

December 2024 - February 2025 (2)

Highlight Report



KEY POINTS:

- MNVP festive event went ahead – good feedback and networking experience. Stall holder attendance from system partners was a great success.
- Madelaine created a survey to capture women's experiences of Postnatal check-ups with the GP.
- Madelaine has started to develop our MNVP website.
- Our February MNVP playgroup went ahead with increased attendance.
- New style MNVP postcards delivered to support the gathering of feedback.
- MNVP Banners up in all sites (SFH and NUH).
- MNVP attended a Polish Village Event and the launch of the new family hubs.
- MNVP linked in with the Ockenden team to share thoughts and themes within maternity and neonatal.
- MNVP appeared in the NUH Service User Newsletter.



Leads Update



MATERNITY – MANDA

- Q2 feedback report was completed and shared, we saw an increase in responses and diverse voices which is positive. Our themes are like Q1 so we will continue to work on our expectation videos.
- Worked with both trust on 2024 maternity CQC report. Being involved in a co produced theming reporting.
- Attended the festival social linked in with organisations and did a nursery rhyme sing a long with families.
- Linked in with the Ockendon team to share thoughts and themes within maternity and neonatal.
- Made progress on ensuring the actions of our 15 steps are being done and we are verifying, with evidence to back it up where needed.
- Attended a father inclusivity webinar.
- MNVP rag rating on the MSSP is green.
- We have agreed to do all 27 PROMPT training sessions and to have a 30 minute slot in them.
- We are now in the NUH service user newsletter.
- MNVP has been asked to come into meetings to help with steering groups from the beginning and being used as a real asset and not a 'got' to.
- Attended a polish village event and hosted a stall with NUH at the International Women's Day event.



NEONATAL – CLARE

- Granted an access pass for NUH and induction took place on 24/02.
- Supported the Phoenix Team at SFH for their 3rd birthday celebrations (smoking cessation support)
- Attended the official opening of the new NICU at QMC.
- Viewed the MBRRACE conference and completed day 2 of the Personalised Care Training.
- Presented an update regarding MNVP feedback systems and processes to ICB Exec Partnership Board.
- Held January Trust Catch-ups - had 1 person from each Trust attend. We reviewed actions from 15 steps.
- Viewed the 3D tour of SFH Neonatal Unit which is amazing and will really help with the project around helping people be more prepared for a stay on a Neonatal unit.
- From our previous theming meeting, we recognised the lack of Neonatal feedback during the last quarter and so have had a focus to increase that this quarter. Plan in place for Emma to visit SFH Neonatal Unit once a month and for Tara to attend QMC and City more regularly now access and induction has been completed.
- Attended regular meetings including Perinatal Assurance Committee (SFH); Neonatal Steering Group (LMNS); Maternity & Neonatal Redesign (NUH); Family Hub (External); Parent Advisory Group (EMODN); Volunteer Open Meeting (MNVP)
- Met with Rachel Boardman & Jo Wilson at NUH specifically regarding transition from NICU to PICU or Children's Ward. To look at setting up focus groups to gain feedback from families to facilitate improvements in preparation for transition.
- Continued conversations regarding Parental Accommodation for Neonatal families at NUH, ensuring this remains on the agenda.
- Liaison with the EMODN and met with Amanda Pike, Families & Engagement Lead.
- Collated all the things that have been discussed to do over the past 12 months, and now just need to plan how to do it!

Hospital & Community Engagement Update



NOTTS NORTH – EMMA

- Asked to join the Women's experience workstream team meeting - digital . This is a working groups of a larger digital meeting and is to get users feedback on Badger Notes.
- Attended Family Hubs to gather feedback. Also discussed displaying a 'you said we did' board.
- Been to gather feedback on maternity ward and NICU
- Set up meeting with other family hubs to arrange attending more groups
- Attended Interpretation Working group - CardMedic
- Attended training on how to use Badgernet from a service user and clinical point of view and have been given access to user app as a test.
- Included in Plan for Training 25/26: Personalised care. Plan for the mandatory training, at SFH. To consider trauma-informed care / TI birth plans. Also an update on professional obligations and legal rights (birthing person) based on feedback from staff and to coproduce this session and include service user voice where possible.
- Meeting with Healthy Little Minds - hearing infant voice
- Attending County Leadership meeting for family hubs to present MNVP and wanting to work with them.
- Created an MNVP page on 'Notts Help Yourself' [Nottshelpyourself](#).
- [Attended a Polish Village event.](#)



