

Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012.

Within this legislation [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013] Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider.

Report & Recommendation Response Form

Report sent to	
Date sent	
Report title	

Response (If there is a nil response, please provide an explanation for this within the statutory 20 days)

Date of response provided:	19.04.2024
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<p>Response:</p> <p>1. Please outline your general response to the report and what you are currently doing to address some of the issues identified.</p>	<p>SEL Local Maternity and Neonatal System (LMNS) commissioned Healthwatch Lambeth to provide some outreach to underrepresented women and birthing people about their experiences of maternity and newborn care. This is part of a significant piece of work involving other voluntary sector organisations and will provide a bank of feedback specific to SEL and will support our work to increase equity moving forward. The LMNS has a large programme of work with the golden thread to improve experience and outcomes especially for those who are underrepresented or marginalised.</p>
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<p>2. Please outline what actions you will undertake as a result of the report's findings and recommendations</p>	<p>The results of this work will feed into the LMNS equality and equity action plan.</p> <ol style="list-style-type: none"> 1. Provision of personalised care conversations The LMNS has created personalised care and support plans that provide the opportunity for women to personalise care in conjunction with the healthcare professional. We recognise that conversations that are meaningful to individuals is important and are currently working on how this can be achieved for all through staff training and aide memoirs. 2. Provision of clear accessible information The LMNS are working on improving access and information for all women and birthing people once pregnant, with a focus on those that may not be able to access information and support within current structures. 3. Interpreting services
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All provider trusts now use language line to support interpretation for those where English is not their first language or if they have any other interpreting needs. We recognise that this is just one small part of the need and are reviewing other options to support accessibility of information.

4. Continuity of Care

As per national guidance the provision of full continuity of Care has been redacted unless organisations have the workforce in place to provide safe care. SEL LMNS recognise the benefits of the MCoC model and are working with services to assess possible models that will support those women and birthing people for which MCoC would provide the most benefit.

5. Staff training

The LMNS workforce and education workstream is working to assess the training needs of maternity and neonatal staff. The LMNS has a training programme in place for the 2024/2025

6. Recruitment

All providers have rolling recruitment and retention plans in place, with concerted efforts to reduce vacancies. We should highlight that there is a national shortage of midwives.

7. Quality Improvement

One of the responsibilities of the LMNS is to support transformation and improvement within maternity and neonatal services through an extensive programme of work, using QI methodology, co-production with service users and more opportunity to gather service user feedback that will directly impact improvement plans.

8. Service user engagement

Maternity and Neonatal Voices Partnerships (MNVPs) are members of SEL LMNS and work within local boroughs and with provider trusts to support the user voice and work with providers to make improvements based on feedback received. SEL LMNS are keen to continue the work started as part of this community engagement project

This list is not exhaustive and does not cover the whole LMNS programme of work. If you have any questions or would like to hear more about the LMNS please contact

localmaternityandneonatalssystem@selondonics.nhs.uk

Signed	<i>J. Kempen</i>
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Please return this form to:
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