonatal Operational Delivery Network to share common themes in feedback.
- Clare has attended the new Neonatal unit at Queens Medical Centre at various points over the process and will be there again on 10th December just prior to the move back for families.
- Clare and Tara are working with NUH to secure access passes - further embedding MNVP into NUH. There are also now set days for MNVP to visit the hospital sites.
- Clare attended the Cultural Safety Training at SFH which was an excellent event - challenging, informative and engaging.
- Embedded in Trust meetings and having separate catch-ups with Safety Champions. MNVP also took part in World Prematurity Day events at all sites.

Hospital & Community Engagement Update



NOTTS NORTH – EMMA

- Attending parent groups to gain feedback and recruit volunteers.
- Created a contact spreadsheet of groups that MNVP have reached out to in the first few months of the pilot and groups we would like to make contact with
- Emma has regular visits to the SFH maternity ward
- Connected with Bereavement/pelvic health/feeding lead and early pregnancy (ward 14).
- Connected with and attending Home-Start baby groups.
- Connected with the Polish Community.
- Emma is attending the SFH groups and events and networking with staff.
- Emma is arranging online feedback meetings for those that prefer this method of contact.
- Emma is meeting with Family Hub managers across the county to discuss how we can work together, including attending under 1's and BABES groups.



NOTTS CITY – TARA

- Focusing on unheard voices through organisations like the Muslim women's network, African Women's Empowerment and CEEA. The Muslim women's network have also put Tara in touch with HEYA, The Nottingham women's Centre and the Refugee Forum.
- Attending parent groups to gain feedback and recruit volunteers.
- Met with NUH and is conscious that MNVP need to make sure that we are reaching people in disadvantaged areas - Tara has started to geographically plan this.
- Working and connecting with the City Hubs and looking at how MNVP can link in with those going forward.
- Had the privilege of attending NUH's black history month event with Debra Neale.
- Created a contact spreadsheet of groups that MNVP have reached out to.
- Connecting with Indian & Chinese communities to plan.
- Met with city family hubs.



Volunteer Engagement



NATALIE

- Our volunteer list has been cleansed.
- Natalie is working on a role descriptors and a targeted approach to volunteer projects.
- Natalie worked extremely hard on the volunteer welcome pack & Volunteer Policy.
- Volunteer inductions and 1:1's are ongoing.
- Natalie chaired our first open MNVP meeting.
- Natalie is organising our MNVP Festive Community Event - Friday 13th December - Sheila Russel NG8 3AR - 10-13:00.
 - [To view the event facebook page - click here](#)
- Natalie has recruited our first MNVP Volunteer Champion Sophie and Sophie is undertaking Mental First Aid Training and has attended our MNVP Team Meeting.



SOCIAL MEDIA Engagement



MADELAINE

MNVP.

DATE RANGE:

1st September
2024 - 30
November 2024

Analytics (Last 90 days)



Facebook:

1. Reach: **8.8k**
2. Content Interactions: **686**
3. Views: **28.4K**



Instagram:

1. Profile Views Increase: **217%**,
2. Profile Visits Increase: **193%**
3. External link taps: **14**

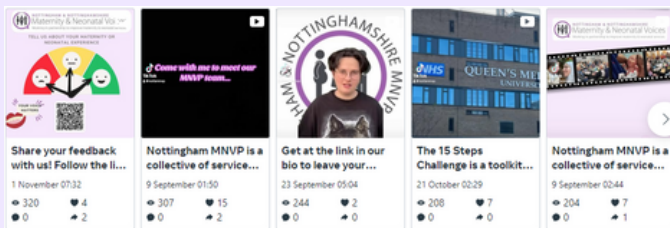
Monthly Campaigns and topics:

- Volunteer Spotlights
- Our Feedback link

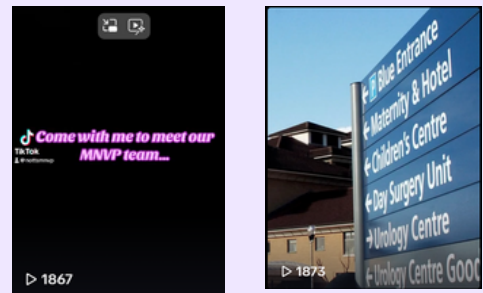
Our Current/Past Campaigns:

- MNVP Open Meeting
- MNVP Festive Social
- World Prematurity Day
- Baby Week 2024
- 15 Steps walk around

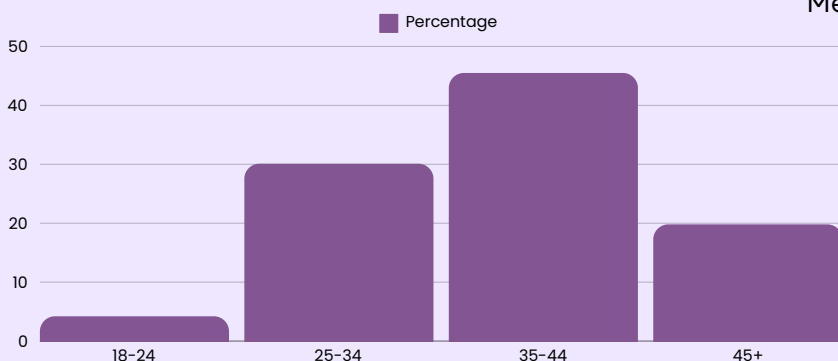
Our Top Instagram Content:



Our Top TikTok Content:



Audience Demographics



Men: 2.60%
Women: 97.40%

Meet the team Volunteer Spotlight

MNVP.

Actions & Risks

PROBLEMS ENCOUNTERED:

- Access to sites
- National support/guidance
- Volunteers are not remunerated on time for their hours
- Engagement with Safety Champions
- Yet to establish the right staffing from SFH/NUH to attend trust catch ups

RESOLUTION STEPS:

- MNVP board members to discuss mitigations for the next meeting

PLANS FOR NEXT QUARTER:

- Project priorities for volunteer involvement to be determined
- Develop a process and policy with ICB colleagues on enumeration of volunteers for their time
- Undertake a maturity matrix/self-assessment as a baseline measure
- Completion of MNVP Communications Strategy
- MNVP Festive Fuddle
- Refresh of MNVP website
- 'You Said We Did' to close the feedback loop

Objectives

1. Listening to the voices of women and families
2. Working with our Maternity & Neonatal Service Providers



Jess - Project Support



Sam - Project Manager

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Escalation: Transformation Board