NOTTS CITY – TARA

- Completed the Q2 theming report.
- Met with the Bereavement midwife.
- Meeting planned with Specialist midwife for vulnerable migrants
- NUH passes are almost sorted just waiting for the occupational health.
- Met most ward managers, matrons and co-ordinators over both sites.
- Attended PROMPT.
- Contact made and meeting planned with Nottingham Women's centre
- Meeting had with Refugee Roots.
- invited to an event by Peri Prem ((Perinatal Excellence to Reduce Injury in Premature Birth)



Volunteer Engagement



NATALIE

- Just before Christmas we hosted our first in-person event since the MNVP revamp. We received really positive feedback from this event and we also learned things to continue and improve for the future.
- Our volunteer whatsapp group discussed badgernet and antenatal education. This will be escalated to MNVP for some support.
- Nat is currently revamping volunteer documentation to make it easier to use and easier to pull out information for evidence.
- The MNVP playgroup February went ahead and was a great success with increased attendance.
- We have two upcoming in-person volunteer project events at Kingsmill hospital, Triage improvement and Transitional care.
- There are 2 volunteer project roles that we have received applications for and are due to be reviewed 17th March
- Our volunteers met with the Infant feeding lead to discuss ongoing breast/chestfeeding support, along with what support parents need with feeding after having a c-section



SOCIAL MEDIA Engagement



MADELAINE

MNVP.

DATE RANGE:

1st December
2024 - 28
February 2025

Analytics (Last 90 days)



Facebook:

- 1.Reach: **4.8k**
- 2.Content Interactions: 461
- 3.Views: 24.1k



Instagram:

- 1.Profile Views Increase: 7.4k - 5.7%
- 2.Profile Visits Increase: 4.7%
- 3.Content Interactions: 3.9%

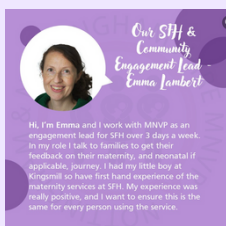
Monthly Campaigns and topics:

- Volunteer Spotlight
- Our survey link

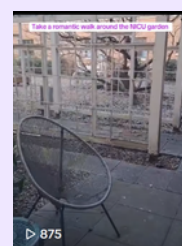
Our Current/Past Campaigns:

- Christmas social
- Half - term Social
- Random Acts of Kindness Day
- Valentines Day
- MNVP Staff intros
- MNVP Impact post

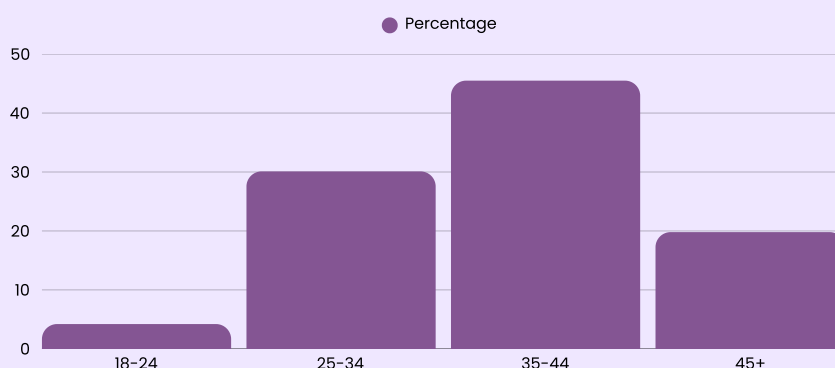
Our Top Facebook Content:



Our Top TikTok Content:



Audience Demographics



Men: 2.79
Women: 97.21

MNVP.

Actions & Risks

PROBLEMS ENCOUNTERED:

- National support/guidance
- MNVP Leads are not remunerated on time for their hours
- Board attendance

RESOLUTION STEPS:

- MNVP board members to discuss mitigations for the next meeting

PLANS FOR NEXT QUARTER:

- Continue our website development on [Maternity and Neonatal Voices Partnership - NHS Nottingham and Nottinghamshire ICB](#)
- MNVP are attending multiple events for the family hub launches.
- MNVP are attending the polish village fair.
- MNVP are attending the 1 year homebirth party.
- Promoting Peri Prem with ward staff.

Objectives

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



Jess - Project Support

Contact: nnicb-nn.mnvp@nhs.net
Escalation: Transformation Board