

Action Plan For:	Maternity Form
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### Overview/Details of the forum:

A Maternity Consumer Forum was held on Thursday 14<sup>th</sup> February 2019, inviting parents who have utilised EGHS' Maternity Services within the past 24 months. This forum was utilised to provide feedback, giving us an idea on how to improve their experiences and the services provided.

Six mothers, eight children and two grandparents attended the session, whom provided fantastic feedback in relation to each individual experience. Questionnaire sheets were also been emailed to several people who expressed interest on the facebook page but were unable to attend, who have also provided feedback.

<b>PROGRESS KEY</b>		not due to commence
		no progress/worsening
		some progress, but risk/delay
		progress on track
		complete

Rec #	Recommendation	Feedback	Action	Comment/Status	Progress	Estimated Completion Date	Responsible Person
1	Night Lights	Lights behind bed are too dull, overhead lights are too bright.	T. Walters to liase with S. Kerr in relation to making extra lighting available.	22/5/19 Johnathon will look in to		5/6/19	T Walters S Kerr
2	Room Temperature	Maternity rooms are uncomfortably cold.	T. Walters to liase with S. Kerr in relation to temperature control to enable the patient to have more control and maintain comfort.	Stuart Kerr and Johnathon Jende have assessed the issue and are looking at a solution.		5/6/19	T Walters S Kerr
3	Medical Waste Bins	Patient's feeling compelled to take general waste, accidentally deposited, out of the cloth Nappy bins.	T. Walters to determine whether medical waste bins need to be clearly labeled to eliminate confusion and limit exposure risk.	We have ordered Nappy Buckets to replace the Rubbish Bins that we use to put used Nappies in.		30/5/19	T Walters
4	Nursery Area	Nursery area is overcrowded with equipment. The space is small and when we were weighing our baby we felt like we were tripping over each other.	T. Walter to ascertain whether the nursery area can be made less crowded and a more user-friendly space.	We will keep the bassinets not in use in the midwifery rooms (one per room) so that there are less in the nursery. Other Equipment has been re-arranged or stored in an adjacent storeroom.	Completed	22/5/19	T Walters

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5	Antenatal Classes	We would like a one full day intensive antenatal class provided, as my partners after work commitments clashed with what was offered.	T. Walters to liaise with midwives to offer one intensive class instead of the current seven weekly sessions.	We have decided to offer 3 one day classes per year. That will cover every 4 months and allow all women to attend a session during their pregnancy if they chose not to attend the weekly classes. Dates have been chosen and will be offered to women after June this year.	Completed	21/5/19	T Walters
6	CPG Monitor	Dysfunctional monitor, didn't work properly when I used it.	T. Walters to contact IT to investigate if the monitor can be repaired or if it needs to be replaced.	All our monitors work, it is however some women's interpretation that they don't if the baby is constantly moving and the signal drops out.	Complete	10/9/19	T Walters IT Dept
7	Double Room	Only one double room, my partner had to sleep in a chair which he found uncomfortable.	T. Walters to investigate whether it is feasible to fit a double bed in the single room.	We require one single bed for post LUSCS and the other midwifery room is a second birth suite. We only have room for one single bed. There are no plans at the present to build extra midwifery rooms.	Complete	10/5/19	T Walters
8	Single foldable bed	My partner shared the double bed with me, which I found uncomfortable after a Caesarean.	T. Walters to investigate alternatives to allow partners to stay.	Women stay in a single bed the first 24hrs following a LUSCS. Then if the double bed is free, they are offered the choice of going into that room. Women are welcome to stay in the single bed room for their entire stay. Discussed at staff meeting and staff will ensure that women know it is a choice to change rooms.	Complete	10/5/19	T Walters

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9	Palliative Care Sitting Area	A lovely spot to have families visit, natural lighting and a place that was outside the maternity suites four walls, without roaming the hallways.	Consider keeping this space during the redevelopment.	15/5/19 I have brought this up at the Theatre/Medical Imaging redevelopment planning meeting. This will be considered as the plans are made for the redevelopment.		2020	T Walters